



County of Monterey

Item No.45

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: A 26-264

June 16, 2026

Introduced: 6/5/2026

Current Status: Agenda Ready

Version: 1

Matter Type: BoS Agreement

Adopt a resolution to approve and authorize the County Purchasing Agent to execute a Standard Agreement with Pacific Secured Equities, Inc. dba Intercare Holdings Insurance Services, Inc. for Workers' Compensation and General Liability Third Party Administration services for the period of July 1, 2026 through June 30, 2029, in an amount not to exceed \$5,054,970.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Adopt a resolution to approve and authorize the County Purchasing Agent to execute a Standard Agreement with Pacific Secured Equities, Inc. dba Intercare Holdings Insurance Services, Inc. for Workers' Compensation and General Liability Third Party Administration services for the period of July 1, 2026 through June 30, 2029, in an amount not to exceed \$5,054,970.

SUMMARY/DISCUSSION:

The County utilizes Third Party Administration (TPA) services to administer its Workers' Compensation and General Liability claims programs. These services include claims intake, investigation, claims management, regulatory reporting, litigation coordination, and related risk management support services. Staff recommends approval of a three-year agreement with Pacific Secured Equities, Inc. dba Intercare Holdings Insurance Services, Inc. (Intercare) to continue providing these services from July 1, 2026 through June 30, 2029, in an amount not to exceed \$5,054,969.53.

The agreement provides a comprehensive and cost-effective structure that supports efficient claims handling, timely administration of benefits, and continued compliance with state and federal regulatory requirements. Approval will allow County Counsel and Risk Management to finalize the agreements consistent with the attached fee schedules, performance standards, and service assumptions.

Workers' Compensation Program (TPA & Managed Care)

Fixed Annual Claims Administration Fees (WC):

Year 1 (7/1/2026-6/30/2027): \$1,451,591.41 (Monthly: \$120,965.95)

Year 2 (7/1/2027-6/30/2028): \$1,502,397.11 (Monthly: \$125,199.76)

Year 3 (7/1/2028-6/30/2029): \$1,554,981.01 (Monthly: \$129,581.75)

Staffing Model (WC Dedicated Unit): Supervisor (1.00), Claims Adjuster III (4.00), Claims Adjuster FM/MO (1.00), Claims Adjuster MO/FM (0.50), Claims Assistants (2.00), Admin Support (1.00) -
Total FTE: 9.50

General Liability Program (Auto/GL TPA)
Liability Claims Administration Fees:

7/1/2026-6/30/2027: \$175,000
7/1/2027-6/30/2028: \$182,000
7/1/2028-6/30/2029: \$189,000

Program Notes (GL): The program will move under the supervision of Chris Shaffer (AL/GL Operating Division); Tasso Mavroudis remains Claims Manager on the program.

OTHER AGENCY INVOLVEMENT:

None.

FINANCING:

Funding for the Workers' Compensation and General Liability Third Party Administration agreements will be provided through the Risk Management Internal Services Funds, which support all program administration, claims handling, and ancillary service costs.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

- Well-Being and Quality of Life
- Sustainable Infrastructure for the Present and Future
- Safe and Resilient Communities
- Diverse and Thriving Economy

If does not fall under any of the above Board of Supervisors Strategic Plan Goals (Other):

Administrative: Approval of this agreement supports the County's administrative and Risk Management functions by ensuring effective administration of Workers' Compensation and General Liability claims, regulatory compliance, and continued support of County operations.

Prepared by: David Bolton, Risk Manager, Ext. 3006

Approved by: Susan K. Blich, County Counsel, Ext. 5045

Attachments:

1. Draft Resolution
2. Proposed Standard Agreement
3. Exhibit A - Scope of Work & Fees