

# Athens Administrators

## Special Claims Handling Instructions

### City of South San Francisco

**Primary Employer Contact:**           **Leah Lockhart, HR Director**  
City of South San Francisco  
400 Grand Ave  
South San Francisco, CA 94083  
Phone: 650-829-6696  
E-mail: [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net)

**Secondary Employer Contacts:**   **Mich Mercado, HR Manager**  
Phone: 650-877-8523  
Email: [mich.mercado@ssf.net](mailto:mich.mercado@ssf.net)

**Kevin Sledge, HR Analyst**  
Phone: 650-829-6695  
Email: [kevin.sledge@ssf.net](mailto:kevin.sledge@ssf.net)

#### **CASELOADS:**

- Assistant handles the Medical Only Claims
- Examiner not to exceed 150 open Indemnity Claims
- Supervisor does not carry a caseload

#### **CLAIM FILE SET UP:**

- Examine all reported Claims including incidents which have been reported as potential claims
- Set up all files in the system within three (3) working days
- **Athens will set up and keep record of all "Info/Incident Only" claims.**

#### **DIARIES AND CLAIM REVIEWS:**

- All active claims must be reviewed every ninety (90) days and will include a plan of action
- Future Medical Award claims must be reviewed every three months
- Supervisor will run a monthly report identifying any files off diary

#### **EMPLOYER CONTACT:**

- Contact will be made with the employer within one (1) business day of receipt of the claim and will document this contact in the notepad. Two attempts for successful employer contact will be made within the first 24 hours of receipt of a loss.

#### **EMPLOYEE CONTACT:**

- Contact will be made with the employee within one (1) business day of receipt of the claim and will document this contact in the notepad. Two attempts for successful employee contact will be made within the first 24 hours of receipt of a loss.

#### **MEDICAL CONTACT:**

- Contact will be made with the medical provider within one (1) business day of receipt of the claim and will document this contact in the notepad. Two attempts for successful medical provider contact will be made within the first 24 hours of receipt of a loss.

#### **COMPENSABILITY:**

- Determination whether to accept, delay or deny a claim will be made within three (3) working days of receipt of the claim as long as sufficient information is available to the claims adjuster.
- Delays and denials require [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net) approval.

#### **RETURN TO WORK:**

- City of South San Francisco utilizes Norm Peterson and Associates for their return to work program. Primary contact is Jessica Netland, [jnetland@returntowork.com](mailto:jnetland@returntowork.com).

#### **DEFENSE COUNSEL:**

Prior to any defense attorney referral, the examiner must obtain authorization from [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net)

Authorized firm is: RTGRLAW  
180 Grand Ave, Suite 300  
Oakland, CA 94612  
510-338-3166  
[oak@rtgrlaw.com](mailto:oak@rtgrlaw.com)

#### **INVESTIGATION:**

- Written approval is required from THE CLIENT for any investigation, SIU, surveillance or FD-1/Fraud filing.
- SIU firm can be chosen at Athens direction with [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net) consultation.

#### **MEDICAL MANAGEMENT:**

- There is no MPN for this program.
- Client uses myMatrixx for PBM.
- NCM/TCM will be through Athens Managed Care. Written approval is required from [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net) prior to making any referral for NCM/TCM services.
- 30-Day Letter will be sent to injured workers upon missing the second of two scheduled appointments for medical follow-up, therapy, or diagnostic appointments. If no response is

received to resume care; we will proceed with denial of claim if appropriate or discharge from care and closing file.

#### **UTILIZATION REVIEW:**

- Utilization Review will be through Athens Managed Care.
- Treatment & services authorized at adjuster level:
  - Initial physical/occupational therapy – up to 12 visits or less
  - Plain x-rays for all orthopedic injuries
  - CT/MRI
  - EMG/NCV
  - PT and post-op care after surgery
  - DME that makes sense on the claim.
  - Initial injection such as cortisone/lidosone that should help injured worker. If examiner unsure then send to UR.

#### **CHECK ISSUANCE/FUNDING:**

- Athens will maintain the bank account. Contact Shamar Hamilton for any stop pay or void issues
- Any credits or recoveries will be deposited to the account or may be refunded to THE CLIENT upon receipt.
- Prefund limit \$45,000.
- Invoices shall be emailed to [Cecilia.buenafior@ssf.net](mailto:Cecilia.buenafior@ssf.net)

#### **REPORTING:**

For any file with a total incurred above \$25,000, a detailed status loss report shall be sent to [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net).

#### **FILE REVIEWS:**

Scheduled quarterly. The list of files to be reviewed will be sent to Athens Administrators 30 days prior to the review.

#### **RESERVE CHANGES:**

For any reserve changes + or - \$15,000, e-mail notification must be sent to [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net).

#### **SETTLEMENT AUTHORITY:**

Athens Administrators no settlement authority. All settlements need to be discussed with [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net). Include CSAC if excess is involved.

#### **LIENS:**

On litigated files, defense counsel will resolve all liens. For non-litigated files, liens will be referred to ClaimLogix for handling. Prior to sending any lien to ClaimLogix, please obtain referral authorization from [leah.lockhart@ssf.net](mailto:leah.lockhart@ssf.net).

**EXCESS CARRIER NOTICE :**

The Third Party Administrator will notify the insured of any loss with a potential verdict or loss exposure in excess of the policy limit.

**Excess Insurance:**

CSAC  
75 Iron Point Circle, Suite 200  
Folsom, CA 95360  
E-mail: [www.csac-eia.org](http://www.csac-eia.org)

Policy #: 464-2158  
Effective: 1-1-04  
SIR: \$500,000.00  
Reporting Requirements: ½ of retention

Phone: 916-850-7300  
Fax: 916-850-7336

Prior to 1-1-04: Employers RE. SIR \$275K.