

**77TH ANNUAL
WORKERS' COMPENSATION
EDUCATIONAL CONFERENCE
34TH ANNUAL SAFETY & HEALTH CONFERENCE**

**GET IN
THE GAME**

**AUGUST 20 - 23, 2023
THE ORLANDO WORLD CENTER MARRIOTT**



WCI

Workers'
Compensation
Institute





The Workers' Compensation Institute (WCI) welcomes you to the 77th Annual Workers' Compensation Educational Conference and 34th Safety and Health Conference!

The conference purpose is three-pronged. First, we want to provide you with an unparalleled learning and educational experience, offering the most relevant and comprehensive sessions, led by top leaders and subject matter experts in the workers' compensation and occupational safety and health industries. 159 educational sessions and 392 speakers are slated for this year's conference. Second, we want to tap into people's desire to give back and serve others through charitable-giving activities with Give Kids The World, Kid's Chance of Florida, the Pet Alliance, and the Diversity and Talent Alliance (DATA). Third, we want to provide you with opportunities to connect, communicate, and collaborate with others to expand your professional network and develop new and long-lasting business and regulatory relationships.

This year's conference theme is "Get in the Game." This theme reflects the action and energy of our volunteers and partners in helping organize the conference and its sessions. The experience everyone will have during the conference could not be achieved without them, our exhibitors and sponsors, and Board of Advisors. In addition to our educational offerings, we are excited to have Hall-of-Fame basketball player Bill Walton as our Keynote Speaker, and Collective Soul will headline Monday evening's entertainment.

During the last several months, you may have noticed our increased emphasis on accessing conference information via the WCI website (www.wci360.com), and encouraging attendees to download the conference app, as it offers numerous features such as the ability to customize your agenda, interact with other attendees, exhibitors and sponsors, communicate with speakers, and enhance your overall conference experience. You can scroll through the sessions, learn about our speakers, get-to-know our current exhibitors and sponsors, and access other conference information, such as parking, shuttle hours, continuing education credits, the Prayer Breakfast, Diversity and Talent Alliance, Give Kids The World service day and gala, and the Kid's Chance Golf Tournament.

If you happen to see one of us at a session, walking through the exhibit hall, or attending an event, please say hello and offer any feedback to us. There is no doubt in our minds you will experience one of the largest, unique, informative, and exciting conferences in the nation. We will continuously strive to make this conference the best one for our industry. We hope you have a beneficial, informative, and fun conference and make sure you use #WCI2023 when you share conference social media posts.

Sincerely,

James N. McConnaughay
General Chair



Steven A. Rissman
Program Chair



Andrew Sabolic
Executive Director



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Conference Information

Registration, Accommodations and Conference App

You can register for the conference and learn about the hotel accommodations at www.wci360.com. The registration fee is \$400 and increases to \$435 on August 1, 2023. WCI has partnered with Orlando World Center Marriott, Hilton Orlando Bonnet Creek, Waldorf Astoria Orlando, and the JW Marriott Orlando Bonnet Creek Resort & Spa for special conference attendee rates. Travel to and from the overflow hotels to the conference will be provided. To register, go to www.wci360.com.

Download the official app for the conference: Whova – Event & Conference App via the Apple Store or Google Play. Please make sure to use the email you used when you registered for the conference.

Future Conference Dates

The dates for our future conferences are August 18-21, 2024; August 17-20, 2025, August 23-26, 2026, and August 22-25, 2027. Please mark these dates on your calendar. As always, there will be a limited number of sleeping rooms available at the host hotel and we encourage you to make your reservations soon after this year's conference. Only conference registrants will be allowed to confirm hotel reservations. 2024 WCI conference registration will tentatively open on Friday, September 15, 2023. Upon receipt of your 2024 conference registration, your passcode link will be sent to you from WCI to make a hotel reservation electronically.

Sponsorships and Exhibit Hall

The conference attracts thousands of workers' compensation and safety and health professionals from around the nation. Various opportunities are available to increase your brand recognition and business development prospects. If you are interested in a sponsorship or in purchasing a booth in the Exhibit Hall, go to www.wci360.com/sponsorships/.

