### RESOLUTION NO. 16-254

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AUTHORIZING ITS OPTION TO RENEW THE AGREEMENT FOR ADMINISTRATIVE SERVICES WITH EMPLOYER MUTUAL (EMI) / ASCENSION, AS THE CITY'S INSURANCE PROGRAM THIRD PARTY CLAIMS ADMINISTRATOR FOR THE POLICY PERIOD OF 10/1/2016 - 9/30/2017; AUTHORIZING THE CITY MANAGER TO EXECUTE ALL CONSISTENT THEREWITH WITH CONSENT AND ADVICE OF CITY ATTORNEY; PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, the City Commission for the City of Key West, approved Resolution 09-246, approving the proposal of Employer Mutual, Inc. for the City's property and casualty insurance program third party claim administrator (TPA); and

WHEREAS, in Resolution No. 10-113, the City Commission ratified an "Agreement for Administrative Services" for policy year 2009/2010 with EMI, including an option for up to four (4) annual renewals: and

WHEREAS, in Resolution No. 13-232, the City Commission approved the last of the four one-year renewals contemplated in the original agreement; and

WHEREAS, in Resolution No. 14-085, the City Commission authorized a one-year extension of the "Agreement for Administrative Services" with EMI for Policy year 2014/2015; and

WHEREAS, in Resolution 15-184, the City Commission authorized and "Agreement for Administrative Services" with EMI for policy year 2015/2016 including an option to renew for up to three (3) additional one (1) year periods.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AS FOLLOWS:

Section 1: That the Attached "Agreement for Administrative Services" between the City of Key West and EMI/Ascension is hereby authorized for policy year of 10/1/2016-9/30/2017,

Section 2: That this Resolution shall go into effect immediately upon its passage and adoption and authentication by the signature of the presiding officer and the Clerk of the Commission.

			18 35 5 1					
this	7th	day of	Septembe	er ,	2016			
	Authenticated	by the pr	esiding	officer	and	Clerk	of	the
Comm	ission on	September 8	_, 2016.					
	Filed with the	e Clerk	Septem	iber 8,	2016			

Passed and adopted by the City Commission at a meeting held

Mayor Craig Cates	Yes	
Commissioner Sam Kaufman	Yes	
Commissioner Clayton Lopez	Absent	
Commissioner Richard Payne	Yes	
Commissioner Margaret Romero	Yes	
Commissioner Billy Wardlow	Yes	
Commissioner Jimmy Weekley	Yes	

CRAIG CATES, MAYOR

ATTEST:

CHERYL SMITH, CITY CLERK

# **Executive Summary**

To: The City Commission for the City of Key West

From: Lisa Takach, Risk Manager

Date: 8/11/2016

RE: Third Party Administrator Services



#### Action:

Respectfully request the City Commission to approve its option to renew the Agreement for Third Party Administrator (TPA) Services for the Administration of the City's property, casualty and workers' compensation claims program with Employers Mutual, Inc. (EMI)/Ascension for the policy period of 10/1/2016 - 10/1/2017.

### **Background:**

On September 15, 2009 the City Commission adopted Resolution No. 09-246 authorizing the acceptance of Employers Mutual, Inc. (EMI, now Ascensions) proposal to serve as the City's insurance (property casualty and workers' compensation) program Third Party Administrator (TPA) for policy year 2009/2010 with four (4) additional years. The intent of the RFP was to provide the City the opportunity to annually re-evaluate the services provided by EMI/Ascension and to exercise its option for renewal in subsequent policy periods based on performance. Policy year 2013/2014 represented the final one (1) year period that could be exercised by the City pursuant to Resolution 09-246 and RFP 09-011. Subsequently, the City Commission adopted Resolution No. 14-085 approving an additional one (1) year extension for policy year 2014/2015.

In Resolution 15-184, the City Commission authorized extending the Agreement for Administrative Services with EMI for policy period 10/1/2015 to 9/30/2016, with an option to renew for three (3) additional one—year periods based on the same premise of exercising said option to renew based on performance.

