



Mayor & City Council

Workshop Session

~ Agenda ~

City of College Park
3667 Main Street
College Park, GA 30337

<http://www.collegeparkga.com>
404-669-3756 (Main)

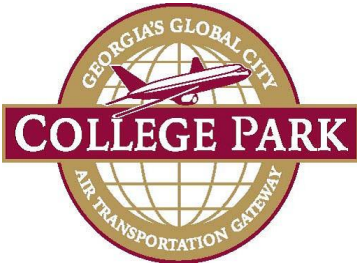
Experience College Park
Georgia's Global City

Monday, February 15, 2021

6:00 PM

Council Chambers

1. Presentation on Employee Benefits Insurance Broker services to include Worker's Compensation by NFP Corporate Services Vice President Tammi Starkey. See memorandum dated February 10, 2021 from Director of Human Resources & Risk Management Dwight Baker. Also, see attached supporting documentation. (15 minutes presentation/Q&A.)



CITY OF COLLEGE PARK

P.O. BOX 87137 · COLLEGE PARK, GA 30337 · 404.767.1537

WORKSHOP AGENDA ITEM

DOC ID: 8633

DATE: February 10, 2021

TO: The Honorable Mayor and Members of City Council

THROUGH: Mercedes Miller, Interim City Manager

FROM: Dwight Baker, Director of Human Resources & Risk Management

RE: NFP Corporate Services: Insurance Brokerage and Consulting Services

PURPOSE: Presentation by NFP Corporate Services: Insurance Brokerage and Consulting to provide Broker Services for City of College Park employee health benefits and workers' compensation services. See attached presentation.

ATTACHMENTS:

- City of College Park NFP Capabilities Presentation Final-Mayor and Council (PPTX)

Review:

- Dwight L. Baker Completed 02/08/2021 10:13 AM
- Rosylene Robinson Completed 02/08/2021 12:58 PM
- Purchasing Completed 02/08/2021 1:03 PM
- Mercedes Miller Completed 02/10/2021 1:21 PM
- Mayor & City Council Pending 02/15/2021 6:00 PM

NFP Capabilities



NFP Overview



About NFP

NFP is a leading insurance broker and consultant that provides employee benefits, property & casualty, retirement, and individual insurance and wealth management solutions through our licensed subsidiaries and affiliates. Our expertise is matched only by our personal commitment to each client's goals.



INDUSTRY LEADER

#2 Retirement plan aggregator firm according to *Investment News*

#5 Largest U.S.-based privately owned broker, as ranked by *Business Insurance*

Largest benefits broker by global revenue, as ranked by *Business Insurance*

#8 Best place to work in insurance, as ranked by *Business Insurance*

#10 Largest property & casualty agency by total 2017 P&C revenue, as ranked by *Insurance Journal*

#10 Commercial lines agency, based on P&C and commercial lines revenue, as ranked by *Insurance Journal*

#13 Largest broker of U.S. business, as ranked by *Business Insurance*

BUSINESS LINES



CORPORATE BENEFITS



COMMERCIAL INSURANCE



PRIVATE CLIENT RESOURCES

Public Entity Expertise

- § 25 years of experience partnering with public entities
- § 50+ public entity clients in Georgia
- § Understanding of unique challenges public entities face
- § Communicating and maintaining value of benefits to attract and engage employees
- § Experience in presenting complex information to Board and Council members
- § Participation with City and County associations such as: ACCG, GMA, GLGPA

A few of the Georgia Government Entities we serve...