Continuing Education Information

Continuing Education Information for the following areas will be provided in the conference registration bag, or visit the Continuing Education Booths on the convention level to obtain credit information.

Adjuster/Agent	CMP Safety Credits
Certified Case Managers (CRC)	Construction Risk and Insurance Specialist (CRIS)
Certified Disability Manager Specialists (CDMS)	Continuing Legal Education
Certified Rehabilitation Counselor (CRC)	Mediators Continuing Education
Certified Vocational Evaluator (CVE)	Medicare Set-Aside Certified Consultant (MSCC)
Certified Healthcare Risk Manager (CHRM)	Nursing
Certified Life Care Planner (CLCP)	Paralegals Continuing Education
Certified Medical Practice Executive (CMPE)	PHR, SPHR and GPHR Recertification Credits
Certified Medicare Secondary Payor Professional (CMSP)	Physical Therapy
Certified Workers' Compensation Professional (CWCP)	Certified Medical Education - Physician (CME)
Charter Property Casualty Underwriters (CPCUs)	Safety Certification

Continuing Education hours are subject to change.

Entertainment

One aspect that continues to make the WCI Conference special is the unmatched entertainment provided year after year. For the WCI 2023 Conference, we are very excited to share that the featured entertainment will be **Collective Soul!** Jill's Cashbox will be the opening band. The reception and entertainment will be on Monday, August 21, 7:00 – 11:00 pm in the Palms Ballrooms.

Collective Soul – Discography: Hints Allegations & Things Left Unsaid (1994), Collective Soul (1995), Disciplined Breakdown (1997), Dosage (1999), Blender (2000), Youth (2004), Home (2006), Afterwords (2007), Collective Soul (2009), See What You Started by Continuing (2015), Live (2017), Blood (2019), Half & Half EP (2020), Vibrating (2022)

COLLECTIVE
S · U · L



Celebrity Keynote Address

Basketball legend and Hall-of-Famer, Bill Walton, will be our celebrity keynote speaker. Bill starred at UCLA playing under Coach John Wooden, winning two NCCA National Championships. He was the number one overall draft pick for the Portland Trailblazers and led them to an NBA Championship. In the 1980s, he joined the Boston Celtics and was part of their championship run. Bill has been named one of the greatest basketball players in NBA history. Bill serves as a college basketball television analyst and is active in many organizations and charities.



Industry Keynote Address



The Out Front Ideas team of Kimberly George and Mark Walls returns to the WCI main stage leading our industry keynote. This year, their focus is on technology transformation. The workers' compensation space is ripe for technology modernization and now is the time to invest in technology tools, data science, and experts to drive your business forward, avoid repetitive duplicative tasks and allow your experts to focus their attention on meaningful work. You don't want to miss this session with Kimberly and Mark leading our panel of experts in discussions around what is happening now and what they envision for the future.

Give Kids The World Service Day & Gala

We invite you to participate in the WCI 2023 GKTW Service Day on Saturday morning before the WCI 2023 Conference begins – Saturday, August 19, 2023. Indoor and outdoor volunteer opportunities are available. Whether you prefer to volunteer at the Marriott or travel out to the village, we are extremely excited to bring this opportunity back to the WCI community. The service day is a wonderful opportunity to network with fellow workers' compensation and insurance professionals. Thank you on behalf of the entire WCI Spirit to Serve Committee for planning to take time out of your Saturday to join hundreds of your industry peers for such a worthy cause. We trust you will find it to be a most rewarding experience. Registration for the 2023 GKTW Service Day will officially open on **Tuesday, June 27!** The registration process includes selecting which project you would like to participate in at the Village and it is first come first serve. Be sure to mark your calendar! Special Hotel rates of \$99 at the Marriott World Center for Friday and Saturday nights will be given to those who register for the conference and participate in the Give Kids the World event. Pre-registration is required.

The 2023 GKTW Gala will be held on Saturday, August 19, 2023 at the Orlando World Center Marriott and includes dinner, silent auction, and entertainment. The 2023 gala theme will be Candy Kingdom! We will have great food, live entertainment, plus loads of awesome items at our silent auction. The Silent Auction will have vacations, sports memorabilia, jewelry, purses and many other exciting items for you to bid on.

