



March 2017

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## President's Message

### **All Aboard for Texas PRIMA**

Well here we are, already having cruised into 2017! Who could have known 2016 would be so “weird”? Get it? What an honor it is to be serving as your Texas PRIMA president. Texas PRIMA has played such a big part in my professional development that I am thrilled to be at the helm this year. Special thanks goes to Donna Stirman for the amazing job she did as 2016 president and to all our current and past board members for navigating the waters up to this point.

Before moving on, I would like to announce two new changes to the board. In January, Cindy Conyers left her Director position and was appointed to Treasurer, taking over for Scott Payne after his years of exceptional service (Thank you, Scott!), and Leslie Milvo, City of Austin, was appointed to serve the remaining term of Cindy’s Director position. Cindy and Leslie have already made big impacts in their new positions on the board and we look forward to more to come!

The board met for our first meeting in January and we are already hard at work executing the agenda for 2017. Your education committee is preparing and



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**Member's Only Community Forum Offers Advice, Articles and Tips:**

Log in to the member's only website at [texasprima.org](http://texasprima.org). Click on the Community Forum link to view the Advice Forum and Articles & Tips Forum. If you would like to be notified

developing educational sessions to meet your needs and, if you can believe it, conference planning is already well underway for our 2017 conference in Galveston - maybe you've already picked up on a few hints about our theme. One of our objectives as an organization this year is to boost our presence on social media to better utilize it as a tool to provide useful information. So, be on the lookout for more information and updates on our Facebook and LinkedIn pages and let us know if there are any topics of interest to you. Don't be like New England Patriots coach Bill Belichick who recently said, "Well, as you know, I'm not on SnapFace and all that.....I'm not too worried about what goes on InstantChat."

What a year we have in store for us in 2017 as public risk professionals. It is as if we are on the deck of a ship and just felt that first cool gust of wind. Changes are in the air in Texas and throughout the country as Texas legislators are in session and a new federal administration is taking shape. The only certainty is that there is uncertainty. Fortunately for us, we have Texas PRIMA to help navigate when we hit uncharted waters. Someone much smarter than me once said, "You can't change the direction of the wind, but you can adjust your sails to always reach your destination." When the winds of change blow, we can work together as public risk management colleagues to adjust our sails and use those winds to take us to bigger and better places.

I hope to see you at some of the events we have planned this year, starting with our Regional Seminar in Grand Prairie on April 6th and ending November 12-17 with the Annual Conference at Moody Gardens in Galveston. In the meantime, follow us on [Facebook](#) and [LinkedIn](#), visit our [web page](#), and check your e-mails for updates and events. Texas PRIMA's ship has set sail for 2017, and we're happy to have you on board!

John Palm  
2017 Texas PRIMA President

when a topic is updated, click on the subscribe checkbox.

**We've recently updated our database so please log on to the member's only area to update your profile picture.**

### **Members on the Move**



**Regan Rychetsky** has joined York Pooling in Austin, TX and will lead loss control

activities for their Texas pooling clients. Regan most recently held the position of Director of Enterprise Risk Management and Safety (ERM) at the Texas Health and Human Services System (HHS). An extremely active member in the risk management community, he is a former President of the Public Risk Management Association (PRIMA) both in Texas and nationally and has served on their respective Boards for most of the last decade.

**Congratulations to Candace Miller, CSRM, Risk Management, Birdville Independent School District** on her new designation of Certified School Risk Manager

## **Division of Workers' Compensation Fraud Unit -**

### **Efforts to Minimize Risk**

Since its establishment in May 2016, the in-house fraud unit at the Division of Workers' Compensation (DWC) has opened more than 75 investigations, referred several cases for prosecution and had one successful conviction.

The DWC Fraud Unit has reviewed hundreds of fraud reports from insurance carriers and the general public. Additionally, the DWC Fraud Unit has reviewed thousands of lines of medical bill data in an effort to proactively identify fraud rather than wait for fraud reports to be filed.