As concerns the services EMI/Ascension has provided to the City thus far, following are highlighted statistics since the inception of the relationship back in September, 2009.

- The average workers' compensation claim cost per year from 2005-2008 was \$1.63M and the average workers' compensation claim cost from 2009-2013 was \$670K. The average workers' compensation claim costs per year has decreased by \$960K per year or 59%.
- The average number of workers' compensation claims for the same periods above are: 2005-2008 = 113 and 2009-2013 = 75, a 33% reduction in WC claims volume.

- Total claims (all lines) cost for years 2005-2008 are \$10.242M and years 2009-2013 are \$6.43M. This is a \$3.81M reduction with an additional year in the latter time frame.
- The City's workers' compensation modification rate has decreased from a 2.13 in 2010 to a 1.3 in 2014. This represents significant savings to the City in premiums, assessments and loss funds.

### Qualitative measures that have impacted the program include:

- · The depth of questioning in determining compensability.
- Detailed investigations of pre-existing conditions.
- Aggressively handling presumption claims; taking a hard defense and investigation on all presumption claims, most new presumption claims have been successfully denied. When the statute is deciphered appropriately these are avoidable high dollar claims.
- Researching and selecting the best sources to save money on medical costs.
- Consistent employee contact; establishing a relationship with the employee allows for a more productive patient and desirable result in treatment.
- Reclassifying lost time and medical only claims to their statutory definition, not that of the former TPA.
- Consistent contact with Risk Management, and excellent communication.
- In extending the relationship wherein adjusters work closely on existing
  files, the adjusters developed better institutional knowledge of the files
  and the City's operations resulting in an even more effective claims
  adjusting process.

#### **Financial Impact:**

The most significant savings to the City by continuing its relationship with EMI/Ascension has been realized in the result of excellent claims management over the past 5 years. Flat rate fees comprise roughly 10% of overall claims costs. Effective claims management is the key to significant cost savings as opposed to simply comparing administrative fees on paper. However, EMI/Ascension has excelled in both areas as it has provided the City with both savings in claims management efforts as detailed above, as well as savings in administrative fees as discussed below.

EMI/Ascension's fee schedule is very simple in that it charges the City based on a flat rate fee per claim. There are no "hidden" fees or additional charges for standard services for which other TPAs charge, such as an annual administrative fee, data conversion, or producing reports. Furthermore, EMI charges flat rate fees for workers' compensation claims based on the statutory definition of Medical Only rather than a non-statutory definition. The cost difference between Medical Only and Lost Time is approximately \$850.00 per claim.

EMI/Ascension has also proven itself to be a valuable source of savings simply by way of its philosophy in claims management. EMI/Ascension strives to close workers' compensation claims quickly and efficiently after providing injured workers with excellent medical services. The result of this practice has reduced the City's claim volumes significantly. Further, EMI/Ascension does not elongate the life of claims without good reason. Depending on the fee structure, extending the life of claims can unnecessarily cost the City additional claim expenses in the way of administrative fees. Average workers' compensation administrative costs with the City's prior TPA from 2005 through 2010 policy years ranged from \$54,536 to as high as \$96,500. Administrative costs for workers' compensation claims expended by the City to EMI/Ascension from policy years 2010 to 2014 ranged from \$12,606 to \$28,943. General liability claim administrative fees paid to the prior TPA for the same periods ranged from \$27,100 to \$96,500, whereas EMI/Ascension administrative fee costs for its respective policy years ranged from \$15,759 to \$29,571.00

By extending the City's current relationship with EMI/Ascension, the City will see savings in other operating costs as well. The City will forego the insurance consultant expense to assist in the RFP process for a new TPA proposal, an estimated \$4,000. Moreover, the City will avoid costs associated with contracting with a new TPA, which include claim assumption costs/roll over fees, data conversion fees, and set up fees. In the 2009 transfer from Gallagher to EMI, the claim assumption costs alone for EMI to take over claims originally opened by Gallagher, for which Gallagher had already received a flat rate fee, totaled \$46,600.