For more information about both of these events, go to www.wci360.com/gktw/.

Kids' Chance of Florida Golf Tournament

Kids' Chance of Florida will hold its third annual fundraising Golf Tournament as part of the conference. The tournament will be held Sunday, August 20, 2023 at the Orlando World Center Marriott Hawk's Landing Golf Club. The cost for play is \$225 for a single golfer, and \$900 for a foursome. Sponsorships are available! To learn more about how you can help us reach our fundraising goal to help so many deserving kids accomplish their educational goals, visit www.wci360.com/golf/.

Pet Alliance & Cuddle Zone

Do you love animals? Join WCI in our "Spirit to Serve" initiative as we support the Pet Alliance. The Alliance was created to rescue, heal, rehabilitate, and re-home dogs and cats in support of state, national, and international efforts and responding to emergencies that include hoarder situations, abusive homes, hurricanes, fires, floods, and other national disasters, and those that are unwanted or cannot be kept by their owners. As a nationally recognized "go-to" pet expert, the Pet Alliance does good things for dogs and cats and the people who love them. They are always ready to assist dogs and cats in need. More than 5,200 homeless dogs and cats will turn to the Pet Alliance for caring, compassion, and hope each year. How can you help? Visit the Cuddle Zone in the Exhibit Hall for donation opportunities. All funds collected will go to feed the many hungry mouths and help pay for continued rescue efforts. Help us feed a dog or cat or sponsor a Rescue Transfer. It costs approximately \$400 per animal to rescue, transfer, provide the required medical care, rehabilitate, and re-home them. Your support is critical to their efforts. Visit www.wci360.com/give-back-pets/ to participate or for more information. The Cuddle Zone is sponsored by ConservCare, Inc. and Workers' Compensation Defense Institute.

Diversity and Talent Alliance (DATA) Prayer Breakfast and Breakout Sessions

This year's Prayer Breakfast will be held on Monday, August 21, 7:00 – 8:30 a.m. in Crystal Ballroom H. The Prayer Breakfast provides a platform to teach the connection between claims handling and organizational concerns/initiatives and faith-based practices on an everyday basis. In addition, emphasis is placed on DEIB initiatives while combining and incorporating faith-based practices throughout the workers' compensation industry. This year's Prayer Breakfast is hosted by the Diversity and Talent Alliance (DATA) and WCI. Join us to soak up and savor the brilliant, dazzling energy through songs performed by Designers Way Christian Church's (based in Tampa, Florida) Praise and Worship team. The Prayer Breakfast will address the integration of faith in organizations involved with workers' compensation. In addition, the topic will include an in-depth conversation with Mark Whitacre and Kelly Johnson about the power of redemption and second chances and its place in corporate America. DATA is a newly created non-profit supported by WCI, which focuses on the development of a pipeline that attracts a diverse talent pool of individuals to the workers' compensation industry through partnerships, education, and mentorships. Monday afternoon sessions, sponsored by DATA, will include discussions on the creation of diverse workforces of various types. In addition, information will be provided about the latest DATA efforts to promote the workers' compensation industry among diverse populations.

Go to www.wci360.com/prayer-breakfast-registration to register your attendance at the Prayer Breakfast, or if you are interested in being a sponsor of DATA or the Prayer Breakfast.

A Special Thanks From WCI!

This conference could not be accomplished without the tremendous support and dedication from the following people and partners.

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2023 Breakout/Session Organizers

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2023 Conference Partners

Alliance of Women in Workers' Compensation
Diversity and Talent Alliance
Florida Association of Occupational and Environmental Medicine
Florida Association of Professional Employer Organizations
Florida Chiropractic Association
Florida Division of Workers' Compensation
Florida Orthopaedic Society
Give Kids The World
Kids' Chance of Florida

National Association of Professional Employer Organizations
National Association of Workers' Compensation Judiciary
National Underwriter
National Workers' Compensation Review
Pet Alliance
Professional Mediation Institute
Self-Insurance Guaranty Funds Association
Southern Association of Workers' Compensation Administrators
Workers' Compensation Defense Institute

Resource Managers, Inc.

