

MONTANA STATE FUND
Operational Excellence Committee
June 2-3, 2022 – 9:00 a.m.

DoubleTree by Hilton Hotel
Skybridge I
27 N. 27th Street
Billings, Montana

Committee Members

Dexter Thiel, Chair
Michael Marsh
Jan VanRiper

The meeting will be streamed live on the internet.
Visit <https://www.youtube.com/user/MTStateFund> to access the stream.

June 2, 2022 – 7:00 p.m. –Windmill

The board members attending the meeting will be enjoying a meal at the Windmill restaurant at 7pm; no State Fund business will be discussed

June 3, 2022 – 9:00 a.m.

I. Meeting Preliminaries – Dexter Thiel (9:00 a.m.)

- A. Call to Order
- B. Approval of February 4, 2022 Minutes

II. Enterprise Risk Management Report – Kurstin Adamson (9:05 a.m.)

III. Structural Discussion – Jan VanRiper (9:30 a.m.)

IV. Introduction to Actuarial Principles Regarding Rate making, Pricing Equity and Dividends – (10:00 a.m.) – Russell Greig, WTW and Darcie Dunlap, Internal Actuary

- A. Montana Workers' Compensation Ratemaking 101
- B. From Rates to Premium – Equity in Pricing Programs
- C. MSF Dividends

Working Lunch – (11:30 a.m.)

V. Management Process - Michael Marsh (11:30 a.m.)

- A. Summary and Detail of Existing Program/Staff Goals by:
 - 1. Underwriting Services
 - 2. Premium Audit Services
 - 3. Customer Service / Call Center
 - 4. Producer Management and Relations
 - 5. Claims Service
- B. Inspection of DOI Complaint Log 2017 – 2021
- C. Non-Policy/Claims Against MSF Report, Litigated and Non-Litigated (open)
- D. Policy/Claims Litigation Report - Litigated versus Represented
- E. Claims Procedure Manual, Staff and Delegation of Authority Docs for All workers' compensation, EL and MSF Employee Claims
- F. Producer / Agency Management Metrics By Producer / Agency For Top 20 Producers By Premium Volume
- G. Claims Management Metrics and Improvement Management In Place
- H. Examiner Claim Activity Reporting (anonymized)
- I. Split Class Code Reversal Process Through Classification Review Committee
- J. Staff Financial Authority For Other Than Insurance Matters
- K. Preliminary Schedule for Board-only Pre-meeting sessions

- VI. Policy Underwriting and Billing System – Julie Jenkinson, Executive VP (12:00 p.m.)**
 - A. Discussion with staff re: Scope and Timing of Implementation of Employer and Producer Portals
 - B. Updates from January to Employer and Producer Education and Training Opportunities Using Portals
 - 1. Premium Audit
 - 2. Policy Rating Changes (Class Code Example)
 - 3. Safety
 - 4. Claim Status and RTW

VII. Committee Chair’s Items – Dexter Thiel (12:30 p.m.)

VIII. Executive Session (1:00 p.m.) – Dexter Thiel

- A. Introduction – Notice of Closure of Meeting – Dexter Thiel, Chair of the Committee
- B. Meeting Closed to the Public for Executive Session
 - 1. Litigation Status re PBRI Contracts

IX. Old Business/New Business (1:55 p.m.)

X. Public Comment (2:00 p.m.)

Times are approximate, and items may be on the agenda earlier or later than stated.

Public Participation in the Committee Meeting

The public may attend the meeting and offer public comment in the meeting room or provide public comment either remotely via Zoom or in writing.

To offer public comment via Zoom during the meeting, please submit the online form <https://form.jotform.com/SafeMT/msf-public-participation> for remote participation by 5 p.m. on Tuesday, May 31, 2022. You will receive an email with the login information by 5:00 p.m. the following day.

Written public comments may be submitted either through the online form <https://form.jotform.com/SafeMT/msf-public-participation> for written comment or by mailing the comments to Montana State Fund, Attn. Verna Boucher, P.O. Box 4759, Helena, MT 59604. Comments provided by 5 p.m. on Tuesday, May 31, 2022 will be given to the Committee at the meeting. Comments provided after that time will be given to the Committee at the next meeting.

* Public comment provided in person or remotely at a committee meeting is a public record that is recorded, archived, and available on the Internet. Public comment submitted in writing at a committee meeting is a public record that will be posted to Montana State Fund’s Web site as part of the minutes log for the committee meeting.

The Montana State Fund makes reasonable accommodations for any known disability that may interfere with a person’s ability to participate in state government. Persons needing accommodations must contact Ms. Verna Boucher at the Montana State Fund no later than May 26, 2022 by calling 495-5000 (TTD 495-5030) or writing to Montana State Fund Executive Offices, P.O. Box 4759, Helena, MT 59604, to allow adequate time to make arrangements.