

PRIMA PRESS

A QUARTERLY NEWSLETTER FOR OUR MEMBERS

texasprima.org
Texas Chapter Public Risk Management Association

June 2019

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President's Message



How To Find “Hidden Treasures” With Texas PRIMA!

THIRTY YEARS ago several brilliant risk management professionals started Texas PRIMA. In 1990 we had the first annual conference in McAllen, Texas. The journey started with 56 members; today we have 600+ members. Thank you to the leaders, members, volunteers, sponsors and exhibitors for their dedication and growing Texas PRIMA to what it is today. We are one of the largest organizations dedicated to Public Risk Management in the state. Since 1990 we have been through 11 major storms and other catastrophic events. As a risk management professional, I have been part of two of those major storms (Harvey and Rita) and significant flooding and hailstorms. After each one of these events, I learned or did something different to improve on the preparation and recovery process. That knowledge came from my

Texas PRIMA friends, mentors and colleagues.

Speaking of storms and flooding, here comes the hot summer months along with hurricane season - we know what that means for Texans... While the kids are saying “our summer vacation is here”, as risk management professionals we are preparing for the unknown hurricanes, tornadoes, hailstorms, flooding, work-place heat-related illnesses and the list goes on. Oh, and let us not forget the 2019 Texas Legislative changes that are coming our way! Fear not, as Texas PRIMA provides countless opportunities to partner with great mentors from our public sector and industry leaders.

National PRIMA awarded us with several outstanding awards. The Board of Directors nominated Maria Quiroga (City of Bryan) for the 2019 Texas Chapter Service Award for her dedication and volunteer work with the Conference Committee for the last 11 years. The Port of Corpus Christi was awarded the 2019 Achievement Award for establishing a platform for the Public Risk Management Awareness Day; which is March 1st. The Board was also awarded the 2019 PRIMA Chapter Recognition Award for our Conference App, which provides all conference attendees the capabilities to access educational session descriptions, agendas, schedule their sessions, view speakers and their bios, and view session handouts. In 2019, we are planning to add gaming functionality for scavenger hunts and the geocaching functionality to link with the social media feature for posting selfies and sponsor interaction throughout the conference. These

awards and winners will be recognized at the National PRIMA conference in Orlando, Florida in June. You all are awesome and exceptional!

We are already half way through the year – our scribes and committees are working even harder behind the tombs. They are looking for the “hidden treasures” within our Regional Risk Management seminars, webinars, membership, nominations and elections, awards program and other committees. The first regional seminar in North Texas (Frisco) was very successful and the next two are June 27th in South Texas (Corpus Christi) and July 11th in Central Texas (San Marcos.) We hope to see you there. I am excited to announce that we will continue to offer our free webinars to all members. To-date, we have had two webinars and we have five more scheduled for the rest of the year.

With less than six months away from our annual event – Texas PRIMA “Risk Like an Egyptian” annual event, the conference planning committee is diligently planning the afterlife at Moody Gardens pyramids in Galveston in November. The call for presentations is open, the prospectus to our great sponsors and exhibitors has been released, the scholarship program invitation will open August 1st, and last but not least plans are being made for the casino/dinner/dancing event. We will have dynamic opportunities for educational sessions and networking with our generous sponsors and exhibitors who adorn the exhibit hall with their precious gems and stones. We have already contracted with two great open/close keynote speakers. Golf and putt & pamper are coming back!

Do not forget to visit the Texas PRIMA website for job postings, newsletters, educational opportunities and a members-only section. Follow us on Facebook and LinkedIn, and check your e-mails for updates and events. Together let's decipher the hieroglyphics and partner to continue building on the pyramids of risk management.

Norma Martinez
2019 Texas PRIMA President



Save the Date: November 10-13, 2019
[Texas PRIMA Annual Conference - Moody Gardens Galveston](#)
[Reserve your room today!](#) Registration opens August 1st.

Texas PRIMA Celebrates 30 Years!
Help us celebrate this anniversary with a slideshow during our Annual Conference.
Upload your photos [here](#).

Congratulations and Awards for Our Chapter and Members from National PRIMA!

This year Texas PRIMA has been building pyramids at National PRIMA! Our chapter always participates in National PRIMA events and this year we have managed to capture the light!

