

MEMORANDUM

TO: The Members of the HSAWCF
FROM: Mary Penz, HSAWCF Administrator
DATE: December 5, 2019
SUBJECT: **NEWS AND UPDATES FROM HSAWCF**

To the Members of the HSAWCF:

As part of our continued efforts to explore new avenues to meet membership needs and improve services, the Board of Trustees of the HSAWCF has selected a new Third-Party Administrator (TPA) for the Fund. This memorandum is to inform the membership that as of January 1, 2020 the Fund will be utilizing the services of Comprehensive Risk Services otherwise known as CRS.

CRS is a premier provider of claims management services, risk and loss prevention management, self-insured group administration and managed care.

CRS is located in Michigan, with offices in Novi, Grand Rapids and Marquette. The HSAWCF will be served out of the Novi office with many of staff that we have grown to know and love, Jessica Hidalgo, Deb Burnet, Frank Schmidt and ShayAnn Copley are all now with CRS and will once again be the team to service the HSAWCF members. This should help make the transition run smoothly since they are already familiar with the HSAWCF operations.

CRS will replace the services of YORK/Sedgwick and assist the HSAWCF in offering its continued benefits to its members including competitively priced premiums, claims management and loss prevention services. We are working with YORK/Sedgwick to ensure a smooth transition process; we thank them for the many years of dedicated and professional service they have provided to the HSAWCF.

Within the next few weeks each agency will be receiving claim and loss control information packets that will take you through the claim filing procedures. The packets will include contact information for the Fund's new dedicated service team. The HSAWCF and CRS will be scheduling site visits to our many locations during the first half of 2020 to have a claim review meeting and/or to provide loss control services and training. The Fund will also be setting up group training seminars to introduce you to the new online claim information system which will be in place after the transition process is complete. We will also be working with CRS to upload all of the required documents on to the HSAWCF website.

The new claim system that is utilized by CRS is called ORIGAMI RISK and it is one of the leading claim management information systems in the nation. This system will allow for more user-friendly options for our members that include automated claim reporting capabilities. As we complete this transition process, we will provide training to our members on this new system. Our members will be very pleased with the new changes and upgrades to the claim filing process.

We would like to thank you in advance for your patience during this time of transition. The HSAWCF believes that this change will result in improved and enhanced services to the membership.

We would like to thank you for your continued membership in the HSAWCF and as always if you have any questions or concerns please do not hesitate to contact me at marypenz@hsawcf.com or 586 416 -8950.

Thank You and Have a Great Day!

Mary