

CLAIMS SERVICES
BY PROGRAM

Program	General Liability 1	General Liability 2	PRISMHealth/ Dental	Medical Malpractice	Property	Primary Workers' Compensation	Excess Workers' Compensation	MR OCIP
Catastrophic Claims Management						☉	☉	
Claims Audits	●	●		●		●	●	
Claims Index Reporting	●	●				●	●	
Injury Reporting and Triage						☉	◇	
Investigative Services						☉	☉	
Managed Care Consulting						●	◇	
Medical Provider Network						☉	◇	
Medical Transportation & Language Services						☉	☉	
Medicare Reporting	● DBD members only					●	◇	
Rehabilitation Care						☉	☉	
Return-to-Work Program						☉	◇	
Structured Settlements	◇	◇				●	●	
Subrogation Recovery	◇	◇						
TPA RFP Assistance	●	●				●	●	

SYMBOL/DEFINITION			
● Included	◇ Negotiated Rate	□ Hybrid Prices	☉ Included in Claim

RISK CONTROL SERVICES
BY PROGRAM

Program	General Liability 1	General Liability 2	PRISMHealth/ Dental	Medical Malpractice	Property	Primary Workers' Compensation	Excess Workers' Compensation	MR OCIP
AVERT	◇	◇	◇	◇	◇	◇	◇	◇
Anonymous Tip Reporting System	◇	◇	◇	◇	◇	◇	◇	◇
Background Check Services	◇	◇	◇	◇	◇	◇	◇	◇
Checkpoint System	◇	◇	◇	◇	◇	◇	◇	◇
CPR Training Resource	◇	◇	◇	◇	◇	◇	◇	◇
Drug & Alcohol Testing Services	◇	◇	◇	◇	◇	◇	◇	◇
Entry Level Driver Training	◇	◇	◇	◇	◇	◇	◇	◇
EPN Program	●	●	●	●	●	●	●	●
First Responder Resources	□	□	□	□	□	□	□	□
LMS	●	●	●	●	●	●	●	●
Managed IT Services	◇	◇	◇	◇	◇	◇	◇	◇
SDS Management	◇	◇	◇	◇	◇	◇	◇	◇
Safe School Ambassadors	◇	◇	◇	◇	◇	◇	◇	◇
Sidewalk Assessment & Maintenance	◇	◇	◇	◇	◇	◇	◇	◇
SAP Services	◇	◇	◇	◇	◇	◇	◇	◇

RISK MANAGEMENT SERVICES
BY PROGRAM

Program	General Liability 1	General Liability 2	PRISMHealth/ Dental	Medical Malpractice	Property	Primary Workers' Compensation	Excess Workers' Compensation	MR OCIP
Actuarial Analyses Subsidy	●	●		● Med Mal 1 members only			●	
Certificates of Insurance Management	◇	◇	◇	◇	◇	◇	◇	◇
Crisis Incident Counseling Services						●	●	
Crisis Incident Management Services	□	□	□	□	□	□	□	□
Cyber Security Training	◇	◇	◇	◇	◇	◇	◇	◇
Education Member Services	□	□	□	□	□	□	□	□
Enterprise Risk Consultants	◇	◇	◇	◇	◇	◇	◇	◇
Legal Advice Services	●	●	●	●	●	●	●	●
Property Member Services					□			
Risk Management Practitioner Certificate Program	◇	◇	◇	◇	◇	◇	◇	◇
Strategic Planning Facilitation	◇	◇	◇	◇	◇	◇	◇	◇
Risk Management Subsidy	●	●		●	●	●	●	



Menu of Services
&
Resources

Covering all spectrums of risk since 1979.

For more information, contact:
Member Services Department
916.850.7300
memberservices@prismrisk.gov

Claims

GL - General Liability Members only;
WC - Workers' Compensation Members only

Catastrophic Claims Management (WC) - When a catastrophic claim occurs, services are available to allow members access to professionals whose expertise is managing the claim.

Claims Audits - Contracted independent auditors review claims in accordance to PRISM's Claims Standards, helping increase the handling performance for Medical Malpractice, General Liability, and Workers' Compensation members. ●

Claims Index Reporting - Members of the General Liability and Workers' Compensation programs have access to PRISM's contracted rates to cover all index reporting and inquiries. ●

Injury Reporting and Triage Services (WC) - Round the clock access to a first call/first reporting system that provides medical-needs triage at the time of injury, and assistance with completing first report documents. ☹️ **PWC** ⚡️ **EWC**

Investigative Services (WC) - Full-service investigation services include AOE/COE investigations, surveillance, field and background investigations, and SIU/fraud services. ⚡️

Managed Care Consulting (WC) - PRISM members receive preferential rates to optimize managed care programs through restructuring existing programs and, if needed or required, a competitive bid or RFP process. ⚡️

Medical Provider Network (MPN) (WC) - PRISM's proprietary MPN provides employer control over the injured worker's medical care throughout the life of the claim. ☹️ **PWC** ⚡️ **EWC**