In 2015, EMI/Ascension offered to extend the current Agreement with no changes in services, and further, Ascension deferred the 3% annual escalation clause on the 2014/2015 flat rate fee schedule for up to four (4) years. The current flat rate fees paid by the City to EMI/Ascension for claims administration remain fair and reasonable, and consistent with the nature of services provided to the City. In Resolution No. 15-184, the City Commission authorized extending the Agreement for Administrative Services with EMI for policy period 10/1/2015 to 9/30/2016, with an option to renew for three (3) additional one—year periods.

The fiscal year proposed insurance budget, when approved, will contain amounts sufficient to cover the number of claims projected to be administered in the fiscal year 2016/2017 operating period in account numbers 502-1952-519-3100 and 502-1953-519-3100.

### Recommendation:

Request the City Commission to approve its option to renew the Agreement with EMI/Ascension for third party liability claim administrator services for the policy period of 10/1/2016 - 10/1/2017.

# FIRST AMENDMENT TO AGREEMENT FOR ADMINISTRATIVE SERVICES

THIS FIRST AMENDMENT TO AGREEMENT FOR ADMINISTRATIVE SERVICES is entered into this 16 day of \_\_\_\_\_\_, 2015, by and between THE CITY OF KEY WEST, a municipal corporation (hereinafter referred to as "Client"), whose address for purposes of notice is P.O. Box 1409, Key West, FL 33041, and EMPLOYERS MUTUAL, INC., a Florida corporation, (hereinafter referred to as "Administrator"), whose address for purposes of notice is 700 Central Parkway, Stuart, FL 34994.

### WITNESSETH:

WHEREAS, Client and Administrator entered into that certain Agreement for Administrative Services (hereinafter referred to as the "Agreement") on the 26<sup>th</sup> day of March, 2010; and

WHEREAS, the initial term of the Agreement expired on the 30<sup>th</sup> day of September, 2010; and

WHEREAS, the Agreement provides for four renewal periods of one year each, subject to certain conditions; and

WHEREAS, Client exercised its option to renew the Agreement for each of the four renewal periods; and

WHEREAS, at the conclusion of the fourth said renewal period, Client and Administrator agreed to extend the Agreement for an additional one-year period pursuant to Resolution No. 14-085, adopted by the City Commission of the City on Key West on March 18, 2014; and

WHEREAS, the one-year extension approved pursuant to Resolution No. 14-085 expires on September 30, 2015 and

WHEREAS, the parties desire to extend the term of the Agreement subject to conditions.

NOW, THEREFORE, in consideration of the mutual covenants herein contained and for other good and valuable consideration, the receipt and sufficiency of which are acknowledged, the parties hereto agree as follows:

1. The foregoing recitations of fact are true and correct and incorporated herein by this reference.

2. Paragraph V of the Agreement, styled "Administrator Fees and Agreement Period", is deleted in its entirety and replaced with the following:

"Agreement Period – The duration of this Agreement shall be one (1) year commencing on October 1, 2009, with an option, at the sole discretion of the Client, to renew the Agreement on an annual basis for up to ten (10) years.

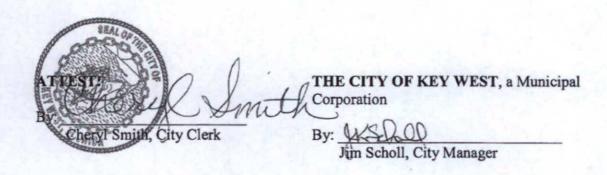
Client shall pay Administrator a fee as outlined in Exhibit C. The amount will be paid in monthly installment payments due at the beginning of each month. In the event Client exercises its option to renew as outlined herein, there shall be no increase in the said fees.

If the Client, for any reason whatsoever, fails to make a required fee payment or necessary contribution for claim payment as requested by Administrator on a timely basis, Administrator may suspend the performance of its services to the Client until such time as the Client makes the proper remittance.

