



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 September 16, 2015 Claim Report

❖ June 9, 2015 – September 9, 2015 CLAIM ACTIVITY

Workers' Compensation

Total pending comp cases last month		2820
New major comp cases this month		1022
Total comp cases this month	74%	3842
Total <u>closed</u> comp cases this month		(1455)
Total Pending Comp Cases		2387

All Other

Total pending non-comp cases last month		930
Total new non-comp reports this month		315
Total non-comp cases this month	26%	1245
Total <u>closed</u> non-comp cases this month		(393)
Total Non-Comp Cases		852

Office Totals

Total pending cases last month		3750
Total new reports this month		1337
Total cases this month		5087
Total <u>closed</u> cases this month		(1848)
Total Pending Cases		3239



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■PENDING BY ADJUSTER

Adjuster/Desk	(June-Sept)	Job Title
William Miller	141	Claim Examiner
Karen Olsen	221	Claim Legal Examiner
Joan Madden	0	Medical Claim Supervisor
Marsha Temple	182	Sr. Claim Representative
Michael Weiner	203	Claim Examiner
Terri Shockling	152	Claim Legal Examiner
Ron Huntley	160	Claim Examiner
Laurie Lawhon	212	Claim Examiner
Vacant/Temp	*126	Sr. Claim Representative
Theresa Brewer	125	Sr. Claim Representative
Linda Smith	206	Claim Examiner
Vacant/Temp	148	Claim Examiner
Ron Henry	207	Claim Examiner
Darlene Kane	212	Sr. Claim Representative
Carmela DiBacco	210	Sr. Claim Representative
Tiffani Jackson	175	Sr. Claim Representative
Eric Franklin	81	Medical Claim Assistant
Iesha Crews	92	Medical Claim Assistant
Sandra Hodge	87	Medical Claim Assistant
Maureen Dempsey	170	Claim Representative
Mary Holmes	42	Medical Claim Assistant
Lauren Schmidt	87	Medical Claim Assistant
TOTALS	3239	

*Includes 3 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

Revised: 9.11.15



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■(June-Sept)

The total number of new reports for this period was 1337. This is up 4.6% from a similar period last year. Overall pending was down 7% from prior year to date and down 15.7% from last report. Our workers' compensation incoming was down 6.8% and non-workers' compensation was down 7.4% during a similar reporting period from PYTD. There are only three (3) Hurricane Sandy cases pending.

■CLAIMS PERSONNEL

The Assistant Claim Manager is out on FMLA since August 10, 2015. A Supervisor and Claim Representative position in our workers' compensation unit are our current vacancies. All other promoted personnel are currently in place.

■SELECTED SELF-AUDIT RESULTS

	RATING		PERCENT
	Satisfactory	Unsatisfactory	
Reporting & Communication	372	18	95%
Direction	405	25	94%
48 Hour Contact	149	27	88%
Investigation	89	8	92%
TOTALS	1015	78	93%

The preceding results reflect audits completed on 12 individuals. Individual results were 97%, 95%, 87%, 91%, 90%, 98%, 89%, 91%, 95%, 97%, 90%, and 97%.

■FRAUDULENT CHECK

The fraud check was done for July and August. 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 new workers' compensation accounts Fairfield and Scotch Plains Board of Educations on September 2, 2015. Ellen Shaw completed a workers' compensation installation for Westfield Board of Education on September 3, 2015 and also hosted a PCIT claim review with the business administrator and broker on their pending workers' compensation claims.

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■ EDUCATION AND TRAINING

Ron Huntley attended the Advanced Casualty Claims seminar hosted by Munich Re. Mr. Huntley found the seminar to be educational and informative.

■ MISCELLANEOUS

Since June, we have been preparing for the transition of the handling of the errors and omissions new and existing claims with Summit Claims Services and Rich Pevner, Vice President. Communication about the change has been disseminated to our districts, brokers, and vendors on multiple occasions. Policy information, deductibles, and our recommendations have been sent and discussed with Mr. Pevner. The transition had some hiccups but for the most part, there have been few issues. At present we are trying to get claim reports from Summit. These claim reports are required by our Loss Control Department, Underwriting Department and for our brokers. Mr. Pevner and I met with our seven defense counsels in late June. This was done to get him acquainted with the attorneys handling the errors and omissions pending and to assure him they were capable of continuing to handle these files.

The Claim Staff was provided photos of our future office building and were allowed to visit our new location. Their feedback was favorable.

Dave Sacks, Freeman, Barton, participated in a settlement day with workers' compensation representatives on September 1, 2015. Claims and other managers participated in the workers' compensation Navigator presentation on July 22, 2015. Mr. Giannetto participated in the Marsh Clear Sight Customer Advisory Council and Exchange on July 21, 2015. Claims conducted their monthly meeting with Qual-Lynx on June 23, 2015. The following topics were discussed: New Districts, Bayonne Managed Care, FROIs, Duplicate Repricing and a change in personnel.

■ AUTHORITY/SETTLEMENTS

Attached is a list of cases where authorization was requested from the Board of Trustees, 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
06WC07204C	Commercial Twp.	Bridgeton	\$354,218
12EO00842D	Jersey City	Hudson	\$325K
09AL03438D	Camden City	Camden	\$2.9M*