Our chapter has received 3 separate recognitions from National PRIMA:

1. **The 2019 PRIMA Chapter Service Award:** Our chapter nominated Maria Quiroga, Benefits Administrator with the City of Bryan. She has tirelessly, for the last 11 years volunteered her time making and transporting all of the theme decorations for our annual conference.
2. **The 2019 Chapter Recognition Award:** Our chapter won an award for the use of MobileUp to integrate communication with our current MemberClicks membership platform. This has allowed us to communicate seamlessly with our event registration and membership platform and pair our event forms so attendee information is dynamic.
3. **Honorable Mention 2019 Outstanding Achievement for a Public Risk Management Product Award:** The Port of Corpus Christi received an Honorable Mention in this category for establishing the Public Risk Management Awareness Day as March 1st of every year.

Texas PRIMA President, Norma Martinez, will be present to receive the awards at National PRIMA in Orlando, Florida! The 2019 Awards Reception & Presentation is being held on Monday, June 10, 2019 from 4:15 pm – 5:45 pm in the Osceola Ballroom of the Gaylord Palms Resort & Convention Center during PRIMA's Annual Conference. If you are attending National PRIMA please consider being present at this prestigious event.

Texas PRIMA Education Committee

We are pleased to continue to offer regional seminars throughout the state with exciting topics this year such as PTSD/Presumptive claims, Risk Management 101, cyber risks, benefits, severe weather and more. Thanks to the City of Frisco for hosting the North Texas Regional Seminar at their beautiful facility on April 18, 2019 at The Depot at Frisco Heritage Center. We had great presentations, delicious food, and a good turnout despite the weather.

Upcoming Regional Seminars:

[South Texas](#) - Thursday, June 27, 2019, Ortiz Center, Corpus Christi, TX

[Central Texas](#) – Thursday, July 11, 2019, San Marcos Police Department Auditorium, San Marcos, TX

You can find these events and register to attend a regional seminar on the [Texas PRIMA website](#) under Upcoming Events or under the [Events & Training](#) tab. Registration Costs are \$10/TX PRIMA members and \$25/non-members. For additional information, please contact Robert Warren, Education Committee Chair, at Robert.warren@arlingtontx.gov.

Texas PRIMA hosted two webinars so far this year. One addressing the Opioid Epidemic and the other outlining legislation for public entities to watch. If you were unable to attend the live webinar, the recordings are available under the "Member's Only" section of the Texas PRIMA website.

Below is the webinar schedule so you can block your calendars to attend:

6/7 at 10:30 a.m. – Presumption Claims – Brandi Prejean, Thornton, Biechlin, Reynolds & Guerra

7/23 at 2 p.m. – Hearing Conservation Programs & Hearing Aids for Workers' Comp - Advanced Hearing Providers

8/13 at 2 p.m. – It's an Aggravating World Dealing with Producing Cause – Bob Graves, Burns, Anderson, Jury, & Brenner

9/5 at 2 p.m. – The Alluring Value of Simplicity: How to Design and Launch Change Programs that Stick – Susan Franzen, PatternShifts

10/1 at 10 a.m. – Excavation Safety: Damage Prevention and Public Safety – Tina Sanders, Texas811The Five W's and H Guide to Becoming a Texas PRIMA Board of Director

Robert Warren and Melissa Steger
Education Committee Chair and Webinar Committee Chair



Time to Apply for Texas PRIMA Awards

The ancient Egyptian word 'hudjefa' is a word that means missing or erased. This word was commonly used by ancient scribes in the place of a pharaoh whose name was unreadable, damaged, or erased from their history. Don't let the accomplishments of Risk Management become hudjefa, but rather explore this opportunity for an individual or Risk Management Program to take its place in the annals of Texas PRIMA and nominate you or a colleague for the Risk Professional of the Year, the Rising Star, or nominate a program for the Risk Management Program Achievement Awards.

The Risk Professional of the Year recognizes an individual who exemplifies excellence, innovation, and commitment to the risk and insurance management field.

The Rising Star Award honors someone with between 2-7 years of professional experience in the public risk and insurance management industry who was exemplified leadership potential, achievement, and professional development.

The Risk Management Program Achievement Award honors programs, projects, or products that are creative and successful, and highlights the success of our public entity organizations.