- 3. The document identified as Exhibit "C" in Paragraph V of the Agreement, consisting of the fees to be paid by Client to Administrator, is deleted in its entirety and replaced with Exhibit "C1", which is attached hereto and incorporated by reference.
- 4. This First Amendment may be executed in counterparts. Except as expressly modified by this First Amendment, all terms and conditions of the Agreement shall remain in full force and effect, and binding upon the parties in accordance with its terms. In the event of any conflict between the terms of the Agreement and the terms of this First Amendment, the terms of this First Amendment shall control. Client further represents and warrants it is not in default of any of the conditions or covenants of the Agreement.

IN WITNESS WHEREOF, the parties have caused this Amendment to be executed this day of \_\_\_\_\_\_\_\_\_, 2015.

[SIGNATURE PAGES FOLLOW]



STATE OF FLORIDA COUNTY OF MONROE

The foregoing instrument was acknowledged before me this day of your, 2015, by Jim Scholl, as City Manager of The City of Key West, a municipal corporation, who is personally known to me or has produced as identification.

(Notary Seal)

PORTIA IN COMM SO OF EXPINE

Notary Public, State of Florida

Print Name: Yours J. MA

My Commission Expires: 5/13/2018

STATE OF FLORIDA COUNTY OF		
Joseph L. Tatum, Jr., as Presid	knowledged before me this day of, 201 ent of Employers Mutual, Inc., a Florida corporation, work oduced as identification.	5, b
(Notary Seal)		
	Notary Public, State of Florida Print Name:	_
	My Commission Expires:	

EMPLOYERS MUTUAL, INC.

By: Joseph L. Tatum, Jr., President

## **ACKNOWLEDGMENT**

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California County of London Costa	ے
on Jone 11,7015 before m	ne, Eva English
	(insert name and title of the officer)
personally appeared ToSeph )	-amar Tatum
who proved to me on the basis of satisfactor subscribed to the within instrument and ackrais/her/their authorized capacity(ies), and the	y evidence to be the person(s) whose name(s) is/are nowledged to me that he/she/they executed the same at by his/her/their signature(s) on the instrument the
who proved to me on the basis of satisfactor subscribed to the within instrument and ackrais/her/their authorized capacity(ies), and the berson(s), or the entity upon behalf of which	y evidence to be the person(s) whose name(s) is/are nowledged to me that he/she/they executed the same

# EXHIBIT C1

Property and Casualty	
General Liability	
Bodily injury	742.63
Property damage	742.63
Automobile Liability	
Bodily injury	689.59
Property damage	689.59
Public Officials Liability	742.63
Police Professional Liability	742.63
Workers' Compensation	
Medical	159.14
Indemnity	1,007.86
Transition (med. to indemnity)	848.72

A RESOLUTION OF THE CITY COMMISSION OF THE KEY WEST, FLORIDA, AUTHORIZING ACCEPTANCE OF THE PROPOSAL FROM EMPLOYER MUTUAL, INC. (EMI) IN THE AMOUNT \$140,267.00 FOR SERVICES TO BE RENDERED AS THE CITY'S INSURANCE PROGRAM THIRD PARTY CLAIMS ADMINISTRATOR; AUTHORIZING THE CITY MANAGER OR HIS DESIGNEE TO NEGOTIATE AND EXECUTE AN AGREEMENT WITH EMI FOR THE POLICY YEAR 2009/2010 WITH FOUR (4) ADDITIONAL POLICY SUBJECT TO RATIFICATION COMMISSION; PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, the City issued RFP #09-011 requesting proposals for "third party claim administration", which was opened on August 25, 2009; and

WHEREAS, the City received eleven responses to the RFP; and WHEREAS, the City Commission desires to award the proposal to the top firm and permit the City Manager or his designee, with the advice and consent of the City Attorney, to negotiate and execute an agreement with the top firm in accordance with that firm's proposal.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AS FOLLOWS:

Section 1: That the proposal from Employers Mutual, Inc., in the amount of \$140,267.00 to serve as the City's insurance program third party claims administrator for policy year 2009/2010 with four (4) additional policy years is hereby accepted.

