

1. Can you provide claim counts, open and closed by line of business?

Claim	Closed	Open	Reopened
Workers Compensation	122,065	1,431	847
General Liability Claims	18,805	227	132
Auto Liability	8,672	74	23
Auto Physical Damage	4,301	45	10
Errors and Omissions	5,682	0	0
Umbrella	40	0	0
Property	4,224	66	13
Crime	64	4	1

2. Can you also provide your expected claim volume for conversion (# of claims and history)?

166,726 Total claims in our current system, we will purge some of the files prior to the conversion. I would like to keep 10 years worth of claims. Rough estimate would be about 100,000 claims to be moved during the conversion.

3. How many concurrent users will need access to the system. In other words, how many users will be in the system at the same time? How many users will you need in total? Can you break down these users into different types? i.e. claim adjusters, report consumers, school users, etc.

No more than 60 users will be in the system at the same time, so 60 concurrent connections. They will be a mixed bag of full access and read only; I have broken it down below.

- 29 — Claims Reps (Full Access)
- 1 — Claims support setup (Full Access)
- 4 — Mailroom Staff (lookups and backup to Claims support setup)
- 3 — IT Staff (support, build and run reports)
- 3 — Clerical (lookups - answer phones and lookup claim info)

- o 6 — Loss Control (run reports)
 - o 33 — Managed Care Company (Lookups – Read only access to view claim details and notes)
 - o 5 — Prescription Company (Read Only)
 - o 4 — E&O Carrier (Read Only)
 - o 52 — Insured (Read Only) this number could grow, we insure about 400 districts and this is something we offer to all of our members.
 - o 60 — Brokers/Agents – (Read Only)
4. **How many states/jurisdictions do you currently operate in? Just New Jersey?**

New Jersey Only

5. **How many claims do you incur per year by line of business?**

5 Year Summary								
Policy Year	WC	GL	AL	Auto Physical Damage	E&O	Property	Crime	Total
2011/2012	4,500	886	426	166	467	341	4	6,790
2012/2013	4,376	843	435	191	449	612	4	6,910
2013/2014	4,874	846	494	174	473	238	4	7,103
2014/2015	4,709	955	469	167	544	240	2	7,086
2015/2016	4,376	871	368	160	0 (Outsourced)	173	5	5,953

6. **How many RRE's do you require for CMS reporting?**

We have one RRE ID for our insured business and we currently have 4 TPA accounts where we report 12 claims under 4 other RRE ID's. That would be 5 RRE id's total. There are no plans to bring any other TPA's in at this time but, the system has to be scalable to handle adding additional RRE's.

7. **What system will you be converting current and past claims from? Is it Oracle based? SQL Server based? Other?**

Stars Enterprise. Oracle Based

8. Do you need an interface to an MBR provider? If so, which one?

We currently do billing data feeds from our MBR Qualynx to a data warehouse hosted internally, this data is used for multiple data feed projects. We do not have an electronic billing interface but, we would like to discuss the possibilities of building this in. Currently Qualynx faxes or emails us paper bills and update that go directly into our paperless system. We manually enter bills into our claims system and the checks are printed twice a week.

Please provide us with a separate quote for an electronic billing interface to an MBR.

9. What system are you using today?

NJSIG is currently using Stars Enterprise as our claims management system.

10. Are you using a document imaging system? If so, what system are you using?

Yes we are using a document management system.

We are using Imageright a Vertafore product for our document imaging system.

11. Row #27 - Mange Claims from others: Please explain the type of activities and functions NJSIG requires related managing claims "against others", and how that might contrast to handling claims "from others".

Yes, we need to administer the claims through the entire life cycle, First report to close.

We administer the following major Coverage's internally, these major coverage's are broken down into sub layer coverage levels. (Example: WC has Medical only and indemnity)

- Workers Comp
- Auto Liability
- Auto Physical Damage
- General Liability
- Property
- Crime

12. Row #32 - Manage Claims against others: Please explain the type of activities and functions NJSIG requires related managing claims "against others", and how that might contrast to handling claims "from others".

