

SCORE RESOURCE CONTACT GUIDE

January 2015

PROGRAM ADMINISTRATION
 Alliant Insurance Services, Inc.
 1792 Tribute Road Ste 450
 Sacramento, CA 95815
 Main: (916) 643-2700 Fax: (916) 643-2750
www.Alliant.com

SUBJECT	MAIN CONTACT	PHONE	EMAIL
JPA MANAGEMENT ISSUES –coverage questions, quotations, new members, development of shared risk program coverage agreements, RFPs for actuarial services, actuary liaison, excess insurance/additional coverage marketing (Crime coverage, etc.), program development; program budget/funding, financial analysis, coordination w/financial auditor/JPA accountant	Marcus Beverly Michael Simmons Michelle Minnick Joan Crossley	(916) 643-2704 (916) 660-2725 (cell) (415) 403-1425 (925) 708-3374 (cell) (916) 643-2715 (916) 643-2712	Marcus.Beverly@alliant.com MSimmons@alliant.com Michelle.Minnick@alliant.com JCrossley@alliant.com
JPA ADMINISTRATIVE ISSUES – meeting agendas; minutes; development/maintenance of governing documents, development/interpretation of policies & procedures, JPA state compliance, Form 700, changes in Board members, website maintenance.	Michelle Minnick Marcus Beverly Joan Crossley		
COVERAGE / RISK MANAGEMENT ISSUES – <ul style="list-style-type: none"> ➤ Certificates of coverage, additions/deletions of coverage’s, special events liability coverage, automobile identification cards, auto/mobile equipment physical damage programs ➤ Coverage questions, quotations, new members, development of shared risk program coverage agreements, RFPs for actuarial services, actuary liaison, excess insurance/additional coverage marketing (Crime coverage, etc.), program development ➤ Insurance Requirements in Contracts (IRIC), hold harmless agreements, indemnification clauses, safety program planning, RFPs for JPA services & audits, third party contract review 	Michelle Minnick Marcus Beverly Joan Crossley		

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CLAIMS ADMINISTRATION
 York Risk Services Group, Inc.
 P.O. Box 619058
 Roseville, CA 95661-9058
 Main: (800) 922-5020 Fax: (800) 921-7683
www.yorkrsg.com

SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
<p>CLAIMS ADMINISTRATION – questions regarding liability and Workers’ Compensation claims handling can be forwarded to York Risk Services Group</p> <p>Property Recovery Program This program is designed to recover damages from a third party when a member has incurred a loss caused by a third party who was determined to be liable.</p> <p style="text-align: right;"><u>Liability Claims</u></p> <p style="text-align: right;"><u>Workers’ Compensation Claims</u></p> <p style="text-align: right;"><u>Subrogation</u></p>	<p>Cameron Dewey, Claims Manager (530) 243-3249</p> <p>Michael Berndt, AVP (925) 349-3891</p> <p>Jodi Fink, Claims Examiner (916) 580-2437</p> <p>Kristina Patterson, Unit Manager (916) 746-6302</p> <p>Barbara Esquivel, AVP (916) 960-0931</p> <p>D’Ana Seivert, Subrogation Manager (916) 960-0980</p>	<p>(530) 243-3249</p> <p>(925) 349-3891</p> <p>(916) 580-2437</p> <p>(916) 746-6302</p> <p>(916) 960-0931</p> <p>(916) 960-0980</p>	<p>Cameron.Dewey@yorkrsg.com</p> <p>Mike.Berndt@yorkrsg.com</p> <p>Jodi.Fink@yorkrsg.com</p> <p>kristina.patterson@yorkrsg.com</p> <p>Barbara.Esquivel@yorkrsg.com</p> <p>D’Ana.Seivert@yorkrsg.com</p>
<p>ADMINISTRATIVE ISSUES - annual contracts for services, IT issues, reports, service issues</p> <p>COMPUTER SERVICES, TRUST ACCOUNT SERVICES – loss runs, special reports, check registers, bank reconciliations</p>	<p>Dori Zumwalt, Sr. Account Manager</p>	<p>(916) 960-1017</p>	<p>Dorienne.Zumwalt@yorkrsg.com</p>

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TRAINING SERVICES Company Nurse Injury Hotline Main: (888) 817-9282 https://companynurse.com/			
SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
CLAIM REPORTING AND TRIAGE SERVICES –Company Nurse strives to streamline injury reporting and reduce injury reporting lag time and overall cost <ul style="list-style-type: none"> • Quick, easy, cost efficient way to immediately report workplace injuries • 24/7 Nurse Triage Hotline 1-888-545-9154 (Please ensure to use the city code specific to your member) 	Carl Herman , Enrollment Services Manager	(480) 374-2441	info@companynurse.com service@companynurse.com