The successful award recipients are recognized at the awards luncheon during Texas PRIMA's annual conference in November at Moody Gardens in Galveston, TX. Additionally, recipients will receive a wall plaque and recognition in the PRIMA Press newsletter. Both the Risk Professional of the Year and the Rising Star recipients receive complimentary conference registration and one-night hotel accommodations!

So get your papyrus out and help build the Pyramids of Risk Management. Visit www.texasprima.org/awards for more information and to nominate yourself, someone else, or a program. Application deadline is September 13, 2019, so don't wait too long or your nomination will be hudjefa. If you have any questions concerning the awards process, contact me at jason.hardy@gpisd.org.

Jason Hardy
2019 Awards Chair

Board Nominations

Have you ever wondered how you or a valuable resource of yours could give back to the risk management industry in a meaningful way? The solution is simple. You can submit a nomination to become a member of the Texas PRIMA board of directors. Allow me to take a moment to give you all the details of the "who, what, when, where, why, and how."

Who: Any Texas PRIMA member with responsibility for risk management functions, insurance, benefits, and/or safety management employed by a qualified governmental entity with the ability to attend board meetings in accordance with the bylaws is eligible to serve.

What: Texas PRIMA is seeking nominees to fill two Director positions on the prestigious Texas PRIMA board. The elected Board is comprised of two Past Presidents, four Officers (President, President Elect, Secretary, and Treasurer) and four Directors-at-Large.

When: Nominations accepted in September, election in October, and the announcement made at the Texas PRIMA annual conference in November. The term starts January 1, 2020.

Where: Keep a watchful eye on the Texas PRIMA website and check your email frequently for announcements from Texas PRIMA.

Why: As a board member, you will help shape the future direction of our state organization and support your fellow risk management professionals. Serving on the board provides invaluable experience that stands out on any resume as a leadership highlight, networking opportunities with risk management professionals, and a chance to give back to others.

How: When you receive the announcement, submit your nomination or a nomination for another colleague. Texas PRIMA will reach out to the nominees with a request for additional information. Consideration includes experience, demonstrated leadership, participation in the Chapter, and proven commitment to the organization and profession. The Board typically meets four times a year and at the annual conference. Travel and hotel costs for attending board meetings are paid by the organization.

Do not miss this valuable opportunity. If you have questions before then, feel free to contact Texas PRIMA at info@texasprima.org or by phone at 512-394-0719.

Melissa Steger
2019 Nominations and Elections Chair

Members on the Move

SLTX announced today that it is welcoming three new members to its board of directors. View the press release [here](#). Congratulations to **Leslie Milvo, ARM, AU**, Risk Manager for the City of Austin, for being appointed as a new SLTX board member!

Long time Texas PRIMA Member, **Michael Pointer** passed away in February. Our condolences go out to Mr. Pointer's family and friends. Mr. Pointer was employed as the KISD Coordinator for Risk Management and Employee Benefits for 19 years. In this position he oversaw the risk management, insurance programs and employee benefits to best serve the needs of their employees and the District. He was also instrumental in promoting health and safety initiatives for KISD. A memorial scholarship has been established in memory of Michael L. Pointer. Michael was the father of four children. Donations and money received for this scholarship will be designated to his youngest daughter, Haleigh Semone Pointer, upon her graduation from high school. For more information on how to donate to the scholarship fund, contact James Huckaby, jhuckaby@mesquiteisd.org.

Welcome New Members:

Jeffrey Barras, Safety Manager, City of San Antonio
Jodie Brown, Safety Administrator, City of San Antonio
John Forte, SVP, Operations, Berkley Public Entity
kevin kabalka, student
Matthew Nielsen, Claims Administrator, City of San Antonio
Jason Nunez, Senior Risk Analyst, City of League City, TX
Julissa Quintero, Workers' Comp Specialist, Dallas ISD
Laura Romo, Sr. Workers' Compensation Coordinator, City of San Antonio
Henry Ruiz, Claims Manager, City of San Antonio, Office of Risk Management
Janet Shirley, Director of Human Resources & Civil Service, City of League City, TX
NaTaja Smith, Human Resources Coordinator, Texas City ISD

The member's only section at texasprima.org is your year-round professional development tool!

The community forum is a great place to post questions and answers to colleagues, the webinar page contains links to our new webinar series and the presentation archives page contains all of the conference and regional seminar presentations.

