

**MINUTES OF THE  
ACCEL CLAIMS COMMITTEE MEETING  
TUESDAY, NOVEMBER 20, 2012 AT 09:00 A.M.  
Primary Teleconference Location: San Francisco, CA**

**MEMBERS PRESENT**

Dave Nunley, City of Anaheim  
Jena Covey, City of Bakersfield  
Claudia Koob, City of Mountain View  
Mark Howard, City of Santa Barbara  
Deb Hossli, City of Santa Monica

**MEMBERS ABSENT**

Charlotte Dunn, City of Visalia

**GUESTS & CONSULTANTS**

Conor Boughey, Alliant Insurance Services, Inc.  
Monica Sandbergen, Alliant Insurance Services, Inc.  
Michael Simmons, Alliant Insurance Services, Inc.

**A. CALL TO ORDER**

Conor Boughey called the meeting to order at 9:09 AM.

**B. CLAIMS COMMITTEE**

**B.1. Approval of the Minutes from the April 4, 2012 Claims Committee Meeting**

A motion was made to approve the minutes.

**MOTION:** Deb Hossli    **SECOND:** Dave Nunley    **MOTION CARRIED**

**C. CLAIMS COMMITTEE**

**C1.** Conor Boughey advised that the committee members.... Deb Hossli advised that she thinks Mark has been doing a great job and nominated him for Claims Committee Chair.

A motion was made to elect Mark Howard for Claims Committee Chair.

**MOTION:** Deb Hossli    **SECOND:** Jena Covey    **MOTION CARRIED**

**ABSTAINED:** Mark Howard

## **C2. Claims Audit Discussion**

Conor Boughey advised that at the last board meeting the board reviewed the audit, discussed it and wanted to discuss if they were happy with the current format, what changes might occur. Audit was renewed for the next 3 years. Is there something about that the audit that they want to improve – this was left to the Claims Committee to discuss – would like recommendation for the December Board meeting. Conor spoke to Tim – he said that he’s very happy with the audit on ACCEL – it’s the ideal way of doing an audit – he isn’t in favor of changing the audit.

Dave Nunley advised that Bakersfield’s claims were remotely reviewed, but in exhibit 1, the files were reviewed in Oxnard. Dave advised that it’s important to actually meet with the member’s claims administrator in person, and not remotely. Jena advised that Tim didn’t meet in person, but had a phone conversation with the claims administrator over the phone. Mark advised that Tim has requested that he do their audit remotely because they have a paperless system. Mark asked that is it industry standard to be looking at the claims files annually, or should a more in-depth analysis be done on a member rotation basis. Mike advised that claims could be reviewed every other year on a more in-depth basis. Dave advised that some claims are in trial for 12-18 months, and if ACCEL switches to reviewing the claims every other year, something might be missed. Mike advised that \$4,000 to review claims every year is very affordable. Deb Hossli advised that she would like to have her claims reviewed every year.

Mark Howard asked if ACCEL should have a more in-depth claims analysis for a little extra cost. Deb and Anaheim advised that Tim Farley spends the entire day at the city. Mark advised that Tim spent only 2 hours at his city.

Mike advised that he’s supposed to travel to the office, where the claims are adjusted. He has to do an exit interview with the ACCEL Board member or their designee.

Bakersfield advised that Tim Farley did not conduct an exit interview. Conor advised that half of the members also reported that Tim Farley did not conduct an exit interview.

After further discussion, the Claims Committee decided to recommend to the Board two options: 1) continue to have Tim Farley conduct his claims analysis for each member entity on an annual basis; 2) have a more in-depth claims analysis performed every other year.

Mark Howard requested a document to be drafted requiring exit interviews to be conducted. Mike advised that we will work with Tim Farley to draft a form that he will complete confirming exit interview was discussed and that outlines specific items that he will address and follow-up on. Alliant will include form in the agenda for discussion at the Board meeting and will have a discussion regarding whether this form should be kept in a confidential file document.

## **C. PUBLIC COMMENTS**



There were no public comments.

**D. ADJOURNMENT**

Mark Howard adjourned the meeting adjourned at 9:36 AM.