Kathy Shelton
Stephanie Dodson
Shirley Kendall
Lyndsey Palmer

Saturday, August 19

Give Kids the World Service Day

7:00 am – 12:00 pm

Marriott and Give Kids The World Village
(Buses will transport volunteers to and from the village.)

The Workers' Compensation Institute (WCI) has announced its annual service day and fundraising initiative to support Give Kids The World Village (GKTW), an 89-acre, whimsical nonprofit resort in Central Florida that provides critically ill children and their families from around the world with magical weeklong wish vacations at no cost. Every child and his/her family is treated to accommodations, transportation, donated theme park tickets, all meals and snacks, nightly entertainment, daily gifts and more.

Since 1986, GKTW has welcomed more than 177,000 wish families from all 50 states and 76 countries to laugh together, play together, and create priceless memories away from hospital stays and medical treatments. GKTW relies on the generosity of caring individuals and corporate partners to make these life-changing experiences possible. Since 2012, the Workers' Compensation Institute has supported Give Kids The World by bringing hundreds of volunteers to work in Village venues and assist with Village service projects. WCI also hosts an annual Give Kids The World Gala which includes a sit-down dinner, silent auction, and entertainment. WCI has raised \$783,829 for GKTW! The 2022 GKTW Service Day, Gala, and Silent Auction raised \$150,000 to support Give Kids The World Village! We invite you to participate in the WCI 2023 GKTW Service Day on Saturday morning before the WCI 2023 Conference begins. Indoor and outdoor volunteer opportunities are available. Whether you prefer to volunteer at the Marriott or travel out to the village, we are extremely excited to bring this opportunity back to the WCI community. The service day is a wonderful opportunity to network with fellow workers' compensation and insurance professionals. Thank you on behalf of the entire WCI Spirit to Serve Committee for planning to take time out of your Saturday to join hundreds of your industry peers for such a worthy cause. We trust you will find it to be a most rewarding experience.

Registration for the 2023 GKTW Service Day will officially open on Tuesday, June 27! The registration process includes selecting which project you would like to participate in at the Village and it is first come first serve. Be sure to mark your calendar! Special Hotel rates of \$99 at the Marriott World Center for Friday and Saturday nights will be given to those who register for the conference and participate in the Give Kids the World event. Pre-registration is required and can be accomplished at www.wci360.com/gktw/.

"These two events are amazing, as they truly represent our industry's 'Spirit.' WCI's partnership with Give Kids The World during the last 10 years has touched thousands of people on so many different levels."

Doug Clark

Give Kids the World Gala and Silent Auction

6:00 pm – 10:00 pm

Palms Ballrooms - Sago, Sabal, Royal

The 2023 GKTW Gala will be held on Saturday, August 19, 2023 at the Orlando World Center Marriott and includes dinner, silent auction, and entertainment. The 2023 gala will be Candy Land themed! We will have great food, live entertainment, plus loads of awesome items at our silent auction. The Silent Auction will have vacations, sports memorabilia, jewelry, purses and many other exciting items for you to bid on. Individual tickets are \$100 each. Join us as we put a Candy Land spin on our GKTW Gala fundraiser event. We are calling on industry sponsors to help sponsor the Gala, supporting Give Kids The World Village. Support WCI's efforts to raise funds for Give Kids the World by donating a Silent Auction item! Your donated item(s) will be showcased along with your name/company and auctioned throughout the WCI conference. Your name will also appear on the Silent Auction Bidding App.

Your generosity for this great cause will not go unnoticed by GKTW, along with the conference attendees. Remember your donations are tax-deductible! Please email Robin Fielding at rfield627@aol.com and text a picture or link of the item you are donating along with your name, company name, email and contact info. If your donation is a duplicate, Robin will contact you and discuss suggestions of an alternate item. Once a winner is chosen, we will notify you and ask that you ship the item directly to the winner. You can choose to virtually donate your item, wait for the winner's information then purchase and take advantage of most companies free shipping options and ship directly to the winner!!! The deadline to donate items is August 10, 2023. As donations are received, they will be highlighted and shared with registered attendees, so the sooner your item information is received, the sooner you and/or your company will be recognized for your generosity. Go to www.wci360.com/gktw/ for additional information on gala tickets, sponsorships, and donating auction items.

