Human Resources & Risk Management
602 S Main Street
Joplin, Missouri 64801
417-624-0820
HR@JoplinMo.org

Council Bill 2024-613

NARRATIVE

SELECTION OF THIRD-PARTY ADMINISTRATOR (TPA) SERVICES

Via a three-member committee, to include the Assistant City Attorney, Thomas McGee has been selected as the recommended candidate for the City's third-party administrator to handle liability and worker's compensation claims. The following points were the deciding factors for the selection:

1. This TPA has over 100 years of experience, and their focus on municipalities has granted them over 33 municipal partners within the Midwest region.
2. Communication with employees throughout the claim also includes text option to notify employees of appointments and easy accessibility to claims adjusters.
3. Services will include a dedicated account manager and claims team with significant claims experience.
4. The approach to claims handling and the philosophy behind it are aligned with our goals and expectations. This includes an approach designed for reviewing and closing claims and providing recommendations to reduce employee injuries.
5. Access to a claims portal will provide real-time updates and information to be viewed or analyzed by legal and access. This will include the ability to enter and track information directly and allow for better communication regarding claims status and settlements.