

Benefits of COPIC Coverage: HR Services

Support in managing
human resources



In recent years, COPIC has expanded the ways we support policyholders by offering our expertise to help manage employees. We know that managing human resources can be complex and our HR experts are available to support this area in several ways through our HR Services.

TRAINING AND SEMINARS

We are available to present trainings for office staff who are responsible for handling HR-related functions in your organization.

- **HR Best Practices** is a new, half-day seminar that provides current information aimed at reducing the risk of employment practice litigation. This includes providing best practices in talent acquisition, benefits/compensation administration, employee relations, policy interpretation, and employment laws.
- Examples of topics for other customized trainings include Hiring for Cultural Fit, Managing Difficult Employees, Generations in the Workplace, Emotional Intelligence, and Harassment Prevention in the Workplace.

HR HELPLINE

HR managers encounter a variety of challenges, from dealing with complex employee issues to establishing administrative procedures. Regardless of the situation, it may be helpful to talk with an expert. COPIC's HR department is available to help manage issues such as developing office policies, performance and disciplinary issues, termination, and the application of federal employment laws, including ADA, FMLA, ADEA, and FLSA. We can also help identify resources to contact directly if we are unable to provide the appropriate guidance. **COPIC's HR Helpline is available Monday through Friday from 8am-5pm (Mountain time) at (844) 208-4680.**

HR CONSULTING AND TOOLS (fee-for-service)

COPIC can offer more in-depth HR services upon request. Policyholders receive access to an HR professional to help with work geared toward employee relations, benefits enrollment and administration assistance, compensation structure development, wellness programs, and performance management plans.

For more information on HR Services, please contact Human Resources at (800) 421-1834, ext. 6057 or via email at HRServices@copic.com.

*State regulations and legal environments may limit the scope or availability of certain programs/resources.
Please contact COPIC for details about your specific state.*

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COPIC MEDICAL FOUNDATION: REVISIONS TO GRANT FUNDING APPROACH

In 2019, the COPIC Medical Foundation completed a comprehensive strategic planning process, which included interviews with key stakeholders, reflection on past initiatives, an examination of trends shaping current operations, and in-depth discussions about grant funding. Through this process, we came to a consensus that the Foundation is now at an important crossroads in its evolution. In addition, we identified a shared desire to better assess the impact of the grants we provide. Our leadership recognized that there was an opportunity to refine the Foundation's purpose, scope, and governance, and to focus on developing clearer goals and metrics to implement in 2020.

As part of this work, it became clear that our existing mission, "to improve health care outcomes," remains the right one, but that it was important to narrow its scope and focus with a new goal statement:

*To be a catalyst
in improving the
quality of health care
delivery by reducing
adverse outcomes and
supporting innovation.*

The COPIC Medical Foundation Board and staff came to agreement that, for the Foundation to achieve this goal, we need to be more proactive in our grantmaking efforts.

Historically, we have been more reactive—accepting applications from nonprofits based on their needs. Beginning in 2020, the Foundation will move away from

a process structured around open submission grant cycles. In place of this, we will be moving toward a proactive funding model beginning with a focus on data analysis and evaluation projects for grant consideration for the first 12-18 months.

As we learn from these initial projects about where our support can have the most significant impact in patient safety and reducing adverse outcomes, there may be an opportunity for grants to be made to existing grant partners for projects that help us move the needle on identified objectives.

We will post future updates on our website at www.callcopic.com/about-copic/copic-medical-foundation.

We sincerely thank you for your partnership and for your commitment to the community.



PRACTICE ADMINISTRATOR MEETINGS 2020

Each year, COPIC hosts meetings designed for practice staff to connect with peers and learn about timely topics.

The meetings are held at COPIC's Denver office and run from 11:30am to 1pm (MDT) with lunch provided (presentation begins at noon). The schedule for the 2020 meetings will include topics related to trending issues in risk management, updates from our Legal department, and human resources considerations for practice management.

Save the date:

- WEDNESDAY, APRIL 29
- WEDNESDAY, JULY 22
- WEDNESDAY, NOVEMBER 11

Can't make it in person?

Call and connect through our video conferencing services to participate remotely. Please contact Andrea Jones at (720) 858-6165 or ajones@copic.com for more information.

NEWS ABOUT COPIC STAFF



COPIC's General Counsel, Mark Fogg, to Transition Back to Private Legal Practice

Mark Fogg officially became COPIC's General Counsel in 2011, but his relationship with the company extends more than 35 years. Prior to joining COPIC, Mark was a shareholder and former President of Kennedy Childs & Fogg P.C., a Denver-based law firm, where he focused on the defense of health care related claims (which included COPIC insureds). In March, Mark will leave COPIC and join Childs McCune, LLC as a partner and leader on its medical professional liability defense team.