"It's a huge benefit to have a fraud unit that is 100 percent dedicated to workers' compensation," said Commissioner of Workers' Compensation Ryan Brannan. "In-house investigators are more exposed to workers' compensation issues, so they are aware of the latest schemes."

Teresa Carney, DWC's Director of System Monitoring and Oversight, said that in an effort to coordinate anti-fraud efforts, the unit works with insurance carriers, TPAs, SIUs, district attorneys, and other state and federal law enforcement agencies.

"We can't do it alone," she said. "Workers' compensation fraud impacts all Texans, and we need your help to stop workers' compensation fraud. Often the initial identification of workers' compensation fraud starts with claims adjusters – they are often the key to a successful prosecution of a case."

Claims adjusters talk to injured employees, employers, attorneys, and health care providers on a daily basis and are often aware of abuse in the system. Listening is important in these conversations as at any time a person may potentially reveal a

Keep Texas PRIMA members informed by sending your "Members on the Move" updates to our newsletter, PRIMA Press. Tell us about your new position, promotion or designation. Send submissions to [info@texasprima.org](mailto:info@texasprima.org).

### Welcome New Member

Ella Anaya, Claims Manager,  
City of San Antonio

Frank Doyle, Sales  
Representative, Knight  
Restoration Services

Amanda Freeland, Purchasing  
Specialist, City of Texarkana

Arnoldo Garcia, Claims  
Manager, City of San Antonio

Michael Harrison,  
Rehabilitation Liaison,  
HealthSouth

Regina Lee, SPHR,SHRM-  
SCP, Human Resources  
Manager, Nueces County  
CSCD

Jesse Perez, PHR, HR  
Manager, City of Colleyville

crime being committed. Did an injured employee indicate she may have other employment or lines of work? Did a health care provider discuss the elements needed to support higher billing codes? These innocent questions and comments might be just that, but then again there may be more.

Claims adjusters can potentially mitigate the risk of fraud by listening to system participants and documenting these conversations. You never know when that conversation might be the key to stopping someone from committing fraud or the key to a successful prosecution.

To download an anti-workers' compensation fraud poster or learn more about fraud indicators, please visit [www.tdi.texas.gov](http://www.tdi.texas.gov)

### ABOUT TDI-DWC

*The Texas Department of Insurance, Division of Workers' Compensation (TDI-DWC) administers the Texas workers' compensation system and helps resolve disputes between injured employees and insurance carriers on individual workers' compensation claims. TDI-DWC also provides a variety of safety and health services to assist Texas employers in providing safe and healthy workplaces. For more information, visit <http://www.tdi.texas.gov/wc/indexwc.html>.*

## Hacking Cars

When considering the risks of cutting-edge automotive technology, the first thing that usually comes to mind is autonomous vehicles. But focusing too much on self-driving technology risks ignoring a critical reality: Today's cars and trucks are already connected to the internet, and like any other internet-connected device, they can be hacked.

In 2015, preeminent hackers Charlie Miller and Chris Valasek dominated headlines with their landmark hack of a Jeep Cherokee. The duo, who now work at Uber's

Michael Phillips, Risk Manager/ Safety Coordinator, City of Palestine

Gary Shoemake, Business Development Specialist, Mooring USA Restoration and Construction

Marcell Smith, Safety Administrator, City of San Antonio

David Solis, Risk Manager, City of Kingsville

Margot Torres, Executive Director of HR, San Benito CISD

Martha Valderrama, Risk Management Coordinator, Port of Corpus Christi

Johnny Vera, Risk Specialist, City of Edinburg

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Advanced Technologies Center, were able to hack into and remotely seize control of an unaltered vehicle and do everything from mess with the radio and windshield wipers to cut the transmission. From a basement couch 10 miles away and with Wired reporter Andy Greenberg behind the wheel, they exploited the car's Uconnect system, an internet-connected computer feature that controlled the entertainment and navigation systems, enabled phone calls and, with a subscription purchase, offered a Wi-Fi hotspot. From the audio/visual system, they accessed the car's diagnostic messaging system to gain control, ultimately incapacitating the driver and steering the Jeep off the road.

