

# CSAC EXCESS INSURANCE AUTHORITY

## TECHNOLOGY COMMITTEE

### MEETING SUMMARY

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CSAC Excess Insurance Authority  
Web Conference/Telephonic Meeting

Wednesday, September 18, 2019  
2:30 p.m.  
Second Meeting – 2019

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#### **Members Present**

Rick Krepelka, GSRMA  
Matt Gutierrez, Kern County  
Heather Correll, Mendocino County  
Erwin Change, MPA – Alt.  
Diego Chavez, City of Rancho Santa Margarita  
Monique Chaldu, Riverside County  
Hank Ford, Santa Clara County  
Angelika King, Shasta County

#### **Members Absent**

Steven Chandler, Kern County Hospital Authority

#### **Robotic Process Automation (RPA)**

Staff provided the Committee with updates on EIA's implementation of RPA (bots). The second bot was put into service recently and is assisting in the processing of Workers' Compensation emails. The third bot is expected by the end of September and will process new General Liability claims. Staff will begin work on the fourth bot after the implementation of the third. Currently, bot maintenance and development is handled by a third party partner, Trinity Group. It is anticipated that the EIA will need to train an existing staff member to maintain the bots and eventually learn to develop them with the goal of not having to outsource bot development in the future.

#### **Website/Pool Management Update**

Staff reported that enhancements identified last year were implemented for the General Liability and Workers' Compensation renewal applications in support of this year's collection. Staff and Blue River are working to add detailed coverage participation information to the site for all members for their applicable coverage(s). Additionally, an interim solution for the management of additional named covered parties (ANCP) was put in place until the final solution is developed. Development of the final solution is expected to commence following the completion of the coverage data work.

#### **Claims System Update**

Staff reported that in 2019 the IT Claims System Team implemented an Agile methodology to address all work done by the team. This methodology has been highly effective. Since implementation, staff has resolved over 200 issues. Staff continues to work toward becoming more self-sufficient and relying less on the vendor, Insurity, resources.

### **Self-Hosting EIA, TPAs, and Member instances**

The Committee agreed to put the self-hosting implementation on hold until more information is obtained regarding the future direction of the claims system. Staff communicated that the CorVel conversion was approved by the PWC Committee and staff is in the initial stages of that project. This project is resource intensive and will impact the IT Claims System Team's ability to deliver other projects and tasks.

### **Development of In-House System**

Staff provided the Committee with a proposed business plan outline regarding development of a proprietary claims system. Staff advised the Committee of four main strategies as well as potential hybrid options being considered. The business plan and recommended strategy will be delivered at the December Executive Committee meeting. The Committee requested an update be provided, which will include the results of the options evaluated as well as staff's recommendation.

### **Future Meetings**

The next meeting will be held at the call of the Chair.