"We are grateful to WCI and the workers' compensation industry for their tremendous support and generosity. Each year, conference attendees open their hearts to Give Kids The World Village and the precious families we serve, enabling us to spread joy, optimism and hope to those who need it most. We look forward to another memorable event."

Give Kids The World President & CEO
Pamela Landwirth

Sunday, August 20

2023 Official
Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: SPEAR-TECH

7:00 am – 12:00 pm

Parking Available At The Marriott

Shuttle bus between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.

8:00 am – 2:00 pm

Kids' Chance Golf Tournament

Hawk's Landing Golf Club

For two years in a row, the annual golf tournament has SOLD OUT. Secure your sponsorship and golf positions early. To learn more about how you can help us reach our fundraising goal to help so many deserving kids accomplish their educational goals, please go to www.wci360.com/golf. All proceeds will benefit Kids' Chance of Florida. Golf Tournament Luncheon in Hawk's Landing, immediately following the tournament.

8:00 am – 5:00 pm

Conference Registration and Information

Convention Level

11:30 am – 1:00 pm

Moot Court Judges' Luncheon (Judges Only)

Hall of Cities: Atlanta, Boston, Anaheim

12:00 pm – 5:00 pm

Exhibitor Move-In

Exhibit Hall - Cypress Ballroom

1:30 pm – 4:00 pm Course #100

E. Earle Zehmer National Moot Court Competition Quarterfinal and Semi-Final Rounds

Presented by the National Association of Workers' Compensation Judiciary, Inc. (NAWCJ) and the Workers' Compensation Institute, Inc. (WCI)
Grand Ballrooms 11-14

Participants:

Baylor University School of Law (Texas)
Duncan School of Law, Lincoln Memorial University (Tennessee)
Florida A & M University Law School (Florida)
Florida International University College of Law (Florida)
Florida State University College of Law (Florida)
Fredric G. Levin College of Law, University of Florida (Florida)
Jacksonville University College of Law (Florida)
Michigan State University College of Law (Michigan)
Mississippi College School of Law (Mississippi)
Roger Williams University School of Law (Rhode Island)
Salmon P. Chase College of Law, Northern Kentucky University (Kentucky)
Sandra Day O'Connor College of Law, Arizona State University (Arizona)
Shepard Broad College of Law, Nova Southeastern University (Florida)
Southern University Law Center, Southern University and A&M College (Louisiana)
St. Mary's University School of Law (Texas)
University of Miami School of Law (Florida)
William & Mary Law School, College of William & Mary (Virginia)

Organized by:

Honorable Jacqueline Steele, *Manatee County Judge, Twelfth Judicial Circuit of Florida*

Tracey Hyde, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Amie DeGuzman, *Attorney, The Law Office of John J. Rahaim*

Elaura Hodgetts, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Richard Sicking, *Touby, Chait & Sicking, PL*

The preliminary rounds will be held virtually on July 28, 2023. The quarterfinal and semi-final rounds, along with the announcement of the finalists will take place live at the conference. The final round, judged by the Florida First District Court of Appeal will occur on Monday, August 21, 2023 at 1:00 pm. To watch our live stream of the finals, go to youtube.com/@wci360.

Professional Mediation Conference

Presented by The Professional Mediation Institute



Separate registration required. Go to www.pmi360.com/register/.

9:00 am – 4:50 pm

Grand Ballroom 8A

Organized by:

Robin Caral Shaw, *Attorney, Mediator, Mediation Training Group*

9:00 am – 9:50 am Course #200

Virtual Mediations in a Post Covid World

This session is intended to explore virtual (zoom) mediations in the “post-covid” world which are now considered to be the “norm.” The panel will discuss how to use the zoom settings to experience the most from the mediation process. As applies to the workers’ compensation setting a discussion of the 60Q Rules, which were just amended will be explored, specifically with regards to the change which now states that mediations shall “presumptively be conducted virtually on a video platform.” A discussion of Sign Easy will be incorporated. The panel will also employ a Power Point presentation to assist with technical issues.

