## Claims Roundtable Notes – 2022 NLC-RISC Staff Conference

Austin, Texas

Topics Discussed:

* The attendees’ most challenging issue is recruitment and retention of claims staff.  Different pools are trying different approaches.  Montana noted paradoxically that the way they have retained claims staff was by bringing people back into the office.  Other pools noted difficulty in motivating remote claim staff who were willing or motivated to make in person visits to pool members.  Everyone is dealing with a more competitive market for staff on a nationwide basis.
* The other area that generated a lot of discussion was handling coverage of PTSD for first responders.  Vermont has found it exceptionally challenging handling these claims within the workers compensation system.  Georgia is working on a program to provide coverage for PTSD claims outside the workers comp system in collaboration with the Georgia Association of Chiefs of Police and the county league that will provide limited coverage for short term disability and treatment based on a time-limited causal event.