As white-hat hackers, Miller and Valasek reported the infotainment system vulnerability to Jeep manufacturer Fiat Chrysler. The team did not even realize the scope of their find: The technology was so ubiquitous that the manufacturer ultimately had to recall 1.4 million cars and trucks open to similar attack.

The pair's 2015 hack and a subsequent 2016 hack of the same Jeep at full speed are far from the only successful exploitations of the many attack surfaces in connected cars. In 2015, German security specialist Dieter Spaar discovered vulnerabilities in BMW's ConnectedDrive that allowed a hacker to remotely unlock the vehicle, track the car's location and speed, and read emails sent and received via a feature called BMW Online.

In February 2016, computer security researchers Troy Hunt and Scott Helme discovered that the app for the Nissan Leaf could be used to remotely hack any Leaf's in-car systems. The app interface used only the Vehicle Identification Number to control car features remotely without passwords, and features like battery life, travel times and distances, and climate control could be hacked into as well. While the flaw was not life-threatening, the vulnerability could still be exploited to run down a car's battery or monitor users' movement.

While the majority of such hacks so far have been carried out by security

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### **Silver**

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researchers, some small-scale exploitation of vehicle software has already begun out in the wild. In August, the Associated Press reported that two men in Houston were arrested for allegedly using pirated software to steal more than 100 Jeep and Dodge vehicles, exploiting an electronic vulnerability in software common among auto technicians and dealers to “advance auto theft into high-tech crime.” While a representative for manufacturer Fiat Chrysler was unaware of similar thefts elsewhere, he confirmed that the code database exploited in these crimes includes cars across the country.

“As you get more and more computers installed in vehicles—if somebody has that knowledge and that ability, they can turn around and figure out a way to manipulate the system,” said Houston police officer Jim Woods.

With cars today made up of almost as many software components as mechanical components, the vulnerability in this case is only the tip of the iceberg of crimes involving connected cars.

[[Click Here](#) for Entire Article from Risk Management Monitor]

*Hilary Tuttle February 1, 2017*

## **Emergency Management - Where to Begin (Texas Edition)**

Every disaster starts locally and ends locally! Your planning, preparation, education, and practice will have a direct impact upon how well you can provide for your community and students. Help and resources will come, but how it starts and how well it ends are in your hands.

Risk management and emergency management are closely related. In fact, emergency management makes liberal use of risk management concepts. Many

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risk managers have identified roles or have served as General Staff or Command Staff in Incident Command Posts or Emergency Operations Centers. But the transition from participant to manager or leader is a substantial jump.

Developing a true emergency management operation (you'll notice I didn't just say "Plan") is a substantial effort best done by a team and you have a host of resources available, but probably have little or no dedicated budget. Fortunately, you are in Texas and much of the training is free.

No matter what your role or desire to learn, the first question is where to even begin. I'd recommend asking three questions. 1. What does the law require? 2. Where do you ultimately want your program to be? (Think "best practice," remembering that statutory requirements are just the minimum.) 3. What is the current status of your program? Start planning your education and begin with the foundation, the Basic Plan. Eventually, you'll also want to ask about available funding, but don't start there. The initial answer can be a little discouraging.

[\[Read Entire Article\]](#)

*David Parker is Director of Risk and Emergency Management and serves as the Emergency Management Coordinator for Angelo State University in San Angelo, Texas (a member of the Texas Tech System). David is a former member of PRIMA's Board of Directors, served Arizona PRIMA for almost 30 years, and supported Texas PRIMA for the past several years. He is now a proud member of Texas PRIMA.*

## **Texas PRIMA Regional Risk Management Seminars**

The 2017 Texas PRIMA Education Committee is excited to once again offer its members the Regional Seminars. We have another great year planned with relevant education sessions that benefit all of our members. You will get to network with other risk professionals and leave with an abundance of knowledge to

melissa Steger, *Director*

Lesley Ward, *Director*

take back to your organization.