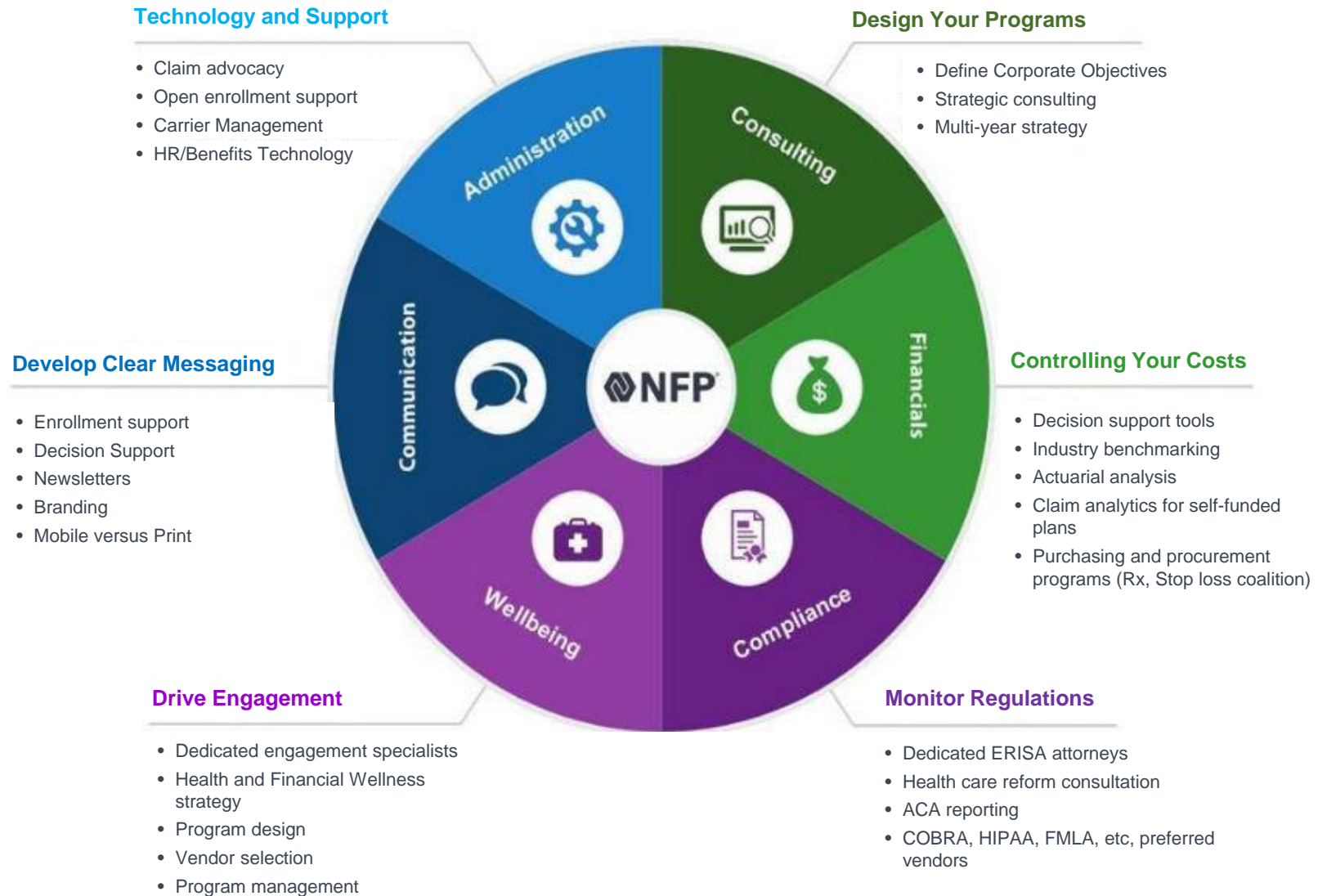
MACONBIBB



What We Do:
Employee Benefits



Health & Welfare Brokerage and Consulting



Plan Administration



Account Management Services

Dedicated Service: Account Manager and Client Support Specialist

- § Local Account Management
- § Ongoing Eligibility Management
- § Bill Reconciliation
- § Claims Resolution
- § Vendor Management
- § COBRA Administration
- § HIPAA Administration
- § Employee Advocacy
- § Benefit Education
- § Claims Reporting and Review



Employee Service Center



Understanding of benefits



Retirement benefit guidance



Resolution of claims



Locating in-network providers



Ordering new ID cards



On-line enrollment support



Bi-lingual assistance

Proven Technology

The logo for bswift, featuring a lowercase 'b' in orange and 'swift' in grey, all in a serif font.

