ATTACHMENT A

CLAIMS ADMINISTRATION QUESTIONS AND COMMENTS

1) SERVICING OFFICES AND PERSONNEL

A. Office Locations

- Please indicate your proposed handling location(s). Provide a list and description (number of personnel, experience levels, etc.) of your servicing office or offices.

Comments:

B. Caseloads of Adjusting Personnel

Identify the maximum caseload assignment for adjusters handling the following types of claims:

- Workers' compensation medical only claims
- Workers' compensation indemnity claims

Comments:

C. Account Management

TPA will assign an account coordinator/account manager to the program who will serve as the single point of contact for all communication, including, but not limited to, the following:

- Overall development, implementation and monitoring of the service delivery.
- Monitoring the claim service and quality assurance compliance.
- Addressing questions, issues, concerns and requests relating to the program.
- Communicating special account instructions to the claim service offices.
- Working with the carrier(s), as required.
- Coordination of periodic meetings, claim file reviews/audits and renewal activities.
- Information System issues.

Resumes of proposed account coordinators/account managers, including length of service with TPA, shall be included in your response.

Comments:

D. File Retention

Provide your standard procedures for claim file destruction.

Comments:

2) COMMUNICATION AND COORDINATION

BEAUFORT COUNTY SCHOOL DISTRICT expects the highest degree of competence and professionalism in the handling of its claims. The minimum acceptable standards for technical claims administration are outlined below and in Section 7.2.11 of the Request for Proposal.

BEAUFORT COUNTY SCHOOL DISTRICT is actively involved in the management of its claims, and requires timely communication and coordination efforts on the part of the TPA. BEAUFORT COUNTY SCHOOL DISTRICT expects TPA to obtain and communicate information that will allow for thorough and timely evaluation of the exposure presented. Where BEAUFORT COUNTY SCHOOL DISTRICT is not liable for payment, claims will be resisted and costs controlled accordingly. Where payment is owed, BEAUFORT COUNTY SCHOOL DISTRICT expects timely distribution of funds by TPA.

A. Claim Reporting

Please discuss internet, e-mail and telephone claim reporting options.

Comments:

B. Settlement Authority

The selected TPA will have workers' compensation lump sum settlement authority to $10,000. BEAUFORT COUNTY SCHOOL DISTRICT authorization is required for proposed settlements of more than $10,000 (TPA will have authority to pay statutory workers' compensation benefits). When TPA feels that a settlement is warranted, TPA will provide BEAUFORT COUNTY SCHOOL DISTRICT with a written (e-mail is acceptable) evaluation and recommendations for settlement. TPA's settlement evaluation and recommendations will be provided at least 10 days prior to any critical

dates that may impact the settlement, such as trials, hearings, mediation conferences, statutory time periods, time limit demands, etc.

Comments:

C. Claim Review Meetings

TPA agrees to provide for, and participate in a minimum of two formal claim review meetings for each year that its service contract is in place. Please plan on reviewing indemnity claims each review. The threshold may vary. Claims currently subject to review are open claims with an incurred value of $10,000 or greater, plus any additional claims that BEAUFORT COUNTY SCHOOL DISTRICT may elect to add to the review process, at its discretion. Meetings will be held at either Beaufort County School District, at a TPA servicing office, or other location selected by BEAUFORT COUNTY SCHOOL DISTRICT. Protocol surrounding the claim review meetings will be as follows:

BEAUFORT COUNTY SCHOOL DISTRICT, or its designated representative, will provide 30 days advance notice to TPA requesting scheduling of a claim review meeting. TPA will coordinate meeting date(s) with planned attendees, and confirm meeting date(s) and location.

TPA will prepare written summary/status reports on each claim that will be subject to review, and will provide copies of such reports to BEAUFORT COUNTY SCHOOL DISTRICT, and broker, a minimum of five (5) business days prior to the review meeting.

TPA attendees at the meeting will include all handling adjusters, with local adjusters attending in person and others attending via telephone. Each claim will be presented by the handling adjuster, or supervisor, for discussion surrounding status, reserve accuracy and disposition strategy.

Attach a specimen copy of your proposed status/summary report to be used for claim review meetings, and indicate willingness to allow a customized report format.

Comments:

D. Claim File Audits

BEAUFORT COUNTY SCHOOL DISTRICT retains the right to conduct a physical audit of any BEAUFORT COUNTY SCHOOL DISTRICT claim files being handled by the TPA in order to determine compliance with minimum performance standards and practices. Audits will be conducted on an "as needed" basis. BEAUFORT COUNTY SCHOOL DISTRICT will provide the TPA with 30 days advance notice of intent to exercise its right to conduct a physical audit.

Comments: