

MONTANA STATE FUND
Operational Excellence Committee
February 4, 2022 – 9:00 a.m.

DoubleTree by Hilton Hotel
Skybridge 2
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.

- I. Meeting Preliminaries – Dexter Thiel (9:00 a.m.)**
 - A. Call to Order
 - B. Approval of December 9, 2021 Minutes
- II. Small Business Discussion – Jan VanRiper (9:10 a.m.)**
- III. Committee Chair’s Items of Discussion– Dexter Thiel (9:45 a.m.)**
 - A. Premium Audit Discussion
 - B. Communication and Educations of MSF Policyholders
- IV. Management Process - Michael Marsh (11:00 a.m.)**
 - A. Provide 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. Average Cost Per Claim Report and Action Plan
 - F. Workers’ compensation claims made by MSF employees 2017 – 2021 - Update for WFH
 - G. Claims Procedure Manual, Staff and Delegation of Authority Docs for All workers’ compensation claims and MSF Employee Claims
 - H. Producer / Agency Management Metrics
 - I. Claims Management Metrics and Improvement Management In Place
 - J. Examiner Claim Activity Reporting (anonymized)
- IV. Old Business/New Business (11:50 a.m.)**
- V. Public Comment (11:55 a.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 for remote participation by 5 p.m. on Wednesday, February 2. 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 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 February 2 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 January 31, 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.