Texas PRIMA 30th Annual Conference Scholarship Program

The scholarship application process for Texas PRIMA's 30th Annual Conference at Moody Gardens Hotel and Convention Center in Galveston, Texas, November 10-13, 2019 will be here before you know it. There are many deserving people who may not be aware of the scholarship program Texas PRIMA offers. We are encouraging members to get the word out to any of your public entity colleagues and clients who might qualify. The scholarship program is designed to assist risk management professionals whose public entity might not be able to afford the cost of attending the Annual Conference. Full and partial scholarships will be awarded and may include up to the following:

- Conference registration costs

- Costs related to attending the conference, including travel and lodging at the conference hotel
- Complimentary membership in Texas PRIMA through 2020

This will be our eighth year to include scholarship donation opportunities for our sponsors. It has been a huge success and their generosity has enabled us to bring more recipients to the conference each year. We look forward to their support again this year and to topping last year's recipient numbers. Look for an email in late July with specific details to include the application process. Applications will be accepted through September 13th. We appreciate your help in spreading the word about the Texas PRIMA's 30th Annual Conference and scholarship program: www.texasprima.org/scholarship

*Donna Parker Stirman
2019 Scholarship Chair*

Sponsor Highlight



Cigna is proud to be a 2019 Diamond Level sponsor of Texas PRIMA. We are a global health service leader focused on improving the health and health outcomes of the customers we serve. Established more than 200 years ago, we now have more than 74,000 employees serving our customers in more than 30 countries and jurisdictions around the world. Cigna services 90M customers worldwide with 2.8M in the U.S. Public Sector. Working together with our customers, we help them lead healthy, secure lives, provide personally relevant products and services, and help them choose quality health care and achieve optimal health outcomes.

Every day, our team works together with our clients in ways they find proactive, personal and empathetic. That spirit of true partnership goes deeper than paying claims, and is often life-changing — helping members stay well, prevent sickness, obtain access to health care, recover from illness or injury, return to work and provide for their families. Worldwide, we offer our clients and their families' peace of mind and a sense of security. We're with them all the way, through the most critical points in their lives.

Our product portfolio goes beyond medical, pharmacy, dental, life and disability plans. We offer consultative services that provide high performance network access, onsite service and health improvement resources, plus we can provide a health improvement performance guarantee. Our involvement goes beyond health benefits and services and includes a commitment to the communities we serve. In TX, we support both national and local initiatives including TMHRA, IPMA, SALGBA, ICMA, NLC, and NFBPA.



Transforming Health Care to Help Texans Lead Healthier Lives

We work closely with health care providers to help transform the health care system in ways that simplify the health care experience and help people lead healthier lives.

In the Lone Star State, Aetna is committed to helping keep people healthy as well as helping ensure they get the proper treatment when they are sick. We are dedicated to giving you more control and choice in managing your personal health. For example:

Joint Ventures: In select locations, Aetna has joint ventures with health systems that deliver integrated health care.

- In the Dallas Fort Worth Community, Texas Health Aetna has worked to transform the member experience, while also improving end-to-end coordination between clinicians to help deliver better outcomes at lower costs.
- The Texas Health Aetna joint venture is built on Texas Health Resources' providers and investment in population health management and Aetna's health plan expertise, robust technology infrastructure and digital strategies, and sophisticated analytical insights. The plan serves employers and consumers in 16 North Texas counties.

Value-Based Arrangements: We believe positive relationships with physicians, providers and hospital groups are critical to addressing the challenges of the health care system. In Texas, we have nearly 50 provider collaborations, including new care delivery models. These collaborations are focused on patient-centered experiences, improving quality and containing costs.