Medical Transportation & Language Services (WC) - Fully credentialed drivers and interpreters, proprietary referral management software, and a triple confirmation guarantee. ⚡️

Medicare Reporting - (WC & GL1:Deductible Buy-Down members only) Receive services for Medicare Reporting and Medicare Setasides to help aid against the potential significant penalties assessed for failure to comply with the Medicare Secondary Payer Act. ⚡️

Rehabilitation Care (WC) - Sub-acute & post-acute rehabilitation services for people of all ages with medically complex injuries and illnesses. ⚡️

Return-to-Work Program (WC) - Pre-identified temporary work assignments help employers return employees to work, increasing employee satisfaction and decreasing claim costs. ☹️ **PWC** ⚡️ **EWC**

Structured Settlements - PRISM works with various brokers specializing in resolving complicated Workers' Compensation and General Liability claims via annuities by providing expert assistance with structured settlements.

Subrogation Recovery (GL) - Recover claims dollars from losses caused by the negligent act of a third-party. ⚡️

Third Party Administrator (TPA) RFP Assistance - PRISM staff in both the Workers' Compensation and Liability Departments are available to help with drafting and reviewing a Request for Proposal, and interviewing. ●

SYMBOL/DEFINITION			
● Included	⚡️ Negotiated Rate	☐ Hybrid Prices	☹️ Included in Claim

Risk Control

Risk Control for Law Enforcement Menu - Information for all PRISM member agencies with law enforcement personnel.

Active Violence Emergency Response Training - Go beyond active shooter training and use dynamic methods to teach employees proactive awareness: how to react and protect themselves and others in a violent situation. ⚡️

Anonymous Tip Reporting System - WeTip 2.0 keeps your community and agency safe with anonymous reporting through a call, text, or QR code scan. ⚡️

Background Check Services - Preferred pricing and value-added packages for Employee Background Screening needs of PRISM members. ⚡️

Checkpoint System - Electronically log check-in points with timestamps to provide documented proof of completed routes. ⚡️

CPR Training Resources - High quality CPR, First Aid, and AED training that members can conveniently coordinate through a single point of contact. ⚡️

Drug & Alcohol Testing Services - In-network pricing for drug and alcohol tests for Department of Transportation (DOT)/Non-DOT regulated drivers, including access to Medical Review Officers. ⚡️

Entry Level Driver Training (ELDT) - Thirty (30) theory-based online courses that meet the ELDT training requirements of the Federal Motor Carrier safety Administration (FMCSA), a division of the U.S. Department of Transportation . ⚡️

Employer Pull Notice (EPN) Program - Proactively monitor employee driving records using a DMV approved EPN agent with just a few clicks. ●

First Responder Services
ConcernPlus First Responder Program - In the moment, culturally competent support for First Responder personnel, and their families. ⚡️ **COMING SOON: 1/2024**
Equipment & Apparatus Inspection Software - This mobile application for first responder agencies allows for easy inspections on the go. ⚡️

Employee Performance Evaluations Software - Allows employers the ability to: test and track skill competencies, oversee officer's progress during FTO program, record videos of skill demonstrations, and assess performance. ⚡️

POST and STC Certified Training - PRISM offers impactful certified training for both patrol officers and those working in the corrections environment. These classes are offered in-person and/or online depending on the topic. ●

Workforce Management Software - This software lets our fire, LE, and EMS members administrators coordinate schedules and oversee employee hours. ⚡️

Managed IT Services - Access a broad suite of state-of-the-art managed IT services, from the initial Risk Assessment, to Virtual Chief Information Security Officers (CISOs), and Vulnerability Scans.⚡️

PRISMtv - Member-exclusive, 24/7 access to hundreds of webcasts on-demand. Webcasts available on 8 different channels: Educators, EPL & Liability, Health & Benefits, News & Administration, Podcasts, Risk Control, Risk Management, and Workers' Compensation. ●

Safety Data Sheet (SDS) Management - Efficiently customize and automate SDS libraries across your entire organization and access a comprehensive database of SDS documents to assist in library creation. ⚡️

Sidewalk Assessment & Maintenance - Reduce sidewalk trip hazards by repairing uneven sidewalks, paths, and any other type of damaged walkways. ⚡️

Substance Abuse Professional (SAP) Services - Experienced and DOT qualified, refer your employees to Dr. Harelson for both the initial and follow-up SAP evaluation upon receipt of a positive drug or alcohol test. ⚡️

Risk Management

Actuarial Analyses Subsidy - An annual subsidy of up to \$2k helps offset the cost for members of the: EWC, GL1, GL2, & Med Mal 1 Programs. ●

Certificates of Insurance (COI) Management - An online system to obtain and record proper evidence of coverage. ⚡️

Crisis Incident Counseling (CIC) Services (WC) - For employees following an unexpected work-related death of a co-worker at the workplace. ●

Crisis Incident Management (CIM) Services - Pre-and post-crisis services include: webinars, situation assessment, media consulting, communications and message management. CIM Policy will provide up to \$50k in services for an accepted claim for members of : EWC, GL1, GL2, Property & Med Mal. ☐

