



New Jersey Schools Insurance Group

450 Veterans Drive
Burlington, New Jersey 08016
(609) 386-6060 • FAX (609) 386-8877
www.njsig.org

Board of Trustees Meeting of June 17, 2015 Claim Report

❖ May 6, 2015 – June 8, 2015 CLAIM ACTIVITY

Workers' Compensation

Total pending comp cases last month		2762
New major comp cases this month		581
Total comp cases this month	75%	3343
Total <u>closed</u> comp cases this month		(523)
Total Pending Comp Cases		2820

All Other

Total pending non-comp cases last month		942
Total new non-comp reports this month		153
Total non-comp cases this month	25%	1095
Total <u>closed</u> non-comp cases this month		(165)
Total Non-Comp Cases		930

Office Totals

Total pending cases last month		3704
Total new reports this month		734
Total cases this month		4438
Total <u>closed</u> cases this month		(688)
Total Pending Cases		3750



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■ **PENDING BY ADJUSTER**

Adjuster/Desk	(May-June)	Job Title
William Miller	150	Claim Examiner
Karen Olsen	217	Claim Legal Examiner
Joan Madden	1	Medical Claim Supervisor
Marsha Temple	199	Sr. Claim Representative
Michael Weiner	209	Claim Examiner
Vacant/Temp	62	Claim Representative
Terri Shockling	172	Claim Legal Examiner
Ron Huntley	164	Claim Examiner
Laurie Lawhon	234	Claim Examiner
Vacant/Temp	*142	Sr. Claim Representative
Theresa Brewer	133	Sr. Claim Representative
Linda Smith	207	Claim Examiner
Vacant/Temp	169	Claim Examiner
Ron Henry	222	Claim Examiner
Darlene Kane	213	Sr. Claim Representative
Carmela DiBacco	209	Sr. Claim Representative
Tiffani Jackson	182	Sr. Claim Representative
Eric Franklin	189	Medical Claim Assistant
Iesha Crews	176	Medical Claim Assistant
Sandra Hodge	154	Medical Claim Assistant
Maureen Dempsey	175	Claim Representative
Mary Holmes	171	Medical Claim Assistant
TOTALS	3750	

*Includes 5 Hurricane Sandy losses.

Work Load Standards

- Medical Claim Assistant - to 125 Files
- Claim Rep - to 150 files
- Senior Claim Rep - to 175 files
- Claim Examiner - to 200 files
- Claim Legal Examiner- to 200 files
- Claim Team Leader - to 100 files



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■(May-June)

The total number of new reports for this period was 734. This is up 13.6% from a similar period last year. Overall pending was up 1.7% from prior year to date and up 1.2% from last report. Our workers' compensation incoming was up 17.6% and non-workers' compensation was flat during a similar reporting period from PYTD. There are only five (5) Hurricane Sandy cases pending.

■CLAIMS PERSONNEL

The Bill Processor position has been filled by J. Kyle Rulon, who previously held the Mail Scanning position in the Mailroom. The Claim Representative position in our workers' compensation unit is our only vacancy at this time.

■SELECTED SELF-AUDIT RESULTS

	RATING		PERCENT
	Satisfactory	Unsatisfactory	
Reporting & Communication	117	17	87%
Direction	133	10	93%
48 Hour Contact	87	13	87%
Investigation	29	16	69%
TOTALS	366	56	87%

The preceding results reflect audits completed on 5 individuals. Individual results were 96%, 98%, 97%, 81% and 88%. Both 48 Hour Contact and Investigation needs improvement and have been addressed with the Claim Representatives.

■FRAUDULENT CHECK

The fraud check was done for June. There were no internal or external problems. We have completed an additional 25 checks in accordance with our direction from the Executive Director.

■ACCOUNT VISITATIONS AND INSTALLATIONS.

Connie Rogers completed a workers' compensation installation for the South Brunswick nurses on May 19, 2015. There were no claim reviews or visitations during this reporting period.



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■ EDUCATION AND TRAINING

Ron Huntley is attending the Advanced Casualty Claims seminar in Madison, WI June 24 – 26, 2015. Dr. Sargent did a training seminar on Concussions for the workers' compensation staff on May 15, 2015.

■ MISCELLANEOUS

We were recently informed by XL our reinsurance carrier for errors and omissions they will be taking over all existing or pending errors and omissions claims as of August 31, 2015. This is in addition to handling all new claims as of July 1, 2015 as reported last month. This was a complete shock and totally unexpected. All of our attempts to delay or stop this move have been futile. Communication to our districts, brokers and vendors will be deseminated shortly. As of this writing it is unknown who will handle the pending claims.

During the last month the annual Claims Audit has been proceeding remotely. Last year through an RFP, Bob Bennett, RHB Consulting, was selected as the Group's Claims Auditor. This year Mr. Bennett advised he would not be onsite to complete the audit as he has obtained a full time consulting assignment. Due to the short notice, the Claims Audit will be completed remotely. I am pleased to report the Claims Audit went very well with no major findings or issues. See the attached Claims Audit. Again I want to thank the Claims Staff for their hard work and diligent efforts in obtaining these fine results.

In my last report, I mentioned the training scheduled for the NJASA and the CAIP sub fund. The presentation of TEACHNJ at NJASA by Tony Trongone, Tony Jones and I went better than expected. There was standing room only and the feedback was overwhelmingly positive.

At the CAIP sub fund meeting, Ellen Shaw, Karen Olsen, William Freeman, workers' compensation defense counsel and Donna Setzer, Qual-Lynx, completed an outstanding presentation on the "Life of a Workers' Compensation File". They did a great job providing information and answering questions. The attendees were impressed with the presentation and the work involved in a workers' compensation file.

■ AUTHORITY/SETTLEMENTS

Attached is a list of cases where authorization was requested from the Board of Trustees and the results and other large first party settlements.

Louis Giannetto

Louis Giannetto, Claim Manager



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2015 Settlements

File#	District	Court	Settlement
12EO00941E	Bloomfield	Union	\$300K
11GL03741E	Westwood	Bergen	\$150K*
12EO00591E	Westwood	Bergen	\$150K*
12EO00817S	Belleville	Essex	\$350K
11AL03491Q	West Long Branch	Monmouth	\$500K
12GL00603H	Bloomfield	Essex	\$225K