



**MINUTES OF THE
CLAIMS COMMITTEE MEETING
September 5, 2018
9:30 A.M.**

A meeting of the Claims Committee was held on September 5, 2018, in the City of Downey.

Members Present

Vicki Cross, Chair	Glendora	
Yvette Garcia, Vice Chair	Downey	<i>(left at 11:15 a.m.)</i>
Sergio Ibarra	Bell	
Michael O’Kelly	Fullerton	
Alison Stevens	Hawthorne	<i>(arrived at 9:46 a.m.)</i>
Sara Nazir	Inglewood	<i>(arrived at 9:46 a.m.)</i>

Others in Attendance:

Lynwood	Jose Ometeotl
Downey	Mike Harary
Glendora	Christi Giannone
RPA	Beth Lyons Jennifer Achterberg Bob May
Johnson Schachter & Lewis	Luther Lewis
Carl Warren & Company	Dwight Kunz Rose Nuno Robert Tran
RMS	Ken Maolini Janette Brook
McCune and Harbor	Steven Taylor
Leal Trejo	Maribel Medina Francisco Leal

1. CALL TO ORDER

Chair Vicki Cross, Glendora, called the meeting to order at 9:35 a.m.

2. ESTABLISHMENT OF QUORUM/INTRODUCTIONS

Introductions took place and it was determined a quorum was present.

3. PUBLIC COMMENTS

Ms. Beth Lyons welcomed Mr. Michael O’Kelly and reminded the Committee the Board approved Mr. O’Kelly’s appointment at its meeting on August 9, 2018.

4. APPROVAL OF AGENDA AS POSTED OR AMENDED

Motion was made by Yvette Garcia, Downey, and seconded by Sergio Ibarra, Bell, to approve the agenda as presented. The motion carried unanimously.

5. CONSENT CALENDAR

A motion was made by Yvette Garcia, Downey, and seconded by Sergio Ibarra, Bell, to approve the minutes of July 11, 2018, and direct staff to finalize, and to review and file the 2018/19 Claims Committee Attendance Record. The motion carried unanimously.

6. OPEN SESSION

A. Liability Program Claims Audit

This is the second Liability Program Claims Audit conducted by Mr. Ken Maiolini and Ms. Janette Brooks of Risk Management Services (RMS). Ms. Brooks presented the process used and the overall results of the audit to the Committee. RMS reviewed nearly 200 claim files and found that in general, claims were being handled in an effective manner at both the primary and excess level. She noted that both primary TPA firms are competently managing claims, and the excess level claims handled by Carl Warren are also being managed in an appropriate manner. Overall, the auditors found the TPA staffing, structure, liability program manager position, claims handling, guidelines, and structure satisfactorily meet the standards of cost conscious claims handling.

Ms. Brooks discussed multiple recommendations for the Committee’s consideration. Recommendations were categorized as current handling and staffing of claims; reviewing TPA contracts for financial v. workload compatibility; guidelines involving claims and litigation; ICRMA litigation management staffing structure; and TPA structure. Recommendations were made to enhance the overall program.

Ms. Lyons stated RPA and Carl Warren staff will review the recommendations regarding revisions to the Litigation Management Policies and Procedures and the Third Party Administration Performance Standards and present the policies to the Committee at a future meeting. The committee also discussed the benefits of allowing each member comment on the draft report prior to the Board meeting scheduled in October.

A motion was made by Yvette Garcia, Downey, seconded by Sara Nazir, Inglewood, to direct RPA staff and the Liability Program Manager to review the TPA Performance Standards and LMPP and present recommended revisions at a future meeting; ask members to meet with

their TPA to develop an action plan regarding recommendations; and present the Liability Claim Audit Report to the Governing Board. The motion carried unanimously.

B. Workers' Compensation Program Overview

In July 2018 ICRMA began using Origami to monthly compile the workers' compensation loss data received from five different TPAs. While data mapping and conversion issues are still being resolved, Workers' Compensation Program Manager Robert Tran worked with Origami to develop program reports for Committee review. Tran will continue working with Origami to refine the reports for presentation to the Board at its October meeting.

Committee members discussed the continued need for members and their TPAs to clean up data fields in order to support more informative reporting within Origami. As the data is refined, more meaningful analysis can be performed which will help direct risk control efforts at each member agency. The committee shared their appreciation for both RPA staff and Mr. Tran for their continued efforts working with the membership and Origami.

No action required.

7. CLOSED SESSION

The Committee convened in closed session at 10:39 a.m.

8. REPORT FROM CLOSED SESSION

The Committee convened in open session at 12:33 p.m. Interim General Counsel Luther Lewis reported the Committee granted authority in Gomez v. South Gate and gave direction in the Ochoa v. Lynwood matter. The Committee also conferred coverage to the City of Lynwood in the Hernandez v. Lynwood coverage denial appeal and applied a 25% surcharge to the city's member retained limit, to a total of \$125,000, in accordance with the Memorandum of Coverage.

9. CLOSING COMMENTS

There were no closing comments.

10. ADJOURNMENT

The meeting was adjourned by general consensus at 12:35 p.m.