Michael Imber, *Attorney, Mediator, Office of the Judges of Compensation Claims*

Kate Marshman, *Attorney, Mediator, Office of the Judges of Compensation Claims*

Carolyn Slowikowski, *Attorney, Mediator, Office of the Judges of Compensation Claims*

10:00 am – 10:50 am Course #201

Morality in Mediation - How to Leave Judgment Out of the Room

Mediators need to leave their prejudice at the door, which is different from insight based on experience. Although both parties must agree to use a particular mediator to ensure neutrality that doesn’t mean that it strips the mediator of his/her prejudices. During this session, we will discuss ways a mediator facilitates from an objective standard and when it’s appropriate or not to share personal thoughts. The session will also cover Fla. Rule 10.340(a)(c) – “...obligated to disclose any relationship that comprises or appears to compromise the mediators impartiality...” and the Mediators ethics advisory committee opinions (MEAC) 2018-003 – Impartiality.

Thomas E. Glick, *Attorney, Mediator, Center For Conflict Resolution*

11:00 am – 11:50 am Course #202

Artificial Intelligence in Mediation

Join our panelists as they explore the development of Artificial Intelligence, and its potential applications in the realm of mediation. Will it grow into a tool to assist the parties, attorneys and/or mediators in their negotiation process, or will it interfere with the spontaneity of those negotiations? Is it a “threat” to take over the role of the mediator? Come join this highly debatable discussion.

Christine Harter, *Attorney, Mediator, Mediation & Dispute Resolution Center*

Renee Thompson, *Attorney, Mediator, Upchurch, Watson, White & Max Mediation Group*

12:00 pm – 12:50 pm Course #203

Making It Work When Participants Don’t Look, Sound, or Speak Like One Another

The purpose of this presentation is to have the audience become aware of several potential issues that may occur in mediations involving “Diversity Concerns.” The panel will delve into stereotype scenarios commonly occurring within hot topic areas such as race, ethnicity, religions, sexual preference, physical & emotional handicaps and age-related matters. The above shall be accomplished through panel discussion presentations, analyzing stereotypes, accents, and prejudgments, offering solutions and audience participation for exchange of experiences and suggestions to these hot topics.

Celia Mendez, *Attorney, Mediator, Moreland & Mendez, PA*

Stephen M. Barbas, *Attorney, Mediator, Barbas, Nunez, Sanders, Butler & Hovsepian*

Kelly Barcia Nunez, *Attorney, Mediator, Barbas, Nunez, Sanders, Butler & Hovsepian*

1:00 pm – 1:50 pm Course #204

Managing Party Expectations and Dealing With Surprises at Mediation

This panel will address managing party expectations to both help reach an agreement and to help avoid having the deal fall through prior to signing and finalizing the agreement. It is also critical for mediators to be prepared to deal with a number of surprise issues that frequently arise. This panel will address some of the common issues which arise, including: child support, job resignation, loss of employer provided group benefits and how to replace it, potential loss of Medicaid benefits, Medicare and Medicaid liens, general release ramifications, including potential loss of Unemployment Compensation, and waiver of wage and hour and/or wrongful termination causes of action.

Kenneth Kugler, *Attorney, Mediator, The Mediation Group*

Stuart Suskin, *Attorney, Mediator, Stuart F. Suskin Mediations*

Michael Imber, *Attorney, Mediator, Office of the Judges of Compensation Claims*

Karl Labertew, *Attorney, Mediator, Rubenstein Law, PA*

John B. Marion, IV, *Attorney, Mediator, Upchurch Watson White & Max Mediation Group*

Professional Mediation Conference (Continued)

Grand Ballrooms 8A, Convention Level

2:00 pm – 2:50 pm Course #205

Third-Party Litigation Funding - State Update!

Who is (or may be) funding the case could impact litigation, settlement, and claims costs. This session examines the latest trends regarding Third-Party Litigation Funding (TPLF) and how it is impacting claims, the legal community, and policy makers. Topics will include: what TPLF is; updates regarding the on-going TPLF discovery debate; legislative reform efforts, and watch-list items!