Section 2: That the City Manager or his designee, with the advice and consent of the city Attorney, is authorized to negotiate and execute an agreement with Employers Mutual, Inc., in compliance with the RFP and the response thereto, which shall be subject to ratification by the City Commission.

Section 3: That this Resolution shall go into effect immediately upon its passage and adoption and authentication by the signature of the presiding officer and the Clerk of the Commission.

	Passed and	adopted by	the City Commission	on at a meeting	held
this	15th	day of	September	, 2009.	
	Authenticat	ted by the	presiding officer	and Clerk of	the
Commi	ssion on _	September 16t	h 2009.		
	Filed with	the Clerk	September 16th	, 2009.	
			C C	1	

MORGAN MCPHERSON, MAYOR

CHERYL SMITH CITY CLERK

### RESOLUTION NO. 10-113

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, RATIFYING THE ATTACHED AGREEMENT FOR ADMINISTRATIVE SERVICES BETWEEN THE CITY OF KEY WEST AND EMPLOYERS MUTUAL, INC. (EMI) FOR SERVICES AS THE CITY'S INSURANCE PROGRAM THIRD PARTY ADMINISTRATOR (TPA); PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, in Resolution No. 09-246, the City Commission authorized the City Manager to negotiate an agreement with EMI for services as a third party administrator;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA AS FOLLOWS:

Section 1: That the attached Agreement for Administrative Services is hereby ratified.

Section 2: That this Resolution shall go into effect immediately upon its passage and adoption and authentication by the signature of the Presiding Officer and the Clerk of the Commission.

Passed and adopted by the City Commission at a meeting held this <u>6th</u> day of <u>April</u>, 2010.

Filed with the Clerk on \_\_\_\_\_\_, 2010

CRAIG CATES, MAYOR

CHERYL SMITH CITY CLERK

## RESOLUTION NO. 13-232

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, RENEWING THE "AGREEMENT FOR ADMINISTRATIVE SERVICES" WITH EMPLOYERS MUTUAL, INC. (EMI), AS THE CITY'S INSURANCE PROGRAM THIRD PARTY CLAIMS ADMINISTRATOR FOR THE POLICY PERIOD OF 10/01/2013 - 10/01/2014; PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, in Resolution No. 09-246, the City approved the proposal of EMI, Inc. in response to #09-011 requesting proposals for "third party claim administration"; and

WHEREAS, in Resolution No. 10-113, the City Commission ratified an "Agreement for Administrative Services" with EMI, Inc., including an option for up to four annual renewals; and

NOW THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AS FOLLOWS:

<u>Section 1</u>: That the "Agreement for Administrative Services" between the City and Employers Mutual Inc. (IMA), is hereby renewed for the policy period of 10/01/2013 - 10/01-2014.

Section 2: That this Resolution shall go into effect
immediately upon its passage and adoption and authentication by th
signature of the presiding officer and the Clerk of the Commission
Passed and adopted by the City Commission at a meeting hel
this day of September, 2013.
Authenticated by the presiding officer and Clerk of the
Commission on September 18 , 2013.
Filed with the ClerkSeptember 18, 2013.
A. B.
CRAIG CATES, MAYOR
Cheryl Smith
CHERYL SMITH, CITY CLERK

### RESOLUTION NO. 14-085

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AUTHORIZING A ONE-YEAR EXTENSION OF THE "AGREEMENT FOR ADMINISTRATIVE SERVICES" WITH EMPLOYERS MUTUAL, INC. (EMI), AS THE CITY'S INSURANCE PROGRAM THIRD PARTY CLAIMS ADMINISTRATOR FOR THE POLICY PERIOD OF 10/01/2014 - 9/30/2015, PURSUANT TO SECTION 2-797(4)(b), BEST INTERESTS OF THE CITY; PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, in Resolution No. 10-113, the City Commission ratified an "Agreement for Administrative Services" for policy period 2009/2010 with EMI, Inc., including an option for up to four annual renewals; and

WHEREAS, in Resolution No. 13-232, the City Commission approved the last of four one-year renewals contemplated in the original Agreement; and

WHEREAS, the City Commission finds that pursuant to section 2-797(4)(b) of the Code of Ordinances, it is in the best interests of the City to approve an additional one-year extension for policy year 10/01-2014 = 9/30/2015.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AS FOLLOWS:

Section 1: That the "Agreement for Administrative Services" between the City and EMI, is hereby extended for the policy

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period of 10/1/2014 - 9/30/2015, pursuant to section 2-797(4)(b), best interests of the City.