We work closely with providers to reward value and outcomes over volume. And that means doctors and hospitals are rewarded for not only providing effective and quality member experiences, but for arming Texans with the preventive advantage to beat diseases, stay out of the hospital, and live the lives they deserve. For example:

- In Houston, we joined forces with Memorial Hermann to launch Aetna Whole Health, an Accountable Care Network and data sharing system, tasked to find members who need services or support. We use data to make outreach personal to better involve members in their care. Through Memorial Hermann, there are options for our members for phone consultations, face-to-face and in-home visits. In addition to a robust network of physicians, hospitals and urgent care facilities, the Aetna Whole Health network includes community-based convenient care centers, which provide one-stop access to an array of services in a single location. In 2015, Aetna Whole Health boasted an overall significant decline in medical costs, and fewer medical procedures, which include 40% fewer outpatient surgeries and a 20% reduction in high-tech imaging scans, and 8% fewer hospital-bed stays.¹
- We also have similar accountable care collaborations with Tenet's Baptist Health System and Health Texas Medical Group in San Antonio; Seton Health Alliance in Austin; Baylor Scott & White in Temple/Killen, Bryan/College Station, Waco and Austin areas; and KelseyCare in Houston.

Supporting medically vulnerable Texans: We also serve medically vulnerable individuals by providing comprehensive managed care services to low income Texans under Medicaid since 1999.

Aetna Better Health of Texas proudly serves the most vulnerable Texans through the STAR/CHIP programs, serving over 87,000 members in the Tarrant and Bexar service areas, and the STAR Kids program, serving nearly 5,000 members in the Tarrant service area.²

- In addition, through a plan management agreement with Parkland Community Health Plan, Aetna Medicaid serves over 197,000 members in the Dallas area.³

Digital Tools: We use technology to help people make the right connections to access the care they need, when they need it. For example:

- Aetna was the first major health care company to offer the Apple watch and health solution apps to give people more control over their health. We stand behind our commitment to put members in the driver's seat, and that's exactly why we are subsidizing the cost for many of the employers and employees that thrive with us.
- Using our decision support tool and easy-to-understand videos, members can learn more about treatment options, and that helps them feel confident about their health care decisions.

1 Results shown are per 1,000 members as compared to Aetna's broad network Book of Business (BOB) in the Houston market; fully and self-insured population. Based on Aetna Whole Health —Memorial Hermann Accountable Care Network contract period dates of service from March 1, 2015, through February 1, 2016, with claims paid through May 31, 2016

2 Data as of 12/31/17

Thank you Sponsors!

Platinum

McGriff Seibels & Williams of Texas, Inc | York Risk Services Group | TRISTAR | Aetna | AON

Diamond

AS&G | UnitedHealthcare | CIGNA | Surplus Lines Stamping Office of Texas | Injury Management Organization, Inc | PMA Companies | AWPRx

Gold

Texas Political Subdivisions | Munich RE | Midwest Employers Casualty Company | Safety National | North American Solutions | Commercial Risk Services

Silver

Arthur J. Gallagher Risk Management Svc, Inc. | TASB Risk Management Fund | Texas Association of Counties | TML-IRP | Travelers | CorVel | USI Insurance | HCA Asset Management, LLC | AIG (Chartis) | Versant Health (Davis Vision/Superior Vision) | Frost Insurance Agency | Claims Administrative Services | Eye Med | 1-2-1 Claims | Trident | First Financial | Genesis Mgt & Insurance Svc, Inc. | CHUBB | Delta Dental Insurance | Trinity Review Services | CCMSI | Drivecam Powered by Lytx | Liberty Mutual | Asperta, Ltd. | Origami Risk | Carlisle Insurance Agency, Inc. | Novare | Pate Rehabilitation | Alamo Insurance Group | Precision Safe Sidewalks, LLC | Morrison Investigations | The Jenkins Agency, Inc. | Brinson Benefits | ISYS Solutions, Inc. | Metadata | Berkley Public Entity Managers

Letter from the Editor



Welcome to the 2019 PRIMA press newsletter. We stand by a famous Egyptian proverb, "Lack of intelligence is the greatest poverty." So, in that vein, the Communications Committee welcomes suggestions, topics, ideas, and articles from our membership. We have a diverse membership and we want to provide relevant, current information to all of you!

Leslie Milvo, City of Austin, Leslie.milvo@austintexas.gov
Scott Mills, Kerrville State Hospital, Scott.mills2@hsc.state.tx.us
Mariza Rodriguez, Port of Corpus Christi, mrodriguez@pocc.com
Mark Barta, City of Ft. Worth, Mark.barta@fortworthtexas.gov
Brenda Soto, Harris County, Brenda.soto@bmd.hctx.net

Knowledge is power, so let's all increase our knowledge!

*Leslie Milvo, ARM, AU
2019 Communications Committee Chair*

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