



## 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](http://www.njsig.org)

### Board of Trustees Meeting of October 25, 2016 Claim Report

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#### ❖ September 1, 2016 to October 1, 2016 CLAIM ACTIVITY

##### Workers' Compensation

Total pending work comp cases as of August 31, 2016	2000
New work comp cases months from August 31 to September 30, 2016	587
Total work comp cases months from August 31 to September 30, 2016	2587
Total <u>closed</u> work comp cases from August 31 to September 30, 2016	(304)
<b>Total Pending Work Comp Cases as of September 30, 2016</b>	<b>2283</b>

##### Property / Liability

Total new property-liability reports as of August 31, 2016	605
New property-liability cases from August 31 to September 30, 2016	115
Total property-liability cases from August 31 to September 30, 2016	702
Total <u>closed</u> property-liability cases from August 31 to September 30, 2016	(68)
<b>Total Property-Liability Cases as of September 30, 2016</b>	<b>634</b>

##### Office Totals

Total pending cases as of August 31, 2016	2587
Total new reports from August 31 to September 30, 2016	702
Total cases from August 31 to September 30, 2016	3289
Total <u>closed</u> cases from August 31 to September 30, 2016	(372)
<b>Total Pending Cases as of September 30, 2016</b>	<b>2917</b>



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### ■PENDING BY ADJUSTER TITLE

Job Title	August
Medical Claim Assistants 4	438
Legal Claim Examiners 1	175
Claim Examiners 8	1303
Senior Claim Representatives 5	786
Claim Representatives 2	215
<b>Totals</b>	<b>2917</b>

#### Work Load Standards

Medical Claim Assistants - to 125 Files

Legal Claim Examiners - to 200 files

Claim Examiners - to 200 files

Senior Claim Representatives - to 175 files

Claim Representatives - to 150 files

### ■JUNE - AUGUST - SEPTEMBER CLAIM ACTIVITY

The total number of new reports for this period was 702. An increase was expected at the beginning of the new school year. This month's result well exceeds the past three month average of 535, an increase of 24% and even exceeds our May 31<sup>st</sup> total incoming by 5% or 667. Overall pending was 2917, up 11% from the prior month. The number of incoming workers' compensation claims is up 12% and incoming property and liability claims is up 7% from the total on August 31, 2016. The property-liability pending count contains one Hurricane Sandy claim which is in litigation.

### ■CLAIMS PERSONNEL

We announced the promotion of Jonathan (Kyle) Rulon from the Claims Bill Processor position to a new position: "Claims Trainee." The position was created as a vehicle for developing talent within the organization. Kyle will work in the property/liability unit. We expect Kyle to begin handling small claims within a month along with intensive training on policies and procedure. Janice Buchanan was promoted from Clerical Claims Assistant to the Bill Processor position vacated by Kyle. The replacement of the open med only assistant position was filed with Joanna Radomicki.



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### ■SELECTED SELF-AUDIT RESULTS

This year's self-audit results began in October. No self-audits were completed in September. The table below reflects the previous results through the end of August.

	RATING		PERCENT
	Satisfactory	Unsatisfactory	
Reporting & Communication	176	11	94%
Direction	202	22	90%
48 Hour Contact	94	9	91%
Investigation	80	2	97%
<b>TOTALS</b>	<b>552</b>	<b>44</b>	<b>93%</b>

### ■FRAUDULENT CHECK

A review of 50 checks was completed for September to determine if any were fraudulent. No internal or external problems were found.

### ■ACCOUNT VISITATIONS AND INSTALLATIONS

A claim review was conducted at South Brunswick Board of Education on September 21, 2016 for both workers' compensation and property/liability by Supervisors Karen Olsen and Paul Pepe. I attended a meeting with personnel of the Hardenberg Agency along with Debra Rice, Client Relations Supervisor. On September 30, 2016, Joan Madden, Connie Rogers, Paul Pepe and I attended the ERIC North Sub fund meeting. Joan and Connie presented a segment entitled "The Life of a Workers' Compensation Claim". I followed by presenting "The Anatomy of a Reservation of Rights Letter Myth vs. Reality," our new claims reporting internet capabilities and a brief overview of the "Workers Compensation Navigator" analytics tool. Connie Rogers completed installations for the Princeton, Neptune, Westwood, Garfield and Matawan districts. Claims Examiner, Mike Weiner did an installation at the Fairlawn Board of Education.

### ■EDUCATION AND TRAINING

The property liability staff attended a training session on "Title 59" given by Stephen Tucker and Jill Deitch of legal. Joan Madden, Paul Pepe and I attended the first South Jersey Claims Association meeting of the year on September 28, 2016. The training topics were UM/UIM legal updates and spinal injuries. The workers' compensation claims staff attended a webinar on Section 40 (subrogation) on September 28, 2016.



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### ■ LITIGATION

There is one upcoming trial scheduled for October to discuss and one authority request on a litigated matter in executive session. Both have been reviewed by the Neal Schonhaut and Jill Deitch.

### ■ MISCELLANEOUS

#### LEGAL AUDIT

On September 7, 2016, a legal audit was conducted of the Lenox Law Firm who has been handling the defense of our workers' compensation claims. Linda Smith, our Senior Claims Examiner performed the legal audit. The findings were favorable, though the issue of providing status reports and forwarding pertinent documents to insureds was addressed.

#### CLAIMS AUDITS

On October 6, 2016, Jeff Gahr, Senior Claims Analyst, Safety National, completed a month long comprehensive audit of our workers' compensation claims including over 72 open and reopened WC claims with an incurred reserve of \$500,000. Recent changes in some procedures and practices seemed to have a positive effect on the results. The findings of the audit were overwhelmingly positive.

The auditor found that files were in "very good shape," core competencies were met, investigations were completed appropriately, and files were well documented. He thought we did a good job of reserving files and noticed that we "show the math" in our calculations. He detected no stair stepping of reserves and found that reserves were adjusted adequately upon new developments in the file. He found an effective use of voluntary offers and that we "section 20" cases when possible. He liked that we put action plans in the files and that the supervision input was effective. The auditor mentioned that the claims team did a "great job" at managing all aspects of the claim files.

*Tony Ruggeri*

Anthony Ruggeri, AIC, ARM, INS  
Claims Manager