PRE-EMPLOYMENT MEDICAL SERVICES Occu-Med Fax: (800) 262-2863 www.occu-med.com			
SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
PRE-EMPLOYMENT & FIT FOR DUTY MEDICAL SERVICES Services Offered <ul style="list-style-type: none"> • Review of Pre-placement Medical Exams • Job Analysis • Firefighter fit for duty Medical Exams <p>**Services offered at an additional cost**</p> <ul style="list-style-type: none"> • Prepare job profiles and medical exam profiles • Scheduling and harvesting pre-placement medical exams • Organizing and managing return-to-work and fitness-for-duty exams • Customized Services such as OSHA Respirator Questionnaire Evaluations, Bloodborne Pathogen Programs, and clinic trainings 	Sean Edin	(559) 435-2800 x123	sedin@occu-med.com

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ACCOUNTING SERVICES Gilbert Associates, Inc. Main: (916) 646-6464 Fax: (916) 929-6836 www.gilbertcpa.com			
SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
ACCOUNTING SERVICES – any questions regarding accounting, accounts payable, invoicing, and checks can be forwarded to Gilbert Associates	Kevin Wong	(916) 646-6464	kswong@gilbertcpa.com
	Tracey Smith-Reed		tsmithreed@gilbertcpa.com

POLICE AND FIRE RISK MANAGEMENT SERVICES Lexipol Main: (949) 484-4444 Fax: (949) 484-4443 http://www.lexipol.com/			
SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
POLICE RISK MANAGEMENT SERVICES – Lexipol helps to review members’ Police and Fire Risk Management policies and offers state-specific policy manuals that are integrated with scenario-based daily training on high-risk, low frequency events Services Offered <ul style="list-style-type: none"> Reviewing and updating Police and Fire Risk Management Policies and Procedures 			

ERMA POOL ADMINISTRATION/EXCESS PARTNER Main: (800) 541-4591 Fax: (916) 244-1199 http://www.ermajpa.org/			
SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
ERMA – provides loss prevention services designed to minimize employment practices liability (EPL) exposure of members Services Offered <ul style="list-style-type: none"> Employee Reporting line Attorney Hotline Employment Practices Training 	Board Member - John Duckett	(530) 275-7427	info@ermajpa.org jduckett@cityofshastalake.org
	Alternate - Roger Carroll	(916) 652-1840	rcarrol@loomis.ca.gov
	Rob Kramer, President	(916) 244-1117	rkramer@bickmore.net
	Gerry Preciado, Director of Litigation Management	(916) 244-1139	gpreciado@bickmore.net

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CJPRMA POOL ADMINISTRATION/EXCESS PARTNER

Main: (925) 837-0667 Fax: (925) 290-1543

<http://www.cjprma.org/>

SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
<p>CJPRMA – Provides Excess Liability coverage and additional training resources</p> <p style="text-align: right;">Board Member - Roger Carroll</p> <p style="text-align: right;">Alternate - John Duckett</p> <p>Services Offered</p> <ul style="list-style-type: none"> • Five annual regional training workshops throughout California-previous years topics include Contractual Risk Transfer, Police Liability, Parks and Recreation Liability, and Sidewalk Liability Controls. • Two to four training sessions per year available at no charge. Topics include: police liability, tort issues, streets and sidewalks, contractual liability, employment practices • Personal assistance available to review contracts and to help look at any risk related issues (Contact David J. Clovis General Manager or Craig Schweikhard) <p>**Services offered at an additional cost**</p> <ul style="list-style-type: none"> • Certificates of Insurance tracking through Risk Console (cost for each user is \$100/year) • Pins Advantage (alternative to Risk Console) is available to all members at a reduced rate is provided on a month to month basis and can be canceled at any time. 	<p>Craig Schweikhard, Claim Administrator</p> <p>David J. Clovis, General Manager</p>	<p>(916) 652-1840</p> <p>(530) 275-7427</p> <p>(925) 290-1315</p> <p>(925) 290-1316</p>	<p>rcarrol@loomis.ca.gov</p> <p>jduckett@cityofshastalake.org</p> <p>craig@cjprma.org</p> <p>david@cjprma.org</p>