This year the seminars will be in Grand Prairie (April 6th), San Marcos (June 22th) and Corpus Christi (July 20th). So please mark your calendars and make plans to attend the seminar nearest you. Be on the lookout for details and registration information from Texas PRIMA. The first seminar is just around the corner so the schedule, topics, speakers and registration information is on the website now!

To better serve our membership in developing risk management topics of relevance and interest, we are reaching out and want to hear from you. Whether you want Texas PRIMA to present on a specific topic of interest or you have a topic to present please send your submission to [info@texasprima.org](mailto:info@texasprima.org).

We look forward to seeing you soon!

Norma Martinez, 2017 Education Committee Chair

**Texas PRIMA Regional Risk Management Seminar Schedule:**

**Grand Prairie – April 6th**

**San Marcos – June 22nd**

**Corpus Christi – July 20th**

**Don't miss out...[register](#) TODAY!**

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**[Texas PRIMA Conference Update](#)**





## Letter from the Editor

Welcome to the first quarterly PRIMA Press newsletter of 2017. As Theodore Roosevelt once said, “Believe you can and you’re halfway there.” For the other half, I believe knowledge is power. Here’s where Texas PRIMA and the PRIMA Press newsletter comes in handy.

We have a stellar newsletter committee put together this year. Joining my team are David Parker, Director, Risk & Emergency Management at Angelo State University; Thomas Warren, Risk Manager from TDCJ; and John Palm, Director of Risk Management at Allen ISD and Texas PRIMA’s very own “Captain at the Helm.” We are together and ready to take care of your every need. If there’s a particular topic of interest or something you’ve stumbled upon that you’re certain would benefit others, please let us know.

Just as technology advances, so does the level of risk each of us has to face and manage. The March newsletter offers articles with information specific to cyber

risk, workers' compensation fraud reporting, and resources for emergency management.

But, wait, there's more. Texas PRIMA is bringing you an abundance of resources available at the speed of light with the touch of your fingertip. Technology is our friend, and one of Texas PRIMA's goals this year is to capitalize on this valuable conduit of information from us to you. To take advantage of this opportunity, simply like the Texas PRIMA Facebook page to receive insightful news and articles to satisfy your needs between quarterly renditions of PRIMA Press.

Here's to a fabulous 2017 filled with belief, knowledge, and camaraderie.

Melissa Steger  
Editor

## Sponsor Highlights



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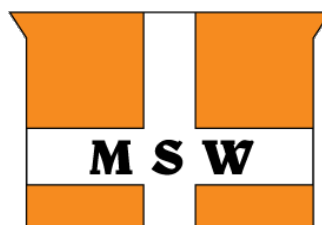
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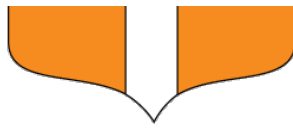
- Programs and services that help control rising costs while striving to improve the quality of health care
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### **Aetna provides local grants to promote healthier lifestyles**

We fund community groups that are advancing healthy eating and active living in homes, schools and neighborhoods. A major part of this effort is connecting people of limited means with fresh fruits and vegetables through community gardens, urban farms and farmers markets.



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\$220 billion in assets. The MSW Texas operation is the largest provider of insurance and risk management services to Public Entities in Texas.

With offices in Houston, Dallas, and San Antonio, MSW specializes in providing Commercial Property & Casualty, Employee Benefits, and Risk Management consulting services for Texas Public Entities. The staff dedicated to Public Entity accounts has a broad range of experience including former Public Entity risk managers and Texas PRIMA board members who have “walked in the shoes” of Texas public entity risk professionals.

The experienced professionals at MSW work in the global insurance marketplace to obtain the best coverage available at the best price for our Public Entity clients. MSW utilizes in-depth knowledge, experience, and resources to help our clients find solutions for a full range of risk management and benefits needs. The goal of McGriff, Seibels & Williams is to establish long-term partnerships with their clients by providing top-notch service, inspiring customer confidence and trust.

McGriff, Seibels & Williams congratulates the success of Texas Chapter PRIMA as the premier organization providing education, training, and resources for Public Entity risk professionals and we appreciate the opportunity to be a long time partner of this organization.



