



New Jersey Schools Insurance Group

6000 Midlantic Drive, Suite 300 North
Mount Laurel, New Jersey 08054
(609) 386-6060 • FAX (609) 386-8877
www.njsig.org

Board of Trustees Meeting of October 24, 2017 Claims Report

❖ September 1, 2017 to September 30, 2017 CLAIM ACTIVITY

Workers' Compensation

Total pending work comp cases as of September 1 st	2287
New workers' comp cases months from September 1 st to September 30 th	596
Total workers' comp cases months from September 1 st to September 30 th	2883
Total <u>closed</u> workers' comp cases from September 1 st to September 30 th	(375)

Total Pending Workers' Comp Cases as of September 30, 2017 **2508**

Property / Liability

Total new property-liability reports as of September 1 st	601
New property-liability cases from September 1 st to September 30 th	78
Total property-liability cases from September 1 st to September 30 th	679
Total <u>closed</u> property-liability cases from September 1 st to September 30 th	(71)

Total Property-Liability Cases as of September 30, 2017 **608**

Office Totals

Total pending cases as of September 1 st	2888
Total new reports from September 1 st to September 30 th	674
Total cases from September 1 st to September 30 th	3562
Total <u>closed</u> cases from September 1 st to September 30 th	(446)

Total Pending Cases as of September 30, 2017 **3116**



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■PENDING BY ADJUSTER TITLE

Job Title	September
Claim Representatives 8	1064
Senior Claim Representatives 4	645
Claim Examiner 10	1407
Totals	3116

Work Load Standards

Property/Liability

Claim Representative	to 150 files
Senior Claim Representative	to 150 files
Claim Examiner	to 150 files

Workers' Compensation

Claim Representative	to 175 files
Senior Claim Representative	to 180 files
Claim Examiner	to 185 files

■CLAIMS ACTIVITY

In September, 674 new claims were received, representing an increase of 35% compared with an average of 437 claims received in June, July and August. September is traditionally one of the months with the highest volume of new claims. This increase resulted in a 7% increase in pending claim volume.

In September, 596 new workers' compensation claims were received. This was a significant increase from an average of 349 new claims received in June, July and August. NJSIG received 78 new property-liability claims in September, which represents a slight decrease from the average of 88 new claims in June, July and August.



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■ CLAIMS PERSONNEL

There were no changes in personnel this month in the Claims Department.

■ SELECTED SELF-AUDIT RESULTS

Results for previous review period:	PERCENT
Reporting & Communication	94%
Direction	93%
48 Hour Contact	87%
Investigation	88%
TOTALS	92%

We are transitioning self-audit reviews to an automated format. Results are not yet available for the current review period. This information will be reported as soon as the information is complete. Based on the results of the last review period, we will continue to concentrate on improving our results in all categories.

■ FRAUDULENT CHECK

We reviewed 50 checks issued in September to determine if any were fraudulent. No internal or external problems were found.



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■ACCOUNT VISITATIONS AND INSTALLATIONS

- September 13, 2017 The CAIP sub-fund meeting was attended by Tony Ruggeri, Claims Manager and Sherwin Archibald, Liability Claims Supervisor.
- September 26, 2017 The ERIC South sub-fund meeting was attended by Karen Olsen, Workers' Compensation Claims Supervisor.
- September 27, 2017 The BACCEIC sub-fund meeting was attended by Joan Madden, Workers' Compensation Claims Supervisor.
- September 29, 2017 The ERIC West sub-fund meeting was attended by Mike Weiner, Workers' Compensation Claims Examiner.

■EDUCATION AND TRAINING

- September 7, 2017 A Seminar was held regarding Radiology, CAT Scans and MRIs presented to the Claims Staff by One Call Medical
- September 27, 2017 A webinar was held on Post-Concussion Syndrome conducted for the Claims Staff by Paradigm Outcomes.

■LITIGATION

One upcoming trial is scheduled for November 13, 2017. This matter has already been reviewed by the Board.

■MISCELLANEOUS/

MANAGED CARE RFP

The evaluation process was completed and a conclusion was reached based on a comprehensive review of the material submitted. QualCare was selected as NJSIG's managed care provider.



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CLAIMS OUTCOMES

We continue to receive favorable outcomes through the efforts of our Claims Staff.

- In the case of Rodriguez v. Edgewater Board of Education, our summary judgement motion was granted.
- Our final open Hurricane Sandy claim was approved for settlement. Final documents are being exchanged.

Tony Ruggeri

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