"It has been an absolute pleasure working with Mark. It goes without saying that he is an outstanding lawyer. However, his true gift is in being a fine human being that cares deeply about his family, friends, colleagues, and his profession," said Gerry Lewis-Jenkins, COPIC's Chief Operating Officer.

At COPIC, Mark was instrumental in supporting market expansion, providing guidance on partnerships and alliances, representing COPIC on key legislative and regulatory efforts, and working closely with our board of directors. He also developed COPIC Legal Navigator™—services designed to provide insureds access to expert attorneys and legal staff to help them understand legal and regulatory elements that impact health care.

"Mark's work ethic, sense of humor, knowledge, and integrity have helped COPIC become a better company.

He has constantly demonstrated unwavering passion for supporting our policyholders. We will miss him and wish him great success," said Steve Rubin, COPIC's President.

Mark also serves as a Fellow of the American College of Trial Lawyers and was the Past President of the Colorado Bar Association (CBA) and the Denver Bar Association. He was also named as one of the Denver Business Journal's 2013 Best Corporate Counsel, received the University of Colorado Law Distinguished Alumni Award in 2011, and most recently, was given the 2019 CBA Award of Merit, which recognizes outstanding service and contributions to the legal profession and community.



We want to thank Mark for all that he has done and look forward to working with him as he continues to be a strong advocate for improving medicine in the communities we serve.

Dale Mahlman Honored with AMA Lifetime Achievement Award

Dale Mahlman, COPIC's Director of Market Relations, has demonstrated a lasting commitment to health care. Therefore, it was great to see him recognized by the American Medical Association (AMA) this past November as he received the AMA's Medical Executive Lifetime Achievement Award. The award honors a medical association executive who has contributed substantially to the goals and ideals of the medical profession.

Prior to joining COPIC, Dale served as the Executive Vice President of the Nebraska Medical Association. His accomplishments in this role included partnering with the state of Nebraska to tackle the opioid epidemic and creating the NMA Task Force on Health Care for All, which established principles related to advocacy for the public health of citizens.

"A tireless advocate, leader, and evangelist for organized medicine, Dale Mahlman believes passionately that engaged membership at the state and national levels are extremely important in the day-to-day life of a physician," said AMA President Patrice A. Harris, M.D., M.A. "Throughout his tenure, Mahlman leveraged his legislative acumen and personal relationships to protect Nebraskans and their physicians."

Congratulations to Dale on receiving this well-deserved honor. We are proud to have him as one of our leaders in Nebraska.





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COPICNEWS

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Did you miss a previous edition of COPIC newsletters?
Don't worry. A full archive of past newsletters
can be accessed on callcopic.com.

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CONTACT US:

COPIC Insurance Company

Switchboard
720/858-6000 or 800/421-1834

Fax
877/263-6665

24/7 Risk Mgmt. Hotline
720/858-6270 or 866/274-7511

To Make an Incident Report
720/858-6395

Legal Helpline
720/858-6030

Claims Department
720/858-6157

**Patient Safety & Risk
Management Department**
720/858-6396
720/858-6003 (fax)

Sales Department
720/858-6186

Credentialing
720/858-6160

**Policyholder Maintenance
Line**
720/858-6176

COPIC Financial Service Group, Ltd.

720/858-6280

Fax
720/858-6281

Website
www.copicfsg.com

COPIC Medical Foundation

720/858-6000

Fax
720/858-6005

Website
www.copicfoundation.org

www.callcopic.com

Connect with COPIC  



THE LEGISLATIVE LANDSCAPE

OUTLOOK ON THE 2020 LEGISLATIVE SESSION

2020 is proving to be a busy session with legislators as we build on the health care success we experienced in 2019. Several major health care-related items are beginning to take shape as we expect to see legislation relating to immunizations, a “public option,” various professional licensure reauthorizations (sunset), and opioid-related measures. COPIC continues to track the status of these bills and will remain committed to monitoring and engaging on issues that impact access to care and the delivery of safe, quality care.

IMMUNIZATION STANDARDS

In 2019, the Colorado General Assembly saw a big fight over immunization-related legislation. We are anticipating another effort to address child immunization rates and immunization waivers in Colorado. We expect to see a bill establishing a statewide standard of 95% vaccine coverage for all immunizations required by the Colorado Department of Public Health and Environment (CDPHE) for school entry by 2023.

