

CSAC EXCESS INSURANCE AUTHORITY

MEMBER SERVICES COMMITTEE

MEETING SUMMARY

CSAC Excess Insurance Authority
75 Iron Point Circle, Suite 200
Folsom, California 95630
916-850-7300

Thursday, January 24, 2019
10:00 a.m.
First Meeting – 2019

Members Present

Jennifer Peters, GSRMA
Steven Chandler, Kern Co. Hospital Auth.
Barbara Esquivel, MPA
Claudia Castillo Del Muro, City of San Diego
Jim Johnson, Shasta County
Sherri Adams, Solano County
Matthew Duarte, CAPRI– Alternate, Voting
Sharon Vishwa, SMCSIG–Alternate, Non-Voting

Members Absent

Josie Perez-Belcher, CSRSM

Consent Agenda

The consent agenda was approved unanimously.

Selection of Chair and Vice Chair

Sherri Adams was selected as Chair, and Jennifer Peters was selected as Vice Chair for 2019.

Member Services Update – Review of 2018 Services

Staff updated the Committee on the status of continuing services, as well as the services that were added in 2018.

EIA Member Mentor Program

The Committee discussed creating an EIA Mentorship program. Overall the idea was met positively, with the Committee moving to have Staff develop and distribute a survey to gauge member interest. Staff will report back to the Committee at the next meeting.

Request for Information (RFI) for Certificate of Insurance Management Services

Committee moved to direct staff to create and distribute an RFI for Certificate of Insurance Management Services to increase staff's knowledge of the industry, and aid in contract negotiations.

ERC Services – Review and Approval of Submitted Applications

The Committee moved to approve two consultants for multiple areas of expertise, and requested more information on several areas for each of the applicants.

ERC Services – Suggested Contract Revision

Staff presented suggested changes to the ERC contract on a one-off basis to accommodate a special circumstance, which the Committee approved. Overall updates to indemnity language in the contract was approved by the Committee.

Risk Management Practitioners Program

An update on the Risk Managers Practitioners Program was given by staff, including the addition of new locations for classes, work on online content, and regional marketing efforts.

Service Partners Trade Show

The status of the June, Board of Directors Service Partners Trade Show was given by staff. Twenty-nine of 30 booths have been assigned.

Claims Handler Training

Multiple training topics were discussed including a new communication aimed at a Claims audience called Claims Learning Advantage; the GL2 Committee's creating a work plan for changes to Addendum B including reclassifying it as Standards instead of Guidelines; and the EIA's Workers' Compensation department participating in a strategic planning session in which goals included educating members on claims handling.

National Expansion Update

Staff presented the work plan for the EIA's National Expansion, including the services that would be available to national members.

Future Meetings

The next meeting will be Thursday, May 16, 2019 at 10 a.m. via WebEx.