



The CIRSA Difference

Presented by: Mike Wagner, Claims Manager



Claims Department Staff

Mike Wagner, Claims Manager

Property/Casualty

Dianne Hall – PC Claims Supervisor
Bethany Ross – Liability Claims Specialist
Nile Knez – Liability Claims Specialist
Craig Stevens – Property Claims Specialist
Sue Eisenhoffer – Sr PC Claims Representative
Bruce McKenney – Sr PC Claims Representative
Francesca Pellerano – Sr PC Claims Representative
Beverly Perry – PC Claims Representative
Heather Chessher – PC Claims Representative
Linda Murphy – Administrative Assistant

Workers' Compensation

Marla Myers – WC Claims Supervisor
Anthony Moore – Sr WC Claims Examiner
Amanda LeClair – Sr WC Claims Examiner
Ragn Johnson – Sr WC Claims Examiner
Amanda Longacre – WC Claims Examiner
Lara Wilbur – Sr PC Claims Representative/Subrogation Examiner



Legal Updates

CIRSA management, staff counsel, and all adjusters keep current regarding new case law and statutory updates. We will ensure that all member contacts are aware of changes within the legal system as it pertains to current legal issues involving member claims.



Collaboration

At CIRSA we are here to collaborate with all of our members. This includes:

- Consistent communication regarding investigations and ongoing claim activity.
- Involvement with settlements and settlement negotiations.
- Detailed updates regarding litigation at all stages of the legal activities.



Technology

We use the most advanced technology regarding claim tracking and investigation tools.

CIRSA has state-of-the-art systems that allow for tracking specific types of claims and types of injuries.

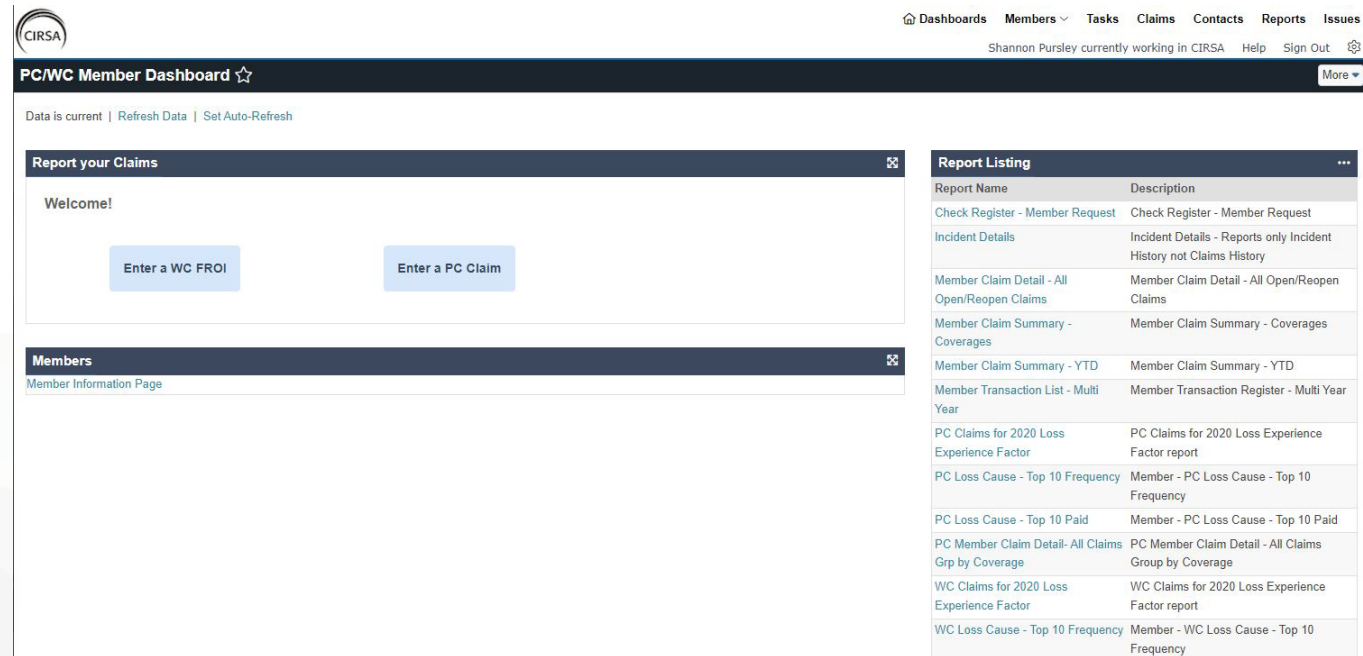
Our vendor partners for investigations are using the latest technology for social media analysis and investigation techniques.