Mark Popolizio, *VP MSP Compliance Policy, Verisk*

3:00 pm – 3:50 pm Course #206

Mediator Magic or Mistakes?

Beware mediators who talk too much! Are you giving permissible or impermissible “help” to the parties? Is an option under consideration your idea or theirs? Helping parties find creative solutions is magical when they find their own path to resolution, but when does our “help” cross the line into an ethical danger zone? Join us to toss around suggestions, problems, examples, and ethical flashing yellow lights.

Thomas E. Glick, *Attorney, Mediator, Center For Conflict Resolution*

Robin Caral Shaw, *Attorney, Mediator, Mediation Training Group*

4:00 pm – 4:50 pm Course #207

Real Mediation Apologies and How to Get Them

An effective apology can resolve otherwise unresolvable controversies. Statements or gestures made outside of mediation that express sympathy or benevolence for someone else’s pain and suffering, or death, from an accident are not admissible (Section 90.4026, F.S.). However, during mediation a party can even admit fault in an effort to bring the litigation to a conclusion without concern because mediations are cloaked with privilege. We will discuss real life examples of apologies that have helped bring conclusion to highly emotional cases.

John B. Marion, IV, *Attorney, Mediator, Upchurch Watson White & Max Mediation Group*

Eric Hires, *Attorney, Mediator, The Law Office of Eric V. Hires, LLC*

Karl Labertew, *Attorney, Mediator, Rubenstein Law, PA*

“PMI provides educational tools every mediation participant needs to get the most out of the process. 86% of all cases are resolved in mediation. Mediation is about having the information and motivation to work out mutually acceptable solutions, not about winning or losing. It’s about planning tomorrow, not punishing yesterday.”

Robin Caral Shaw

Monday, August 21

2023 Official
Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: SPEAR-TECH

7:00 am – 1:00 am

Shuttle bus service between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.

7:00 am – 8:30 am

Prayer Breakfast with Pastor Ron Simmons and the Designers Way Praise Team

Crystal Ballroom H

The Prayer Breakfast provides a platform to teach the connection between claims handling and organizational concerns/initiatives and faith-based practices on an everyday basis. In addition, emphasis is placed on DEIB initiatives while combining and incorporating faith-based practices throughout the workers' compensation industry. This year's Prayer Breakfast is hosted by the Diversity and Talent Alliance (DATA) and WCI. Join us to soak up and savor the brilliant, dazzling energy through songs performed by Designers Way Christian Church's (based in Tampa, Florida) Praise and Worship team. The prayer breakfast will address the integration of faith in organizations involved with workers' compensation. In addition, the topic will include an in-depth conversation with Mark Whitacre and Kelly Johnson about the power of redemption and second chances and its place in corporate America. DATA is a non-profit organization focusing on the development of a pipeline that attracts a diverse talent pool of individuals to the workers' compensation industry through partnerships, education, and mentorships. Separate registration is required and tickets can be purchased for \$65 at www.wci360.com/prayer-breakfast-registration/. If you are interested in sponsoring the Prayer Breakfast please visit www.wci360.com/sponsorships/.

Mark Whitacre, *Vice President, Culture & Care, Coca-Cola Consolidated, Inc.*

8:00 am – 5:00 pm

Conference Registration and Information

Convention Level

8:45 am – 12:00 pm

Opening Session and Keynote Addresses

Palms Ballroom - Canary

8:55 am – 9:00 am

National Anthem

Vocalist, Elicia Smith

9:00 am – 9:05 am

Welcome

Andrew Sabolic, *Executive Director, Workers' Compensation Institute, Inc.*

9:05 am – 9:25 am

General Chair's Comments, Give Kids The World, Kids Chance, and Volunteer of the Year Presentations

General Chair Jim McConnaughay will share his thoughts on this year's conference. Presentations will also be made for Give Kids The World, Kids Chance, and Volunteer of the Year.

Jim McConnaughay, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Doug Clark, *AVP Client Services, Sedgwick*

Bill Rogner, *Attorney, HR Law, PA*

9:25 am – 9:45 am

Program Chair's Comments and the National Underwriter Property and Casualty Workers' Compensation Risk Management Award for Excellence Presentation



Program Chair Steve Rissman will provide comments and highlights on this year's educational sessions. The National Underwriter Property and Casualty Workers' Compensation Risk Management Award for Excellence sponsored by Safety National and Sedgwick will also be presented.

