

NYSIF DIVISION 240

L/M MEETING AGENDA

199 Church Street, New York City

10/12/17

<u>PEF</u>	<u>MANAGEMENT</u>
Melanie Rush – Co-Chair	Cliff Meister – Co-Chair
Dan Warren	Alyce Siegel
David Dubofsky	Armin Holdorf
Karen Walter	Heather Woolfolk
Katherine Czachorowski	Karen Anderson
Patty Mason – via conference	
Prashant Singapura	
Radhakrishna Mohan	
Clifvon Jones	
Milena McNally – PEF Field Rep	Patti Albert – via conference

Melanie Rush announced her resignation due to retirement. Prashant (Pete) Singapura is the new PEF SWLM Co-Chair. Management congratulates Ms. Rush on her upcoming retirement and wishes her well. Management also congratulates Mr. Singapura on his appointment to the PEF SWLM Co- Chair.

1) **Minutes:** Previous July 20, 2017 minutes have been approved.

2) **Next Meeting:** PEF proposes the next meeting to be held on January 25, 2018 at 10:00am.

3) **Local L/M Meetings:** PEF representatives individually reported the status of the local LM meetings for their respective district offices (specifics intentionally omitted from the minutes).

4.) Statewide Staffing Levels

PEF has learned of a new directive whereby an organizational chart with additional information must be included with all requests for new hires. What is the function of a more detailed organizational chart?

- a) Management responds each business office and department has been required to maintain organizational charts for many years. Recent directive from budget is to include additional information to better effectively analyze the structure new hires will be asked to fit within.
- b) PEF inquires as to whether underwriters or claims reps will continue to cover for the customer service position.

Management responds there has been no determination made to increase the customer service department. In the mean time management will use claims and underwriting staff to handle overflow calls.

- PEF inquires whether the NYC claims department will be closed due to attrition or other factors.

Management responds there are no plans for the NYC claims department to be closed. At this time, it is decreasing in size due to space considerations. The goal is to "right-size" NYC case loads and to create case load parity throughout the state.

PEF inquires whether and when 1301 Avenue of the Americas will have paper.

Management responds it is aware of the issue and hopes it will arrive by Monday October 16th.

5.) Update on RFP's.

Members have reported to PEF stewards that they see payments to Triad often recurring, on both active and retired claims. PEF has an interest in the cost/benefit of third party administrators as that can have a direct impact on members' jobs.

Management responds Triad is under contract and being paid for claims handling oversight. The structure of the contract allows payments to be disbursed over a one-year period for both open and retired claims. The CSRI's are administering the claims and SIF retains oversight over Triad's work. As of October 1st, 2017, no new claims have been added to the Triad pilot program. Management will inquire as to when Triad's involvement in all cases falling under the contractual agreement will be terminated, and will respond within 30 days.

6.) Underwriting:

- a) PEF thanks management for the new format of the underwriting manual and requests an update on the progress and expected end date of the new programs and procedures.

Management responds SIF will be posting new chapters periodically so as to not overwhelm staff with these updates. The review and updating of the underwriting manual will be ongoing.

- b) Has an analysis been started regarding whether new underwriters will be hired?

Management responds each request for back-fill or for new hires is assessed based on the needs of the office. We will continue to monitor and assess staffing needs and make adjustments as needed.

At this time there are no plans to hire additional Underwriters.

PEF inquires how Underwriting's G-11 AIFSR will fit into the Underwriting department structure. It is PEF's understanding that the G11's will do underwriting work for simpler polices. However, PEF has heard conflicting info that G-11's will only be support staff.

Management responds that these G-11's will be supporting Underwriters in various functions which follow their CS job descriptions.

7.) Additional wording in Voicemail Policy:

PEF requests an update regarding our request to add wording to the VM policy regarding asking a supervisor for someone to cover for days off.

Management thanks PEF for its recommendations. Management further responds that the Customer Service department will keep the current wording of the VM policy as is. However, in any situation where an employee is unable to obtain coverage from a coworker for his or her own absence, it is SIF's expectation that the employee request their supervisor's assistance in obtaining that coverage. In the event this is impossible, employees should use an appropriate supervisors name as their default coverage.

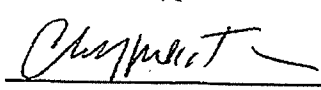
8.) Emails going out in PEF Members' names:

Underwriters have been made aware, by policyholders and representatives, that emails sometimes go out in their names without their knowledge. PEF requests that management provide copies of those emails. If emails go out in the names of people in other PEF titles, we would also like those.

Management responds that e-mail auto-response is tied to the underwriting application system, and management is exploring how and whether to copy or blind copy underwriters on these emails. Management requests PEF supply any samples of any additional e-mails in the next 30 days.

 11/16/17

Melanie Rush, Co-Chair PEF

 11/14/17

Cliff Meister, Co-Chair Management