NFP is one of only a few organizations in the nation that are website builders and administrators of bswift

- § Dedicated in-house technology team
- § Electronic data integration- carriers and payroll
- § Intuitive employee experience
- § Decision support tools

Benefit Education

- § Customized communication pieces, benefit guide
- § On-site non-commissioned benefits counselors
 - § Step by step review of each benefit option
 - § Comparison of plan coverage and cost
 - § Employee specific guidance
 - § Confirmation statement
- § Telephonic/Virtual enrollment support
- § Customized education presentations for consistent messaging



What We Do:
Workers' Compensation



Claims Management Services

By joining with us, you can rest assured that our dedicated team will professionally manage claims using our unique methodology while providing quality support and guidance when dealing with third parties. Our consultancy on Workers' Compensation includes demonstrating to our clients both how to remain compliant and how to institute programs that further the development of current plans.

Property & Casualty

- § Claim Submittal
- § Coverage Analysis
- § Litigation Management
- § Claims Advocacy
- § Reserve & Settlement Evaluation
- § Claim Review



Workers' Compensation

- § Injury/Illness Prevention Plan and First Aid Program
- § Return-to-Work Program
- § New Workers' Compensation Laws and Requirements Updates
- § Experience Modification Projections – Budgeting Purposes
- § Address Experience Modification Issues
- § Claims Analytics

Loss Control Services

We collaborate with several top risk services companies who provide professional loss control services. We find this approach cost-effective and more customized for our clients. Learning about your business, using a network of hundreds of safety engineers across the country, provides for a more focused, need-based approach. Some of the available services include:



Specialty Surveys

- § OSHA Compliance
- § DOT Compliance
- § Recordkeeping Compliance
- § Occupational Illness Evaluation
- § Fire Protection Survey
- § Equipment Inspections
- § Electrical Hazard Inspections
- § Health Audits



Written Programs

- § Safety Program
- § Restricted Duty
- § Forklift Training
- § Lockout/Tagout
- § Assured Grounding
- § Respiratory Safety
- § Fleet Safety
- § Hearing Conservation
- § Management Accountability
- § Preventative Maintenance
- § New Employee Orientation
- § Emergency Evacuation
- § Accident Investigation
- § Safety Committee Guidelines
- § Safety Incentives



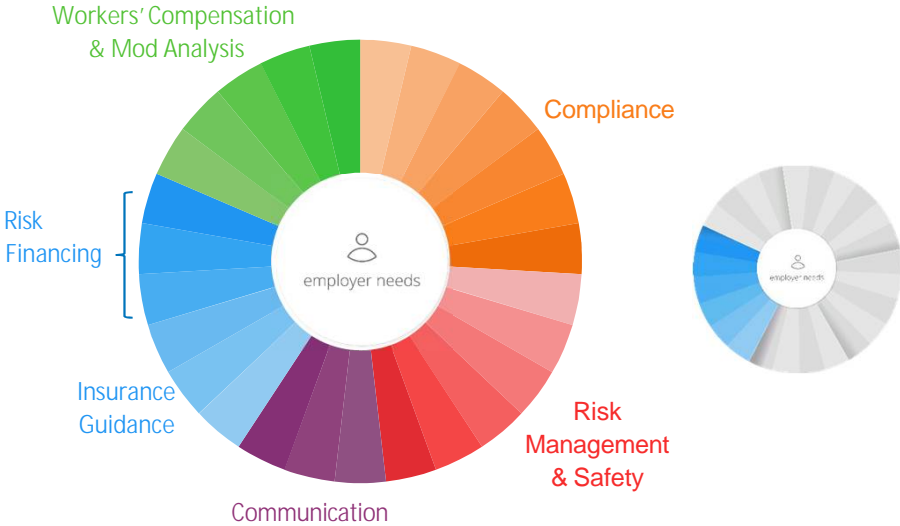
Training Programs

- § Accident Investigation
- § Defensive Driving
- § Hazardous Communication
- § Hiring Procedures Techniques
- § Fire Suppression
- § Safety Inspection Techniques
- § Controlling Back Injuries
- § ADA Compliance
- § DOT Compliance
- § Supervisor Safety Awareness
- § Employee Safety Awareness

Risk Management Services

From compliance to communication, let us provide a full spectrum of solutions for you and your company. We understand the challenges today's employers face, and we know you're asked to take on more than ever before. Expect more from a broker – expect our full spectrum of solutions.