The bill had not been introduced at the time of this article’s publication. We are aware that it would create a centralized database where immunizing providers would enter immunization records and/or exemptions.

The current religious and personal belief exemptions for immunizations would be consolidated into one non-medical category and require the use of a standardized state-issued form to claim the non-medical exemption. The bill would require non-medical exemption forms to be signed by either an immunizing provider or a local public health agency. However, immunizing providers would not be required to sign an exemption form.

PUBLIC OPTION

COPIC is following the implementation of House Bill 19-1004—Proposal for Affordable Health Coverage Option. Colorado state agencies unveiled a draft proposal of a public insurance option in November that claims to reduce residents’ average monthly premiums, largely by paying hospitals less. Under the proposal, Colorado regulators would set prices for hospitals that treat patients covered by the public option. Prices would not be tied to Medicare rates, but would be set using a formula developed by state officials. The formula would consider factors such as whether a hospital is in a metropolitan or rural area, whether the hospital is independent or part of a large system, as well as its population mix.

Hospitals would be required to participate in the program. However, it isn’t clear what would happen if hospitals don’t participate in the program. Insurers also would be required to participate if they wish to sell policies in the individual market, according to *The Colorado Sun*. Colorado doesn’t need federal

approval to launch the program, but it is seeking additional federal funding for the proposal through a waiver under the ACA.

NURSING SUNSET REVIEW

In 2020, there will be several professional licensure reauthorization bills (“sunset” reviews). Of particular significance, the Colorado State Board of Nursing Act (the Act) is up for legislative reauthorization. The Department of Regulatory Agencies (DORA) has conducted the required review of the Act and submitted its report to the legislature in October 2019. DORA recommends the continuation of the Act for seven years until 2027. In addition to reauthorization, the report recommends 15 measures to modernize the Colorado Nurse Practice Act, creates alignment with existing statutes, and makes the appropriate changes to match the changing needs of the profession. We will continue to monitor this reauthorization review through the legislative process in its entirety.

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INTERIM COMMITTEE WORK

Since the conclusion of the 2019 session, we have monitored the work of several General Assembly interim committees. The work from the Opioid and Other Substance Use Disorders Study Committee has led to new related legislation we expect to see in 2020.

- **CO Opioid Abuse Prevention:** A sunset bill to renew the existing Prescription Drug Monitoring Program requirements on second-round prescriptions. The bill looks to extend the requirement in perpetuity.
- **Harm Reduction Substance Use Disorders:** A bill aiming to extend civil and criminal immunity to a person who acts in good faith to furnish or administer an opiate antagonist to an individual the person believes to be suffering an opiate-related drug overdose to situations where the person uses an expired opiate antagonist.

COPIC will continue to work closely with its health care partners on these important issues and remain committed to keeping you informed on matters that impact your ability to deliver safe, quality care.

If you have questions about COPIC's legislative and policy engagement efforts, contact Beverly Razon, Senior Vice President of Public Affairs, at (720) 858-6056 or brazon@copic.com.



DISCOVER THE ANATOMY OF A MEDICAL LIABILITY TRIAL

A medical liability trial is unknown territory for most, but an all-too-real experience for many. That's why COPIC offers Mock Trial programs to familiarize insureds with the courtroom proceedings during a medical liability trial.

Each program presents an enactment of an actual trial featuring members of COPIC's Defense Counsel team, Risk Management, and Claims Departments, as well as practicing physicians. Attendees will serve as jury members, putting forth a verdict after hearing testimony from the plaintiff, an expert witness, and the defendant.

COPIC's Mock Trial programs are designed as an education tool for providers to learn and understand the chain of events from the time a lawsuit is filed.

All COPIC-insureds and members of their health care staff are eligible to attend. Attendees receive 2 COPIC points and 3 CME/CNE credits. Dinner is served at 5:30pm and the program takes place from 6:00-9:00pm. Visit www.callcopic.com/education to register.

2020 MOCK TRIAL PROGRAM DATES

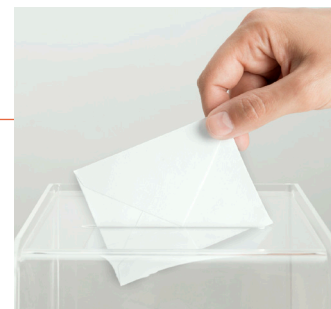
- ➔ **Montrose:** June 10, Montrose Memorial Hospital
- ➔ **Pueblo:** August 19, Pueblo Community College
- ➔ **Grand Junction:** TBD
- ➔ **Denver:** October 7, COPIC's Office

NOMINATE A COLORADO PHYSICIAN FOR THE COPIC HUMANITARIAN AWARD

Each year, COPIC honors a Colorado physician for his or her volunteer medical services and contributions to the community outside of their day-to-day work. If you know a worthy candidate, please nominate him or her for this award.