NJSIG is an insurance pool where the membership is broken down into subfund groups based on jurisdiction. Members can be removed from subfund groups because of bad performance and placed in an NJSIG subfund where they do not receive the benefit of the pool pricing. We need the ability to compare member's losses to others in the same subfund and other subfunds. We currently do this through reports.

There shouldn't be a contrast of managing claims "from others" and managing the claims "against others", the claim handling expectations are the same. Again we need the ability to compare individual member losses with that of the overall pool (Subfund) losses for our members.

13. Row #52 - Straight through processing for frequent updates: Please provide a list of the internal and external systems to which the claims management system must integrate.

- FROI/SROI – (Interface to NJCRIB)
- CMS – Exam Works (reporting entity)
- Imageright – Document Management System
- ISO – Data Analytics
- Navrisk – Policy Management System (Losses are imported once a year)

If your claims management solution is web based or a cloud solution we will require a full transaction and claims data dump daily for our data warehouse.

14. Row #53 - Claim Update (full and delta): Where is the "claim update" coming from? Is this a TPA feed? If so, what TPA and what lines are they administering for NJSIG?

We currently are not doing imports from a TPA but, this can change in the future and we need to make sure the system we are purchasing can accommodate. Our E&O line is being handled by a TPA (Summit Risk) and because they are dollar for dollar reinsured we do not import any data. Again, this may change in the future and we would need to be prepared.

15. Row #60 - Ability to import employee, payment and asset data from financial system: Row #26 Indicates a need for check printing, what type of payment information do wish to import. Is this employee wage information to be used in the calculation of WC benefits?

We currently print checks from our claims management system and will need this functionality going forward.

We are looking for the functionality to import billing data from an MBR (Currently using Qualynx). We currently do not do electronic billing feeds but, this may be something we move to in the future. We would be looking to import employee wage, days out of work, 10 or 12 month employee and any other billing information needed to create a payment.

16. Row #62 - FROI and SROI export and import: Do you require the claims system to generate the FROI and SROI transactions for submission to the state? How are you handling FROI/SROI reporting in your current system?

Yes the expectation is for the claims management system to generate and submit both the FROI and SROI's to the state. We are only in the state of NJ.

Our current system has an FROI/SROI module that submits both the FROI and SROI. There is a schedule setup for both with a management tool and reports that allow us to manage the processes outside the schedules. If there are errors in the submission they will be identified in the module, corrections are made and the schedule picks up the claim to resubmit.

17. Row #63 - CMS import/export: Will NJSIG be reporting to CMS directly from the claims system, or are submissions routed through a third party (e.g. ISO, Mitchell, etc.)?

NJSIG currently has a CMS module and all the submissions and corrections are done in our current claims management system. We do use a third party reporting entity and that third party is Exam Works formally known as Gould and Lamb.

18. Row #183 - Vendor Certificate of Liability Tracking

We currently use a separate policy management system called NAVRISK and all the policy information like members, buildings, vehicles, student count, reinsurers, certificates and broker information is stored in that system. We are looking for a claims management system that is scalable and can handle the policy management functions, if we decide to move those processes into one system. We will not be moving the Policy data during this implementation, this would

be a future project if we decide to go that direction, and part of our evaluation of the claims management system is to see if your system can handle these future needs.

- What is the annual volume of Certificates? **Around 3700**
- Are certificates collected by vendor or by contract/PO/etc.? **Vendor**
- How many vendors/contractors/suppliers? **600**
- How many contracts/PO's/etc.? **N/A**
- Will copies of the additional insured endorsements to be provided? **Yes**
- Will copies of the waiver of subrogation endorsements to be provided? **N/A**
- Will assistance be required from your provider in providing compliance review? **We are the Provider and we do get compliance questions from our insureds.**