

COUNTY OF SACRAMENTO/LIABILITY CLAIMS ADJUSTING SERVICES RFP

QUESTIONS/ANSWERS

	Question	Answer
1.	Who is your current TPA	George Hills Company, Inc.
2.	What are your current TPA fees	Claim Administrative Services (per hr. – including administrative expenses) - \$82.00 Pot Hole Claims - Flat Rate per Claim (Any pot hole claim referred to Small Claims Court will be charged at the hourly claims administrative services fee) - \$225.00 Mileage (per mile) – IRS Rate Photo Expenses (each) - \$2.00 Copies (per page) - \$.30 Official reports (at cost) – at cost
3.	Will the County provide a breakdown of claims by coverage line for the past five years	See claim run
4.	Will the County provide a breakdown of the liability claims (bodily injury vs. property damage) for the past five years?	See claim run
5.	Will the County provide the number of claims that have gone into litigation over the past five years?	See claim run
6.	Would the County provide a loss run for the last five years?	See claim run
7.	Would the County provide the number of claims that requires an auto appraisal?	See claim run
8.	Can you provide the most current Loss run for the past 5 years and/or details of open losses with the following breakdown of claims volume for current open and average new losses per year by: Auto Liability General Liability -Police/Sheriff -Employment practices liability -Inverse 1 st Party property claims? -Subrogation cases? Average % of litigated claims?	See claim run See claim run See claim run See claim run We are not showing any inverse claims however it is possible that it is one of several allegations and one of the other allegations was used to set up the claim. There would be few if any. See claim run See claim run See claim run

	Question	Answer
	<p>Are your claim counts by loss (incident) vs claimant</p> <p>Do you have and control Medical Malpractice claims?</p> <p>-Number of % of Med Mal cases annually</p>	<p>Claims counts are by claimant. Claims are also tracked by occurrence – See claim run.</p> <p>Medical malpractice claims could arise out of the operations of either Primary Care clinics within the County or by Correctional Health within the two jails that the County operates. As with inverse claims, any Medical Malpractice allegations may be one of several other allegations and coded under one of those allegations. The County would control and defend any Medical Malpractice claims.</p> <p>Due to the way claims are coded, it is difficult to separate claims between true malpractice/improper treatment/treatment denied. In any given year, claims of this type would average 25 or less.</p>
9.	<p>Is your expectation to receive a flat fee bid per claim or time and expense factor? Or combination of both?</p>	<p>Time and Expense and flat rate per pot hole claim. See #2 answer for fee rates.</p>
10.	<p>What are the annual fees paid to your current TPA the past 5 years?</p> <p>-Provide a breakdown/allocation of what fees applied to.</p>	<p>Fiscal Year:</p> <p>09/10 \$789,363</p> <p>10/11 \$815,384</p> <p>11/12 \$738,397</p> <p>12/13 \$668,136</p> <p>13/14 \$836,256</p> <p>Expenses averaged \$9,200 a year, Potholes averaged \$4,300 a year for years 12/13 and 13/14, and clerical averaged \$22,000 (at \$30.00 per hour) a year for years 12/13/ and 13/14, the remaining balances are regular adjuster fees.</p>
11.	<p>Litigation Management – What is the TPA’s role in managing the litigation?</p>	<p>The County expects the TPA to, when litigation is initiated, to assign the case to counsel, develop a plan of action, set a budget and hire any experts. Then, in consultation with the County, manage the case to its conclusion.</p>
12.	<p>Tort claims processing</p> <p>-Are all tort claims filed with the County?</p> <p>-What are the County’s protocol and philosophy regarding rejection of tort claims?</p> <p>-Is the TPA expected to issue Notices of Rejections of Claims?</p>	<p>Tort claims are filed with the County/or appropriate agency.</p> <p>Each case is handled based on its own merits. If it appears a claim has merit then a settlement will normally try and be effectuated prior to the issuance of a rejection notice. If a claim seemingly lacks merit or a liability determination may take some time to be decided then a rejection notice is normally issued to get the statutory clock running. Rejection notices are issued by the TPA.</p> <p>The County of Sacramento’s third party administrator issues all rejection letters on the TPA’s letterhead. They do not need to seek approval from the County before doing so.</p>