Claims System

CIRSA's Origami Claims System allows members to report their claims real-time. This makes the whole reporting process very efficient. It allows for:

- A real-time claim number.
- Quicker claim set up and assignment to claims representatives
- An auto-generated claim number and e-mail confirmation back to the reporting member/entity.
- An automated claim acknowledgement letter upon assignment to a claims representative.



The screenshot displays the CIRSA PC/WC Member Dashboard. The top navigation bar includes links for Dashboards, Members, Tasks, Claims, Contacts, Reports, and Issues. A user status bar indicates 'Shannon Pursley currently working in CIRSA' with links for Help, Sign Out, and a More menu. The main content area is divided into two primary sections: 'Report your Claims' and 'Members'.

Report your Claims

Welcome!

Buttons: Enter a WC FROI, Enter a PC Claim

Members

Member Information Page

Report Listing

Report Name	Description
Check Register - Member Request	Check Register - Member Request
Incident Details	Incident Details - Reports only Incident History not Claims History
Member Claim Detail - All Open/Reopen Claims	Member Claim Detail - All Open/Reopen Claims
Member Claim Summary - Coverages	Member Claim Summary - Coverages
Member Claim Summary - YTD	Member Claim Summary - YTD
Member Transaction List - Multi Year	Member Transaction Register - Multi Year
PC Claims for 2020 Loss Experience Factor	PC Claims for 2020 Loss Experience Factor report
PC Loss Cause - Top 10 Frequency	Member - PC Loss Cause - Top 10 Frequency
PC Loss Cause - Top 10 Paid	Member - PC Loss Cause - Top 10 Paid
PC Member Claim Detail- All Claims Grp by Coverage	PC Member Claim Detail - All Claims Group by Coverage
WC Claims for 2020 Loss Experience Factor	WC Claims for 2020 Loss Experience Factor report
WC Loss Cause - Top 10 Frequency	Member - WC Loss Cause - Top 10 Frequency

Outside CIRSA Resources

- Nurse Case Management – CorVel, Genex, Orchard Medical + more
- Origami – CIRSA Claims System
- myMatrixx/Express Scripts – WC prescriptions (WC)
- Mitchell – Medical Bill Review Services (WC)
- State of Colorado, Department of Labor & Employment, Division of Workers' Compensation [Workers' Compensation | Department of Labor & Employment \(colorado.gov\)](#) This site contains valuable resources for employers, insurers and injured workers.

Outside CIRSA Resources cont'd

- Defense Panel – 25 Law Firms with over 100 attorneys
- Cyber Experts – Attorneys and Forensic IT Vendors
- Appraisers – Auto and Property
- Engineers – Structural/Electrical/Plumbing
- Forensic Accountants

CIRSA Resources & Services

- Subrogation Expert – Annually we recover over \$2M from at-fault third parties
 - Recovery is not limited to losses over our member's deductible level
- Property Inspections – Pre-loss and investigatory inspections
- Claim Reviews – Virtual or in-person annual /semi-annual claim reviews

We are a Team!

- One of the biggest differences between CIRSA and other insurance carriers is our desire to handle claims as a “Team”
- The assigned claim representative will keep your municipality up to date on claim status, and will be consulted prior to the denial or acceptance of any claim
- To that end, it is important that we understand your goals on each claim to bring claims to a satisfactory resolution



We Want to Hear From You

Please do not hesitate to contact us!



Questions? Please contact us with any questions.

CIRSA Office

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WC Claims Supervisor Marla Myers

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