



New Jersey School Boards Association Insurance Group

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

Board of Trustees Meeting of January 23, 2013 Claim Report

❖ November 16, 2012 – January 13, 2013 CLAIM ACTIVITY

Workers' Compensation

Total pending comp cases last month		2348
New major comp cases this month		765
Total comp cases this month	66%	3113
Total <u>closed</u> comp cases this month		(793)
Total Pending Comp Cases		2320

All Other

Total pending non-comp cases last month		1049
Total new non-comp reports this month		410
Total non-comp cases this month	34%	1459
Total <u>closed</u> non-comp cases this month		(274)
Total Non-Comp Cases		1185

Office Totals

Total pending cases last month		3397
Total new reports this month		1175
Total cases this month		4572
Total <u>closed</u> cases this month		(1067)
Total Pending Cases		3505



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■ PENDING BY ADJUSTER

Adjuster/Desk	(Nov - Jan)	Job Title
William Miller	139	Claim Examiner
Karen Olsen	193	Claim Examiner
Joan Madden	54	Claim Team Leader
Marsha Temple	185	Claim Representative
Michael Weiner	180	Claim Examiner
Dave McCabe	168	Claim Examiner
Terri Shockling	180	Claim Legal Examiner
Harry Stavrakis	169	Claim Examiner
Laurie Lawhon	205	Sr. Claim Representative
William Varley	*384	Sr. Claim Representative
Theresa Brewer	145	Sr. Claim Representative
Linda Smith	173	Claim Examiner
Susan Adkins	176	Claim Legal Examiner
Ron Henry	195	Claim Examiner
Darlene Kane	183	Claim Representative
Carmela DiBacco	190	Claim Representative
Tiffani Jackson	173	Claim Representative
Eric Franklin	99	Medical Claim Assistant
Sandra Hodge	134	Medical Claim Assistant
Maureen Dempsey	87	Medical Claim Assistant
Mary Holmes	93	Medical Claim Assistant
TOTALS	3505	

*Includes 260 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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■(NOV-JAN)

The total number of new reports for this period was 1175. This is up 13.6% from a similar period last year. Overall pending was up 5.3% over prior year to date and up 3.1% from last report. Our workers' compensation incoming was down 1.9% and non-workers' compensation was up 24.8% during a similar reporting period from PYTD. This large increase is due to the Hurricane Sandy losses.

■CLAIMS PERSONNEL

Due to the receipt of over 280 Hurricane Sandy losses we have hired another temp to assist us in processing these property claims.

■SELECTED SELF-AUDIT RESULTS

	RATING		PERCENT
	Satisfactory	Unsatisfactory	
Reporting & Communication	137	2	99%
Direction	204	20	91%
48 Hour Contact	87	4	96%
Recovery/Subro	46	1	98%
TOTALS	474	27	95%

The preceding results reflect audits done on 6 individual. Individual result was 100%, 90%, 92%, 91%, 92% and 100%.

■FRAUDULENT CHECK

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



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■ACCOUNT VISITATIONS AND INSTALLATIONS.

An Errors and Omissions claim review was completed by M. Cox with Ramapo Hills on December 6, 2012. W. Varley and L. Giannetto discussed subrogation options with Chesterfield Board of Education on December 17, 2013 with their board attorney, superintendent, business administrator and broker.

■EDUCATION AND TRAINING

Neal Schonhaut completed legal training for the liability staff on December 12, 2012 on offers of judgment and Susan Hodges completed legal training on emotional distress claims (Smith vs. Schmidt) on January 9, 2013. All claims management attended team building offsite on November 26 - 27, 2012. The Claim Department completed training on Microsoft Office 2010. L. Schmidt attended a seminar on How to Deliver Exceptional Customer Service on December 4, 2012 and Developing Emotional Intelligence on January 10, 2013. S. Gorecki attended a seminar on Problem Solving and Strategic Thinking on December 7, 2012.

■MISCELLANEOUS

L. Giannetto and other managers visited Lloyds on December 3 - 4, 2012 to present a favorable picture for property reinsurance. There were many questions on the hurricane losses. On January 18, 2013 there was a conference call on the handling of Pennsauken TPA claims. The coverage committee met on January 17, 2013 to make final recommendations on coverage enhancements for the 2013/2014 policies

■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
Claim Manager
lgianetto@njsbaig.org

2012 Settlements

File#	District	Court	Settlement
06WC07500C	Seaside Heights	Middlesex	\$75K
08EO00577L	Bedminster	Somerset	\$140K
06GL00764S	Camden Cty	Camden	\$135K
10EO00092E	Winslow	Camden	\$40K
10EO00092E-01	Winslow	Camden	\$40K
09EO03100S	Plainfield	Union	\$150K
04GL00525S*	Englewood	Bergen	\$587,500
05EO02792S*	Englewood	Bergen	\$587,500
08GL01210E	Garfield	Bergen	\$1.5M
07WC01298A	Woodridge	New Brunswick	\$225,326
09GL03773E	Edison	Middlesex	\$1.4M
10EO00060S	Roselle	Union	\$75K
09GL03792S	Roselle	Union	\$75K
09AL03114S	Burlington Cty SS	Burlington	\$350K
12PR00556H	Piscataway	Crime	\$336,570
06WC06985C	Marlboro	Freehold	\$162,517.50
09WC01609R	Wildwood	Atlantic City	\$127,200
10WC05456R	Wildwood	Atlantic City	\$160,458
08WC08171	Northern Valley Reg	Hackensack	\$247,125
08GL00829D	Essex Cty Vo	Essex	\$283,333.50

2013 Settlements

File#	District	Court	Settlement
10GL00263H	Woodbridge	Middlesex	*\$225K