



Risk and Benefits Management

Tort Liability, Benefits, Safety and Compliance, Health Services,
Wellness

Services Provided

- **Risk Management**
 - Risk transfer through insurance and other sources
- **Workers' Compensation**
- **Unemployment Comp**
- **Intercollegiate Athletics Insurance**
- **Benefits**
 - Health Plan
 - Prescription Drug Plan
 - Supplemental Life Insurance
 - Section 125 (AFLAC)
- **Safety and Compliance**
 - Written Safety Plans
 - Training
 - Accident Investigation
- **Health Services**
 - Health care for Students, Employees and visitors
 - Health Careers support
 - Workers comp case management
 - Employee Assistance Program
- **Wellness**
 - Personal health improvement for employees, retirees and their families

Our Goal

Delight our customers with outstanding customer service by providing reasonable protection from injuries and property damage, preserving the College's assets and protecting our revenues while providing a college environment that is conducive to good health and well being.

Our Mission

Risk and Benefits Management, Health Services/Wellness Center and Safety strive to provide protection from injuries and property damage while protecting the College's revenues and preserving our assets. The department evaluates the needs for commercially insuring or, in some cases self-insuring, a wide variety of risks. We are committed to providing exemplary customer service while promoting wellness and safety. Establishment of partnerships outside the college community in the health care arena enhances our ability to provide excellent health and safety programs to all faculty and staff.



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Scope Of Services

Benefits

- Evaluation of cost of benefits vs. value of benefits to employees.
- Evaluation of health plan participation through eligibility audits.
- Education of health plan participants regarding the benefits and savings available through use of the optional benefit plans.
- Encourage use of our Employee Assistance and Wellness programs to help reduce/stabilize health plan costs.
- Complete explanation of the health plan, supplemental life insurance and section 125 plans for new employees .

Wellness

- Improve quality of life for employees, retirees and their families.
- Improve employee morale.
- Increase employee utilization of existing ICC resources that can help employees improve their overall health (Fitness Center, Health Services, EAP).
- Increase the College's ability to recruit and retain outstanding employees.
- Reduce health care expenditures for ICC staff, faculty and retirees.

Health Services

- Provide confidential health care needs to ICC students, employees and visitors.
- Provide support to the Health Careers Department concerning areas of compliance.
- Provide case management of workers' compensation claims.
- Provide case management support on injuries to students/visitors involving general liability.

Workers' Compensation

- Case management.
- Accident investigation.
- Carrier provided loss prevention inspections.
- Training.
- Post job-offer pre employment physicals/drug testing on all new hires by a retained physician.



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Scope Of Services

Safety and Compliance

- Reduction of accidents, especially those resulting in lost time or claims under general liability insurance.
- Training.
- Accident investigation.
- Coordinate loss control site visits by W/C and Property insurance carriers.
- Improve awareness of safety program and training participation.

Tort Liability

- Review of tort liability programs for potential cost savings through elimination, reduction, or transfer of the risk.
- Reduce liability exposure through strong contractual agreements.
- Transfer liability responsibility from the College to outside agencies through contract language, insurance or other forms of risk placement.

Unemployment Compensation

- Provide case management for unemployment claims including review of individual cases for contestability with assistance from the Office of the Vice President of Finance and Administration and Employment Services Department.

Contact Us

If you have a question or comment please call or e-mail us at...

Risk and Benefits Management

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Safety

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Health Services/Wellness

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Office of Vice President of Administration and Finance

Bruce Budde	694-5477	bbudde@icc.edu
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Or on the web at icc.edu/facultyStaff/riskBenefitManagement.asp



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Customer Service Standards

Customers have the right to expect...

- | | |
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| Telephone and
Voice mail | <ul style="list-style-type: none">• The phone will be answered promptly.• Their calls will be answered in a courteous manner.• A person, not voicemail, will answer their calls at each answering station whenever possible.• They will receive acknowledgements of their voicemail messages within one business day. |
| E-Mail | <ul style="list-style-type: none">• E-Mail will be replied to by the end of the business day.• The out of office message will be used whenever the College is closed or the employee is out of the office for an extended period. |
| Written
Correspondence | <ul style="list-style-type: none">• That written correspondence is formatted to College standards and has been edited for accuracy.• Complete, accurate, and precise information regarding their inquiries.• A timely response to their requests, or an interim communication explaining the delay, if necessary.• That a fax cover sheet includes the name, telephone number, and department of the sender and the name and fax number of the recipient. |
| In Person | <ul style="list-style-type: none">• A timely, courteous acknowledgement, such as eye contact or a positive indication that the staff member knows they are there, especially if the staff member is on the phone or with another customer.• The Department employee will listen to their requests/questions and ask for clarification if needed.• Courtesy and respect.• Helpful, knowledgeable, and accurate information. |
| When the
Nurse is
unavailable | <ul style="list-style-type: none">• The sign stating that the Nurse is not on duty will be placed in the hall the day before and the day of the absence and will include the time and date she will be unavailable.• Customers (telephone and in person) will be given an approximate time that the nurse is expected to return.• Public Safety will be notified one day in advance and reminded the day of the nurse's absence. |