



December
2024

e-Brief



Health and Wellness

Employee Assistance Program (EAP)

Members participating in the FRMS Workers' Compensation Program or at least one of the available medical plans within the Employee Benefits Program, are provided confidential and voluntary assistance through the SimpleTherapy Employee Assistance Program (SimpleEAP), formerly known as Halcyon EAP.

SimpleEAP's licensed behavioral health clinicians are specially trained to help employees address and resolve issues such as anxiety, depression, trauma, marital issues, grief, and substance abuse. They create custom intervention plans based on each employee's unique condition, lifestyle, and risk profile, and make referrals for appropriate help within a global network of behavioral specialists. This is done during the initial call to ensure the fastest possible start toward wellness.

For 24/7/365 clinician support, please call 1-888-425-4800. You may also access services and available EAP resources through the member portal at www.simpleeap.com, using group code "frms". Promotional materials customized for FRMS are also available at www.mycommstoolkit.com. Please contact FRMS staff at amanda.bistolfo@sedgwick.com with questions.

Health and Wellness

First Responders' Resiliency Training Program

Exciting news! FRMS has renewed its partnership with First Responders Resiliency, Inc. (FRR) to provide member districts access to first-of-its-kind training designed to

prevent and mitigate the effects of stress and trauma on first responders. All FRMS member districts have access to this unique training program at contracted rates. Reimbursement opportunities are available for members participating in the Workers' Compensation Program (see below). [Click here](#) to watch a short promotional video about the program.

Resiliency Conferences: FRRRI holds multi-day conferences throughout the year. [Click here](#) for the current list of upcoming conferences. The next conference will take place February 18, 2025. Spots are still available but fill up quickly, so early registration is recommended. If you are interested in attending or would like to send any of your staff to the conference, please register as soon as possible.

One-Day Resiliency Training Session: Interested in hosting a one-day, 8-hour, resiliency training session closer to home? FRRRI partners with agencies to provide training at the agency's location. Interested members must contract for the services directly with FRRRI and pay for all costs incurred related to the resiliency training.

Contact Information: To register for a conference or schedule a one-day training session at your agency's location, please contact FRRRI at info@resiliency1st.org or call (707) 625-0636.

Reimbursement Opportunities: Members participating in the FRMS Workers' Compensation Program may seek reimbursement from FRMS of up to 50% of the cost (meals and lodging are not included) to host a one-day, 8-hour, resiliency training session, or to send employees to a First Responders Resiliency Conference (not to exceed the reimbursement amount of a one-day training session), once every 12 months. Reimbursements are approved on a first-come, first-served basis. To request reimbursement, a completed [Reimbursement Form](#) and corresponding receipts must be submitted to amanda.bistolfo@sedgwick.com.

General Questions: Please contact amanda.bistolfo@sedgwick.com.

Workers' Compensation Program

Jarvis

FRMS claims administrator, Athens, has launched Jarvis, a website designed to support and guide injured workers through the workers' compensation process by quickly connecting them to their claims examiner and other information pertaining to their claim. Once the claim is reported to Athens, the injured worker will receive a message from their claims team to access Jarvis. By increasing transparency and access to

resources, injured workers will be able to better understand and easily navigate the claims process.

A flyer was sent to all members of the workers' compensation program and is also available on the [FRMS website](#).

For more information, please contact Sarah Centeno, FRMS Workers' Compensation Program Manager, at sarah.centeno@sedgwick.com or call (916) 244-1142.

Workers' Compensation Program

Filing New Claims

If an employee or volunteer has experienced a work-related injury and is seeking Workers' Compensation benefits, it is critically important that the injury or incident be reported to the FRMS claims team at Athens Administrators as soon as possible. The State of California requires that reporting be completed within five (5) days of your "date of knowledge" that the injured worker intends to seek benefits. The prompt filing of claims not only ensures compliance with the Workers' Compensation rules and regulations but also allows the claims team to take immediate steps that could impact the successful future outcome of the claim.

If you have questions regarding claims filing, including how to submit new claims or what scenarios may trigger your "date of knowledge", check out our FRMS [Workers' Compensation Claims Manual](#) and other helpful reference guides found on the FRMS website.

FAQs About Invoices and Payments

With the consolidation of FASIS and FDAC EBA, the joint powers authority began operating under a new legal name, Fire Risk Management Services (FRMS), effective July 1, 2023. To ensure payments are received and allocated to the appropriate account, please make sure to remit payments to FRMS.

Staff prepared the following frequently asked questions related to billing, remittances, and other accounting support services for your reference. Contact information is also shown below if you have further questions.

Q: When should we begin sending premium payment remittances to FRMS?

A: You should send all remittances to FRMS effective immediately.

Q: What is the new premium payment remittance address for FRMS?

A: California Bank & Trust

520 Capital Mall, #100

Sacramento, CA 95814-4714

Q: Should I send premium payment remittances to Keenan & Associates?

A: No. You should send all remittances to FRMS. Any remittances sent to Keenan will be forwarded to FRMS.

Q: Will FRMS accept electronic payments?

A: Yes. Electronic payments will be accepted. For ACH/Wire Payment instructions, please contact any of the staff listed below.

Q: Who do we contact with questions regarding billing and payments, FRMS Tax Identification Number, or to obtain a W-9 for FRMS?

A: All billing questions and inquiries should be directed to the following:

Kemble Ng, Finance Manager – kemble.ng@sedgwick.com

Ashten Bennett, Senior Accountant – ashten.bennett@sedgwick.com

Alex Gilbert, Staff Accountant – alex.gilbert@sedgwick.com

Mergers & Annexations

Is your entity considering a merger or consolidation with another entity? Please notify the FRMS [Administrative Staff](#) as soon as possible

Visit Our Website

Visit frmsrisk.org for information and resources such as agendas and minutes, governing documents, and services offered. May require a member login.

Covering California's Fire Service Community

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