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MONTANA STATE FUND
OPERATIONAL EXCELLENCE COMMITTEE
August 19, 2024

The Montana State Fund (MSF) Operational Excellence Committee meeting was held August 19, 2024, via virtual format only.

Committee Members Attending

Dexter Thiel, Chair, Sidney
Michael Marsh, Billings

Nancy Butler, Helena

Board Members Attending

John Maxness, Helena

MSF Staff Attending

Holly O'Dell, President/CEO
Nick Mazanec, VP, Legal Services
Matt Coy, CIO
Herb Byers, Safety Services Director
Matt Mandell, Assistant VP
Madison Graham, Customer Service Specialist Trainer

Verna Boucher, Executive Assistant
Bruce Johnsen, Chief Strategy Officer
David Jordan, Assistant VP
Verena Maeder, VP, Organizational Health
Jenny Harris, Customer Service Specialist Manager

Others Attending

Peter Strauss, MSIA

Bob Biskupiak, IAMT

I. Meeting Preliminaries – Chair Dexter Thiel

A. Call to Order

The meeting was called to order at 12:00 p.m.

B. June 13, 2024 Operational Excellence Committee Meeting Minutes

The Committee took action to approve the minutes. Mr. Marsh made the motion, Ms. Butler seconded; the motion passed unanimously.

II. Enterprise Scorecard – Matt Coy, CIO and 2024 Strategic Plan – Verena Maeder, VP, Organizational Health

Staff provided a review of the internal financial, customer and learning and growth metrics monitored and depicted in the Scorecard Report and noted that the timely quote turnaround metric saw its best performance since at least 2018.

Staff provided a review of the strategic plan and updated the Committee members on the progress that has been made and the ongoing and upcoming work that is being performed to develop new processes and approaches.

III. How to better build a communication and information pathway for customers and safety – Chair Thiel

Chair Thiel and staff discussed the various events and services MSF offers and plans to offer to enhance the policyholder's safety understanding and experience.

IV. IE Survey Results – Matt Mandell, Assistant VP

Staff provided a review of the results of the recently completed injured employee survey. The results indicated that MSF has a very strong claims management function and the feedback was positive.

V. Claim Center Project

Staff provided a report on the current status of the Claim Center work and the actions being taken to move the effort forward. A report of the current systems was shared as well as the decision points that MSF is currently facing. There is significant planning work to be completed.

VI. Invoice Fixes – Jenny Harris, Customer Service Specialist Manager and Madison Graham, Customer Service Specialist Trainer

Staff presented the changes that have been implemented in the revamped invoices to create an ease of doing business environment for MSF's policyholders.

VII. Old Business/New Business

The Chair called for any old or new business.

The Committee members discussed the agenda topics for the next OEC meeting by narrowing down the OEC agenda items list.

The proposed agenda items are:

Proposed legislation for the upcoming Legislative Session

Policyholder survey

Medical fee schedules

Claim Center and Mutualization

For the March Meeting

Audit process

VIII. Public Comment

The Chair called for public comment.

Bob Biskupiak provided some public comment and mentioned that he got a kick out of the invoice changes and the continual improvement opportunities that he has seen. Also appreciates the opportunity to hear the discussion in the committees and follow the process.

Chair Thiel thanked the staff for their efforts today.

The meeting adjourned at 2:45 p.m. The next scheduled Operational Excellence Committee meeting will be held on Monday, December 12, 2024 at Montana State Fund, Helena, Montana in the first floor Boardroom.

Respectfully submitted,

Verna Boucher

Special Assistant to the President/CEO