



Agenda Report

2725 Judge Fran Jamieson
Way
Viera, FL 32940

Consent

F.15.

11/12/2019

Subject:

Request Permission to Issue an RFP for a Third-Party Claims Administrator (TPA) for Workers' Compensation and Property / Casualty Insurance Claims

Fiscal Impact:

A third-party claims administrator drives the effectiveness, efficiency and the fairness of management and resolution for those claims arising from the insurance programs covering the Brevard County BOCC and those Charter Offices electing to participate in the Board's property and casualty insurance program. Annual fees based on a three-year average include a 'flat fee' arrangement for Workers' Compensation and Auto (\$91,661, and \$75,190, respectively), and 'per claim' fees for the other lines of business which include General Liability and Property (average \$100,000/year). The requested RFP will provide a competitive selection process for those necessary, essential services.

Dept/Office:

Human Resources / Risk Management

Requested Action:

It is requested that the Board of County Commissioners:

1. Authorize the Office of Human Resources / Risk Management to develop and release for advertisement a Request for Proposals from established companies for TPA claims administration services necessary for the continued operation of the County's property and casualty insurance program;
2. Approve the Selection and Negotiating Committee consisting of the Human Resources Director, Risk Manager, and the Director of Parks and Recreation, or their designees; and
3. Authorize the Human Resources Director to execute all resulting contracts upon final review and approval by the County Attorney's Office and Risk Management; and
4. Authorize the County Manager or his designee to approve any necessary budget change requests.

Summary Explanation and Background:

The County has the ability to market TPA services separately from PGIT, the public sector insurance trust that provides insurance coverage to the County. This is an effort to explore what the marketplace has to offer. To ensure the County continues to receive the best possible service at a competitive price, the Office of Human Resources / Risk Management intends to solicit proposals and negotiate a contract for TPA services for its property and casualty lines of business. The scope of TPA services required includes, but is not limited to:

Workers' Compensation - providing expert, professional and timely

- administrative and claim services
- managed care and development
- telephonic case management
- medical bill review and audit

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- pharmaceutical benefit management
- litigation management
- RMIS (Risk Management Information Systems) support to assist the County in loss data management and analysis
- excess carrier notification and excess insurance recovery

Property & Casualty - providing expert, professional and timely

- operational efficiency, responsiveness and resourcefulness
- claims intake and handling
- contact with client, claimant, witnesses
- prompt and thorough investigation
- comprehensive and accurate file documentation
- liability evaluation and damages assessment
- well-considered claim resolution accomplished in a prompt and fair manner
- litigation management
- aggressive subrogation founded upon a thorough investigation
- salvage disposition
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Clerk to the Board Instructions:

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Clerk to the Board Instructions:



Tammy Rowe, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

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Fax: (321) 264-6972
Tammy.Rowe@brevardclerk.us

November 13, 2019

M E M O R A N D U M

TO: Jerry Visco, Human Resources Director

RE: Item F.15., Request Permission to Issue an Request for Proposals (RFP) for a Third-Party Claims Administrator (TPA) for Workers' Compensation and Property/Casualty Insurance Claims

The Board of County Commissioners, in regular session on November 12, 2019, authorized you to develop and release for advertisement an RFP from established companies for TPA claims administration services necessary for the continued operation of the County's property and casualty insurance program; approved the Selection and Negotiating Committee consisting of you, Risk Manager, and Parks and Recreation Director, or their designees; authorized you to execute all resulting contracts upon final review and approval by the County Attorney and Risk Management; and authorized the County Manager, or his designee, to approve any necessary budget change requests.

Your continued cooperation is greatly appreciated.

Sincerely yours,

BOARD OF COUNTY COMMISSIONERS
SCOTT ELLIS, CLERK

Tammy Rowe

Tammy Rowe, Deputy Clerk

/ds

cc: Parks and Recreation Director
County Manager
County Attorney
Budget
Finance