New Contract for Workers’ Compensation Third Party Administrator

Budget and Fiscal Affairs Committee Brief

September 8, 2015
WC Claims Management Model

- Safety Training and Injury Prevention
- 24 hour Claims Reporting
- Continuous Worker, Supervisor and Medical Provider Communication and Coaching
- Immediate Appropriate Medical Care
- TPA - Medical Cost Containment, Disability Management, MD Guidelines, Legal Services, Investigation Services
- Coordinated and Worker Focused Claim Management
- Timely Benefit Payments
- Appropriate Return to Work (Transitional Duty or Full Duty)
Overview of Current Program

- FY2015 WC Claims costs $16.5mil
  - FY15 claims: $4.5 mil
  - Legacy Claims: $12 mil

- Disability Management
  - MDGuidelines
  - Pro-Active Telephonic Case Management
  - Department Engagement in Transitional Duty

- Active Injury Investigation and Control
Evaluation Committee

Evaluators
- 10 representatives invited from 5 departments
- A representative from each union invited
- Marsh Risk Consulting

Voting Members
- HR – Risk Management
- HR – WC Team
- HR – Finance
- Legal
Proposal/TPA Recommendation Process

- Contract Expires November 30, 2015
- RFP electronically created
- RFP Released December 15, 2014
- Received 9 Proposals
- Committee Evaluations
  - 6 Proposer Interviews
  - 3 Finalists Validated and On-Site Visits made
- One TPA Recommendation
TPA Selection Criteria

- Municipality Experience
- TPA Management Experience
- Claims Adjudication
- Electronic Capabilities
- Customer Service
- Cost Containment
- Measurable Results
- Safety Services
Recommendation

Tristar Risk Management

- Texas Municipality Experience
- Chapter 143 Knowledge
- Knowledgeable and experienced management
- Telephonic Nurse Triage
- Exceptional Disability Management Outcomes
- Systematic Claims Consistency
- Meets MWBE Requirements
- Reporting Capabilities
- Best Claims Management Philosophy
## Financials

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Thank You

Human Resources
Risk Management