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LAWCX POOL ADMINISTRATION/EXCESS PARTNER

Main: (800) 541-4591 Fax: (916) 244-1199

<http://www.lawcx.org/>

SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
<p>LAWCX – Provides Excess Workers’ Compensation coverage and additional training resources</p> <p style="text-align: right;">Board Member - Ron Stock Alternate - John Duckett</p> <p>Online Risk Control Services</p> <ul style="list-style-type: none"> • Employees can access online training courses by registering online at www.lawcx.org. • Video/Webinars – There are over 300 Training videos and over 30 recorded webinars available. Live Webinars are also available • Training Tools – Sample Training Matrices, Safety Communications, Safe Practices Guidelines • Programs/Forms Comprehensive Sample Programs with implementation guides and Sample Forms • Blog – Timely and informational reports from Risk Control Experts • Can you Risk It? Liability Exposures- real questions from actual members are answered 		<p>(530) 938-5027 (530) 275-7427</p> <p>Beth Lyons, ARM-P Executive Director</p> <p>Tammy Vitali, Claims Manager</p>	<p>rstock@ci.weed.ca.us jduckett@cityofshastalake.org</p> <p>administrator@lawcx.org</p> <p>claims@lawcx.org</p>

TRAINING SERVICES

Target Solutions

Main: (800) 840-8048 Fax: (858) 487-8762

www.targetsolutions.com

SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
<p>TRAINING SERVICES – a Web-based Safety Training Platform</p> <p>Services Offered</p> <ul style="list-style-type: none"> • OSHA Training Documentation • Online Video Library http://app.targetsolutions.com/auth/index.cfm?action=login.showlogin&customerid=19258&customerpath=score • Policy Templates (IIPP examples, Bloodborne Pathogens, HAZWOPER, Emergency Response Plans) • Training Records management (i.e. Diplomas, Certificates of Completion) • Continuing Education Courses for Fire and Safety Personnel 	<p>Jennifer Jones, Account Manager</p>	<p>(858) 376-1632</p>	<p>jennifer.jones.@targetsolutions.com</p>

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LOSS CONTROL SERVICES

DKF Solutions

Fax: (707) 647-7200

www.dkfsolutions.com

SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
<p>LOSS CONTROL SERVICES – DKF Solutions is the Loss Control Service Provider responsible for coordination for all Risk Management Training for SCORE. DKF has completed Risk Assessments for all members and is currently working on the approved Risk Control Plans for SCORE.</p> <p>Services available to all SCORE members Maintenance Training & Sewer Management Plans Phone and email hotline (contact David Patzer) On-Site Visit with Biomechanics Training & Review of Operations/Current Practices Online Training: Employees can access online training courses by going to: www.mysafetyofficer.com/employeetraining and entering the username “employee” and password “safety” which will grant access to the following training:</p> <ul style="list-style-type: none"> • Interactive Training: Free self-paced web training modules which include quiz questions are available to help facilitate knowledge about different topics ranging from Bloodborne Pathogens to Respiratory Protection. * requires Adobe Flash software • Tailgate Training: Free downloadable tailgate training materials covering topics from Aerial Lift Safety to Zoonotics • Webinar archive: access to one-hour webinars in your web browser covering topics ranging from Bloodborne Pathogens Regulations to SSO Volume Estimation * requires Adobe Flash software • ***NOTE: Monthly news update with a different article each month at http://www.dkfsolutions.com/blog/ 	<p>David Patzer</p> <p>John Balestrini</p> <p>Katie Frassinelli</p>	<p>(707) 373-9709</p> <p>(916) 532-5802</p>	<p>dpatzer@dkfsolutions.com</p> <p>john@dkfsolutions.com</p> <p>Kfrassinelli@dkfsolutions.com</p>

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EMPLOYEE ASSISTANCE PROGRAM
ACI Specialty Benefits Corporation
Main: (800) 932-0034 Fax: (858) 452-7819
www.acieap.com

SERVICES OFFERED	MAIN CONTACT	PHONE	EMAIL
<p>EMPLOYEE ASSISTANCE PROGRAM - EAP provides 24 hour/365 day assistance to employees and their family members who can receive up to three counseling visits per year by contacting 1-800-932-0034 or by visiting the following website http://score.acieap.com</p> <ul style="list-style-type: none">• Each city has 4 hours per year for On-Site Employee Orientations, Manager & Supervisor Trainings, and Lunch 'n Learn Seminars Per City per year• <i>Unlimited</i> Critical Incident Stress Management (CISM) Telephonic Consultation for Crisis response• Each city has 1 On-Site Critical Incident Stress Debriefing (CISD) per year for Crisis response• Legal and Financial Hardship Services- Employees and their family members have limited access to telephonic legal and financial hardship services (first 60 minutes are free and if they retain the attorney then additional time is offered at a discounted rate) <p>**Services offered at an additional cost**</p> <ul style="list-style-type: none">• Wellness Resources The Core Platform wellness program is available to employees which includes workshops, personalized meal and exercise plans, articles about health, health logs, recipes, exercise tracker and log and blogs about wellness	<p>Kathryn Mullis</p>	<p>(858) 736-0031</p>	<p>kmullis@acieap.com</p>