Cyber Security Training - Best-in-class phishing training platform, combined with the largest library of interactive web-based training materials including 1000+ interactive modules, videos, games, posters and newsletters. ⚡️

Education Member Services (services for PRISM Education Members)
School Administrator's Guide to Preventing Sexual Abuse & Misconduct* - Designed to assist with creating policies and procedures to ensure student safety against would-be sexual predators. ●
Safe School Ambassadors (SSA) - Empower natural student leaders with non-violent communication and intervention skills to create safer environments within the school community. ⚡️
School Liability Handbook: Student Activities & Employment Issues* - A comprehensive handbook including 5 modules (**Table of Contents**) created in coordination with Lozano Smith. ●
School Safety for the Industrial Arts* - This guide was created to assist public agencies in keeping students, faculty, support staff, and guests in their Industrial Arts classrooms safe. ●

Legal Advice & Consultation Services
Labor Law/Employment Practices Services - Legal consultation provided by the Eyres Law Group on a variety of topics including; the interactive process, performance management, and reasonable accommodations. ●
Risk Management Legal Advice - Steve Underwood, Esq., PRISM's former General Counsel, is available for consultation on a variety of legal matters, such as: contracts, Brown Act, Public Records Act, litigated matters, and other general governmental issues. ●

Property Member Services (for PRISM's Property Program members)
Pressure Vessel Inspection – Offered through Hartford Steam Boiler for Program members that purchase *Boiler & Machinery Coverage*. Inspections can be requested and scheduled by emailing Hartford Steam Boiler directly. ●
Property Program Grant – Up to \$25k/member, per year in matching financial assistance is available to address a property program exposure and is reviewed/ approved by the Property Committee. **Policy statement; FAQs and application.** ●
Real Property Program Appraisal Services - Alliant Insurance Services will provide property appraisal services to members of the Property Program via an online portal called AlliantConnect. **See Policy Statement Regarding Appraisal Services.** ☐
Subrogation Recovery - McLarens will recover claims dollars from losses caused by the negligent act of a third-party. ⚡️

Strategic Planning Facilitation Services - PRISM staff can conduct a JPA's Strategic Planning Session, providing guidance and consultation before, during and after your session. ⚡️

Risk Management Subsidy - Voluntary for PRISM members who participate in a major program and can be used for expenses related to: Risk Control & Risk Management, except for payment of premiums. ●

Training & Resources

Classroom, On-site, & Regional Training - Instructor-led training in a variety of formats, including classroom-style, on-site, and regional seminars held state-wide on various risk management topics. ●

Communication Resources - Valuable information to aid in making important risk management decisions for your organization. ●

- [Blog](#)
 - [Coming Soon!](#)
 - [COVID-19 Resources](#)
- [ELink](#)
 - [Education Connection](#)
 - [News](#)
- [Message Board](#)
 - [Risk Control Trainings](#)

Contract Insurance Requirements - Offered by Alliant Insurance Services in conjunction with the Insurance Requirements in Contracts (IRIC) Manual to assist members with questions related to insurance requirements for professional service providers, tenants, contractors, and vendor contracts. ●

EAGLE Awards - (Exemplary Achievement in Government Leadership and Enrichment) Awards Program recognizes members for excellence in risk management, promoting an atmosphere to encourage members to strive for excellence and innovation. ●

Enterprise Risk Consultants (ERC) - This vetted group of risk management consultants has gone through a comprehensive background check by PRISM and are available to assist with special assignments or staff transitions. ⚡️

Learning Management System (LMS) - An online LMS is available which allows members access to an extensive catalog of web based training sessions for risk management as well as everyday business needs. ●

Open Forums - A variety of roundtable-environment forums created for members to discuss and share experiences and solutions to issues facing public entities today. ●

- [PRISM Perspectives Podcast](#)
- [Risk Control Open Forum](#)

Pass the Baton Mentorship Program - Provides the opportunity to partner with a mentor/mentee and share knowledge and insights in risk management. ●

Risk Management Practitioner Certificate Program - A five-part series of trainings developed in partnership with CPS HR Consulting, specifically designed for risk management personnel, workers’ compensation specialists, and HR staff responsible for practical, cost-effective risk management. ⚡️

Safety Management Certification - This five-part online series covers topics including: Accident Investigation for Supervisors, Safety and the Supervisor, Workers' Compensation for Supervisors, and more! Check out the [schedule](#). ●

Toolbox - A compendium of resources developed specifically for members, and covers over 100+ areas of risk management, including: ●

- [Drug & Alcohol Clearinghouse Guide](#)
 - [Employment Practices Manuals*](#)
 - [Essential Job Duties* & Job Safety Analyses* Resources](#)
 - [Occupational Safety & Health Guide*](#)
- [Risk Simplified Articles](#)
 - [Road Maintenance](#)
 - [Safety Talks: A Tailgate/Toolbox Resource* \(nearly 300 topics\)](#)
 - [Workplace Violence Prevention*](#)

* = A password is required to access this resource.
Please contact the [Risk Control Department](#) for assistance.