The recipient of the award designates a \$10,000 donation from COPIC to be provided to a health care-related 501(c)(3) organization of the recipient's choosing (on his or her behalf).

Nominations are being accepted **May 1-August 31, 2020**. To nominate a physician, visit www.callcopic.com and go to the COPIC Humanitarian Award section to download a nomination form. If you have questions, you can also email Meredith Hintze at mhintze@copic.com for more information.





THE LEGISLATIVE LANDSCAPE

OUTLOOK ON THE 2020 LEGISLATIVE SESSION

2020 marks Nebraska's 2nd Regular Session and the Unicameral will move forward with "carry-over" bills that were proposed in 2019, and look to enact a number of new bills relating to health care and health care delivery. With this being the shorter, 90-day session, we anticipate the legislative process will move at a quickened pace with a majority of the focus on state spending measures and property tax discussions. COPIC remains committed to the anticipated measures impacting access to care, medical facilities, medical staff, and immunizations.

2020 SESSION BILLS

Legislative Bill 1036 was introduced by Senator Adam Morfeld. **It aims to allow persons 18 years of age to make health care decisions and persons under 19 years of age in correctional facilities to consent to medical and mental health care.** The bill clarifies a Minor-in-Custody issue with underage teens in custody of the state. Under current law, a minor under age 19 who is committed to the Department of Correctional Services (DCS) cannot legally consent to medical or mental health services. This can unnecessarily delay care when a parent or guardian is unavailable to consent to treatment. The bill allows these minors to consent to, and make decisions regarding, their medical care, mental health services, and related services during their period of commitment to DCS without requiring the consent of a parent or guardian.

Legislative Bill 783 was introduced by Senator John Lowe. **It aims to allow ambulatory surgical centers to admit patients for up to 24 hours.** This would change current law which allows the patient to be admitted only for the "working day" and does not permit the patient to stay overnight. The 24-hour period in the proposal would start with the induction of anesthesia.

Legislative Bill 772 was introduced by Senator Matt Williams. **It makes changes to the scope of practice for physician assistants (PAs) and to the membership of the Board of Medicine and Surgery and the Physician Assistant Committee.** The bill will have a significant impact on both physician practices and facilities that employ PAs. Currently, PAs need a scope of practice agreement with their supervising physician, and this will now be replaced with a collaborative agreement. The elements of a collaborative agreement are not defined under the draft bill. Several scope of practice bills have been introduced in addition to LB-772.

Legislative Bill 1133 was introduced by Senator Justin Wayne. **It would increase the total amount recoverable under the Nebraska Hospital-Medical Liability Act (Act)** from any and all providers and the Excess Liability Fund (Fund) from the current \$2.25 million to \$10 million for any occurrence after December 31, 2020. A health care provider qualified under the Act would be liable to a patient/patient representative up to \$5 million for all claims and causes of action arising from an occurrence rather than the current \$500,000.

To qualify under the Fund, a physician or CRNA will need a professional liability policy with \$5 million in coverage per occurrence and \$10 million for all occurrences or claims made in any policy year. These increases in coverage required will apply to policies issued or renewed which commence after January 1, 2020.

COPIC is closely monitoring LB-1133 and working in close collaboration with the Nebraska Medical Association to ensure legislators understand the impact that this bill, and others, will have on access to quality care in the state.

COPIC will continue to work closely with its health care partners on these important issues and remain committed to keeping you informed on matters that impact your ability to deliver safe, quality care. If you have questions about COPIC's legislative and policy engagement efforts, contact Beverly Razon, Senior Vice President of Public Affairs, at (720) 858-6056 or brazon@copic.com.



NOMINATE A NEBRASKA PHYSICIAN FOR THE COPIC HUMANITARIAN AWARD

Each year, COPIC honors a Nebraska physician for his or her volunteer medical services and contributions to the community outside of their day-to-day work. If you know a worthy candidate, please nominate him or her for this award.

The recipient of the award designates a \$10,000 donation from COPIC to be provided to a health care-related 501(c)(3) organization of the recipient's choosing (on his or her behalf). The donation is designed to fund ongoing efforts to deliver and/or improve health care. We established this award in remembrance of Harold E. "Hal" Williamson. His encouragement and active participation led to the establishment of the COPIC Medical Foundation.

