

**PUBLIC RISK INNOVATION, SOLUTIONS, AND MANAGEMENT
(PRISM)**

TECHNOLOGY COMMITTEE

MEETING SUMMARY

Web Conference/Telephonic Meeting

Friday, May 2, 2025
8:30 a.m.
Second Meeting – 2025

Members Present

Thor Benzing, CIRA
Kennedy-Kiet Vu, CSRMA
Rick Krepelka, GSRMA
Heather Rose, Mendocino County
Monique Chaldu, Riverside County
Hank Ford, Santa Clara County
Angelika King, Shasta County - Alternate
Reesha Ruel, Sonoma County

Members Absent

Matthew Duarte, CAPRI - Alternate

General Business

Data & Analytics presented to the Committee the most recent and upcoming activities of the D&A Department:

- New Claims System Workers' Compensation (WC) extract, transform, load (ETL) development is progressing, but has proven to be more intricate than expected. While operational reports were delayed, staff is going through a thorough reconciliation process to ensure new data extracts align with historical reporting. This ensures credibility in reporting products and going forward, this work will result in a more robust and sustainable ETL processes that can better support the evolving needs of the program and operational reporting.
- The WC member loss data specification transition has commenced starting with 2 TPA partners, with 2 additional TPAs to begin the transition processes in the near future.
- A new Benchmarking page in the Member Summary dashboard application has been completed based on feedback received, and enhances clarity of the information presented.
- The Medical Malpractice (Med Mal) data package has been delivered. Opportunities for improvements have been discussed with the ultimate goal of finalizing the renewals ahead of the Med Mal Committee's May meeting. Additionally, the semi-annual package for the General Liability 2 (GL2) Program is being assembled with an expected release the first week of May.

Staff gave a brief update of the current claims system that includes ongoing maintenance and support tasks for the remaining member agencies using ClaimsXpress. Additionally, it

was reported that Medicare section 111 reporting is live. The successful migration of EWC claims to Spectra was completed as well.

Staff announced that EWC went live in Spectra March 1, 2025 and while it was intended to be a minimally viable product (MVP), many additional enhancements were part of the initial release. Staff continues development in response to bug tickets, improving performance, and enhancement requests.

Using feedback from the Committee, staff will be presenting to the Executive Committee information regarding potential member pricing for use of Spectra next month.

Consideration of a property claims module is also being explored and more information will be brought back to the Committee.

Staff presented information about the Website/Pool Management System activities, which included expanded self-service options that were released in March, adjustments to renewal application due dates whereby member's submissions will be staggered to minimize the traffic hitting the site at any one time. Further, responses will be pre-populated with last year's values upon application creation. Members are still required to review and make any applicable updates prior to submission and each member's respective due date will be made clear and viewable within the applications area of the site.

Staff presented an update on the Artificial Intelligence (AI) chatbot being developed to enhance the user experience on PRISM's website. Staff briefly highlighted the significant website reorganization changes planned in support of this project. More details will be communicated to members in the coming weeks. The chatbot is expected soon, but the remaining development, content ingestion, and necessary user acceptance testing and quality assurance work will impact the actual release date.

Staff shared AI-related initiatives being explored within PRISM aimed at improving operational efficiency, enhancing member services, and responsibly adopting AI technologies. This includes creation of an AI Task Force, exploration of generative AI tools, leveraging AI-driven methods for analyzing and transforming data, a proof of value (POV) and other opportunities within the claims system for claims related matters, and evaluation of an AI-based cyber interview tool that aligns with NIST cybersecurity standards and could potentially serve as an automated Health Check mechanism for members of the Cyber Program. Staff informed the Committee that a subscription to a suite of AI courses through the platform Sidecar has been purchased, and select members and committees will be invited to sign-up at no cost.