Section 2: That this Resolution shall go into effect immediately upon its passage and adoption and authentication by the signature of the presiding officer and the Clerk of the Commission.

this	18th	day of	March ,	2014.			
Aut	henticat	ed by the	presiding officer	and	Clerk	of	the
Commissi	on on _	March 20	, 2014.				
Fil	ed with	the Clerk _	March 20	2014.			
		Mayor Craig	Cates	Yes			
		Vice Mayor M	Mark Rossi	Yes			
		Commissioner	Teri Johnston	Yes			
		Commissioner	Clayton Lopez	Yes			
		Commissioner	Billy Wardlow	Yes			
		Commissioner	Jimmy Weekley	Yes			
		Commissioner	Tony Yaniz	Yes			

craig cates, MAYOR

ATTEST:

CHERYL SMITH, CITY CLERK

RESOLUTION NO. 15-184

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AUTHORIZING EXTENDING THE AGREEMENT FOR ADMINSTRATIVE SERVICES WITH EMPLOYERS (EMI) /ASCENSION, AS THE CITY'S INSURANCE PROGRAM THIRD PARTY CLAIMS ADMINSTRATOR FOR THE POLICY PERIOD OF 10/1/15- 9/30/16 WITH AN OPTION TO RENEW FOR THREE (3) ADDITIONAL ONE (1) YEAR PERIODS AT THE SOLE DISCRETION OF THE CITY, PURSUANT TO SECTION 2-797(4)(b), BEST INTERESTS OF THE CITY; AUTHORIZING THE CITY MANAGER TO EXECUTE ALL NECESSARY DOCUMENTS WITH THE CONSENT AND ADVICE OF CITY ATTORNEY; PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, the City Commission for the City of Key West, approved Resolution 09-246, approving the proposal of Employer Mutual, Inc. for the City's property and casualty insurance program third party claim administrator (TPA); and

whereas, in Resolution No. 10-113, the City Commission ratified an "Agreement for Administrative Services" for policy year 2009/2010 with EMI, including an option for up to four (4) annual renewals; and

WHEREAS, in Resolution No. 13-232, the City Commission approved the last of the four one-year renewals contemplated in the original agreement; and

WHEREAS, in Resolution No. 14-085, the City Commission authorized a one-year extension of the "Agreement for Administrative Services" with EMI for policy year 2014/2015.

NOW THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF KEY WEST, FLORIDA, AS FOLLOWS:

Section 1: That the attached "Agreement for Administrative Services" between the City and EMI/Ascension is hereby authorized for policy year of 10/1/2015 - 9/30/2016, including an option to renew for up to three (3) additional one (1) year periods at the sole discretion of the City, pursuant to Section 2-797(4)(b), best interests of the City.

Section 2: That this Resolution shall go into effect immediately upon its passage and adoption and authentication by the signature of the presiding officer and the Clerk of the Commission.

Passed and adopted by the City Commission at a meeting held this \_\_19th \_\_ day of May , 2015.

Authenticated by the presiding officer and Clerk of the Commission on \_\_\_\_\_May 20 \_\_\_, 2015.

Filed with the Clerk May 20 , 2015.

Mayor Craig Cates

Vice Mayor Mark Rossi

Commissioner Teri Johnston

Commissioner Clayton Lopez

Commissioner Billy Wardlow

Commissioner Jimmy Weekley

Absent

Commissioner Tony Yaniz

Yes

MARK ROSSI, VICE MAYOR

ATTEST:

Shiring Ciri Calant