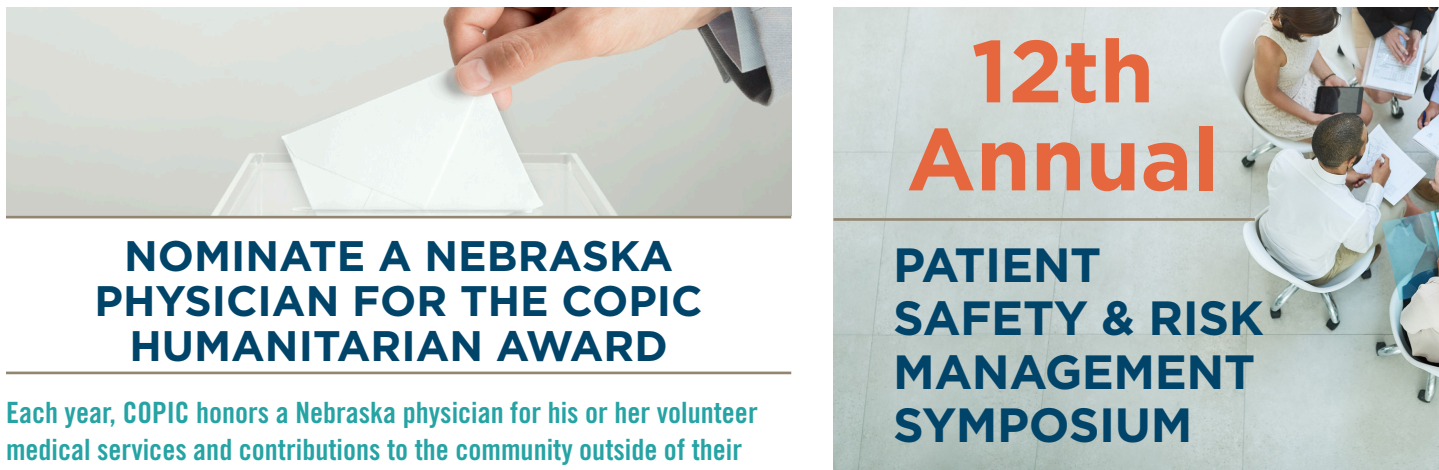
Nominations are being accepted **March 1 through May 31, 2020**. To nominate a physician, please visit our website at www.callcopic.com and go to the COPIC Humanitarian Award section to download a nomination form. You can also email Meredith Hintze at mhintze@copic.com for more information.

Upcoming Program: MOCK TRIAL

COPIC's Mock Trial program provides an inside look at the courtroom proceedings during a medical liability trial. It is modeled around an enactment of a trial featuring members of COPIC's Defense Counsel team, Risk Management, Legal, and Claim departments, as well as practicing physicians. Attendees will serve as jury members, putting forth a verdict after hearing testimony from the plaintiff, an expert witness, and the defendant.

Wednesday, May 13th, 6-9pm
Lincoln Medical Education Partnership
4600 Valley Road, Lincoln, Nebraska 68510

RSVP online at www.callcopic.com/education, by selecting the Mock Trial program listing and submitting a registration form.



12th Annual

PATIENT SAFETY & RISK MANAGEMENT SYMPOSIUM

Save the date for COPIC's 2020 Patient Safety and Risk Management Symposium. This event provides nationally recognized speakers and informative presentations, as well as opportunities to connect and share insight with your peers.

WHEN/WHERE:

April 23-24, 2020
Embassy Suites Lincoln

WHO CAN ATTEND?

COPIC-insured physicians, practice and office administrators, managers, allied health professionals, and other appropriate staff. There is no cost for COPIC insureds to attend. For details, please visit www.callcopic.com/symposium

HOW DO I REGISTER?

Please contact Stephanie Heronema at sheronema@copic.com or (800) 421-1834, ext. 6129. The last day to reserve a hotel room with COPIC's group reservation is April 1. Please contact Embassy Suites Lincoln at (402) 474-1111 for room reservations. COPIC will cover the cost of hotel rooms for Symposium attendees, but you need to provide a credit card to hold the reservation.

DO ATTENDEES EARN COPIC POINTS AND OTHER CREDITS?

COPIC-insured physicians/eligible AHPs receive 1 COPIC point per day and staff members earn 1 COPIC point per day for one physician/eligible AHP in their practice (up to a maximum of 2 points), and a maximum of 4 points that can be earned through physician/staff attendance. The Symposium is also accredited for physician and nursing credits: CME 8.50 AMA PRA Category 1 Credit(s)[™] and CNE 8.50 contact hours.