- OSHA Penalties
- Federal/State Compliance
- OSHA Compliance & Support
- FMCSA Compliance
- DOT Compliance
- GHS Compliance
- HR Hotline
- Employee Safety Manual
- Industry-specific Safety Training
- OSHA Benchmarking
- Return to Work Programs
- Fraud Reduction Program
- Business Continuity Planning
- Toolbox Talks
- Workplace Posters
- Employee Newsletters & Videos
- Quote Policies
- Claims & Billing Assistance
- Negotiate Renewal
- Risk Summaries
- Coverage & Policy Expertise
- Application Submission
- Captive Feasibility Studies
- Workers' Compensation Trend Reporting
- Captive Placement
- Loss Analysis
- Frequency vs. Severity
- Mod Reduction & Management
- Workers' Compensation Analysis
- Mod Reporting

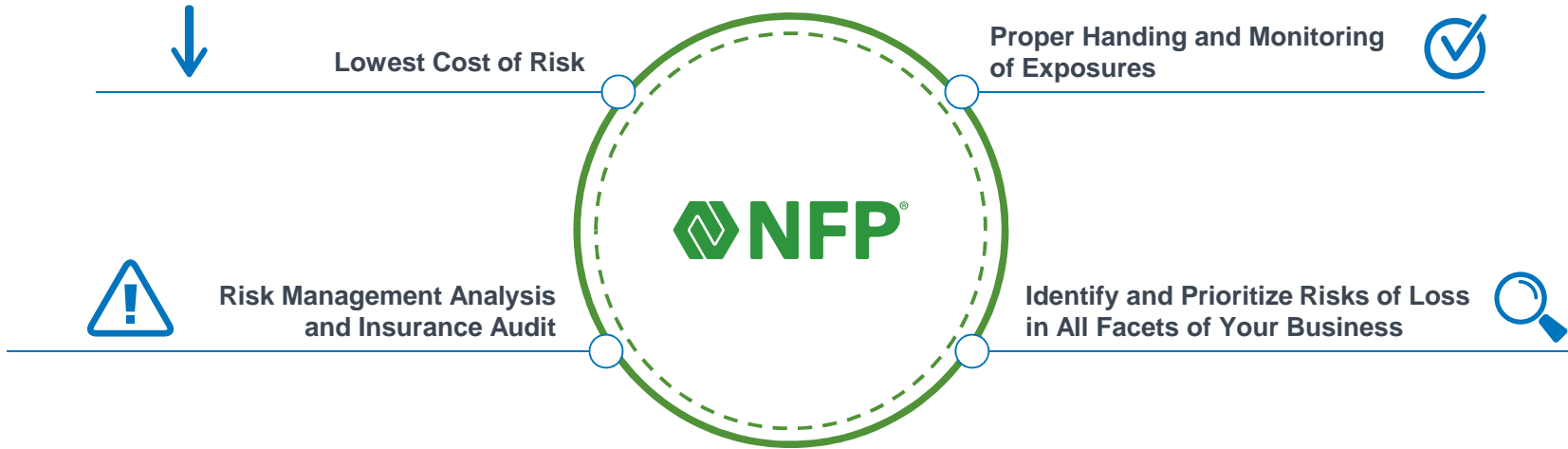


Typical Services from Brokers
 Break away from the mold of the traditional broker. The average broker meets your basic needs when it comes to claims, plans and renewal negotiation. What about new exposures like cyber attacks? New legislation?

Total Cost of Risk

The Risk Management Analysis and Insurance Audit Process is an exclusive professional service provided by NFP P&C. To fully understand your business and the exposures posing potential harm to your assets, it is vital that the insurance professional you choose fully grasps your organization's liabilities.

Our team of experts will execute a comprehensive analysis to build upon your current architecture. Our multi-step auditing process greatly improves upon the standard insurance model, stemming from our close attention to detail and our experience with pinpointing effective, cost-saving measures. Our successful exposure identification and practical strategy implementation methods result in superior protection for our clients and their businesses.



Summary & Closing



Why NFP?

Summary:

Advantages of Working with NFP

- § Team of specialists – public entity experience
- § Size and scope of business – vendor leverage
- § Local Presence, customized service
- § Cost Containment Strategies
- § Total Plan Management
 - § Employee Benefits
 - § Workers Compensation



For everyone at NFP - Its Personal!



www.NFP.com