



Office of the City Manager

CONSENT CALENDAR
July 27, 2021

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: LaTanya Bellow, Director, Human Resources

Subject: Contract No. 8392B Amendment: Innovative Claim Solutions (ICS) for claims administration of the City's Workers' Compensation Program

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 8392B with Innovative Claim Solutions (ICS) to provide third-party claims administrative services, Medicare, Medicaid, and SCHIP Extension Act (MMSEA) Section 111 Mandatory Reporting to the Centers for Medicare & Medicaid Services (CMS), to increase the amount by an additional \$616,819, for a total contract amount of \$7,440,430, and extending the period through June 30, 2022.

FISCAL IMPACTS OF RECOMMENDATION

The contract amendment with Innovative Claim Solutions will add \$616,819 to the existing contract through the end of Fiscal Year 2022. Funding for the proposed contract amendment is available in the Fiscal Year 2022 Workers' Compensation Self-Insurance Fund (676-99-900-900-0000-000-472-612240).

As a result of the proposed one-year contract amendment, Innovative Claim Solutions (ICS) has agreed to lower their administrative fees from \$685,254 to \$616,819. The decrease in fees will net the City of Berkeley a savings \$68,435.00 for Fiscal Year 2022.

Original Contract Amount (7/1/2016 – 6/30/2021)	\$6,823,611
Current Contract Amount (FY 7/1/2020 – 6/30/2021)	\$685,254
Proposed Increase (FY 7/1/2021 – 6/30/2022)	\$616,819
Savings (decrease in fees)	\$68,435
Total New Contract Amount	\$7,440,430

CURRENT SITUATION AND ITS EFFECTS

The City of Berkeley is permissibly Self-Insured by the State of California, Department of Industrial Relations, to provide statutorily required workers' compensation benefits to injured employees.

On April 26, 2016, the City Council adopted Resolution No. 67,436, authorizing the City Manager to execute and implement a contract including amendment for workers' compensation third-party administration services with ICS. This contract amendment was approved from July 1, 2016 – June 30, 2021. The increase for this contractual period was \$3,247,413 for a total not to exceed \$6,823,611.

The current contract with ICS is set to expire on June 30, 2021. As such, a contract amendment is needed to continue claims administrative and management of the City's self-funded workers' compensation program. The Human Resources Department is planning to issue a Request for Proposal (RFP) in Fall 2021 for workers' compensation third-party administrative services. It has been several years since the City of Berkeley has solicited an RFP for these services. As such, during the RFP process it is imperative that the operation of critical claim management services is maintained until a third-party administrator is selected. Additionally, retaining claim management services with ICS until the RFP selection process is completed ensures the City remains in compliance with all applicable workers' compensation laws and regulations.

BACKGROUND

Innovative Claim Solutions, has been providing claims management services for over 20 years. The third-party claim management services for a workers' compensation program consist of responsibility for claims management including, but not limited to, approval of claims based upon whether an injury arose out of the course and scope of employment; denial of claims that did not arise out of the course and scope of employment; or delay of claim decisions in order to obtain additional information or evidence before a determination can be on a claim. The third-party administrator procures services and pays bills incurred by claims for the provision of benefits to injured employees. These expenses include, but are not limited to, medical; legal; temporary and permanent disability payments; and future medical needs of injured employees.

A contract extension with ICS will maintain continuous service delivery including several performance standards that require ICS to evaluate old claims for closure and close new claims as soon as feasible.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects or opportunities associated with the subject of this report.

RATIONALE FOR RECOMMENDATION

Innovative Claim Solutions has provided high quality claim management services throughout the terms of the contract. ICS consistently applies professionalism, expertise, and superior customer service in their claim management practices.

ALTERNATIVE ACTIONS CONSIDERED

Issue a Request for Proposal to seek bids from firms including ICS to provide third party administrative services for the City's workers' compensation program.

CONTACT PERSON

LaTanya Bellow, Director of Human Resources, 510-981-6807

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 8392B AMENDMENT: INNOVATIVE CLAIM SOLUTIONS

WHEREAS, the City of Berkeley is certified by the State of California Department of Industrial Relations under Labor Code Sections 3700 and 3705 to self-insure for providing statutorily required workers' compensation benefits to its employees; and

WHEREAS, on April 26, 2016, the City Council adopted Resolution No. 67,436 that authorized the City Manager to amend the contract with ICS for third-party administrative services for the City's workers' compensation program by extending the term through June 30, 2021; and

WHEREAS, amending the existing contract with ICS to provide both administration of the City's workers' compensation program and Medicare, Medicaid and SCHIP Extension Act (MMSEA) Section 111 mandatory reporting to the Centers for Medicare & Medicaid Services (CMS) on behalf of the City to maintain continuous service delivery; and

WHEREAS, the City has found that the services performed by ICS have been satisfactory during the term of the contract and both parties desire to extend the term of the contract for one (1) additional year.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 8392B with Innovative Claim Solutions for third-party administrative services for both the City's workers' compensation program and MMSEA Reporting to the CMS, by extending the period through June 30, 2022 and increase the amount by an additional \$616,819, for a total contract amount of \$7,440,430. All expenses are to be paid by the Workers' Compensation Self-Insurance Fund (676-99-900-900-0000-000-472-612240). A record signature copy of said contract and any amendments are to be on file in the Office of the City Clerk.