Steve Rissman, *Attorney, Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*

Patricia Harman, *Editor-in-Chief, National Underwriter Property & Casualty*

Mark Walls, *Vice President Client Engagement, Safety National*

Max Koonce, *Chief Claims Officer, Sedgwick*

Opening Session & Keynote Address (Continued)

Palms Ballroom - Canary, Convention Level

9:45 am – 10:45 am Course #300

Industry Keynote

Sponsored by:



Out Front Ideas present: Technology Transformation

Hosted by **Kimberly George and Mark Walls**

The Out Front Ideas team of Kimberly George and Mark Walls returns to the WCI main stage leading our industry keynote. This year, their focus is on technology transformation. The workers' compensation space is ripe for technology modernization and now is the time to invest in technology tools, data science, and experts to drive your business forward, avoid repetitive duplicative tasks and allow your experts to focus their attention on meaningful work. Companies are hiring chief data officers and expanding data science capabilities due to the massive benefits of large data sets and the integration of data science into technology solutions. Yesterday's data is not enough for today's workers' compensation program and your partner or company's approach to data will determine market position in the near term. Open your mind to the idea of exploring digital solutions that expedites policy verification, eligibility, claims intake and reporting, document validation, rules-based decisions, and automation of simple, low dollar claims. These are just a few of the exciting new advancements and opportunities before us. You don't want to miss this session with Kimberly and Mark leading our panel of experts in discussions around what is happening now and what they envision for the future.

Kimberly George, *Global Head, Innovation & Product Development, Sedgwick*

Mark Walls, *Vice President Client Engagement, Safety National*

Julie Layton, *Risk Management Segment Leader, Marsh*

Scott Rogers, *Chief Client Officer, Sedgwick*

Shaun Jackson, *Executive Director, Risk and Insurance, Panda Restaurant Group*

Vincent Foderingham

10:45 am – 11:45 am Course #301

Keynote Address

Bill Walton, *Basketball Legend*



Basketball legend and Hall-of-Famer, Bill Walton, will be our celebrity keynote speaker. Bill starred at UCLA playing under Coach John Wooden, winning two NCCA National Championships. He was the number one overall draft pick for the Portland Trailblazers and led them to an NBA Championship. In the 1980s, he joined the Boston Celtics and was part of their championship run. Bill has been named one of the greatest basketball players in NBA history. Bill serves as a college basketball television analyst and is active in many organizations and charities.

10:00 am – 2:00 pm

“Comp Time” Diner

Purchase food and beverages in the Exhibit Hall. Visit the “Comp Time” Diner... grab & go, or sit and network with clients and exhibitors!

10:00 am – 5:00 pm

Exhibit Hall Is OPEN

Exhibit Hall - Cypress Ballroom

10:00 am – 5:00 pm

Puppy and Kitten Cuddle Zone

Exhibit Hall - Cypress Ballroom

Puppies and kittens and stress relief! Recharge, relax, and play with furry friends in need of love and a home.

Cuddle Zone Sponsored by:

ConservCare, Inc.



1:15 pm – 2:15 pm Course #302

Everyone Needs a Coach!

Magnolia Ballrooms 7-9

The session will be a panel discussion with Bill Walton, Harvey Warren, Douglas Amend, and Melissa Tonn, MD, moderated by Brian Allen. Injured workers often struggle in their recovery due to the complexity of the process, their lack of understanding about their role in their own recovery, and their isolation and insecurity about being away from their job. Coaching and education has proven to improve recovery time and overall satisfaction for injured workers. It can also help keep injured workers motivated to keep trying when the recovery voyage gets tough. The panel will discuss the value and impact of coaching and education for injured workers from the perspective of the coach, the case manager and the injured worker.

Bill Walton, *Basketball Legend*

Brian Allen, *Co-Founder, Optimized Outcome Solutions*

Melissa Tonn, MD, *President/CEO, OccMD*

Harvey Warren, *Co-Founder, also author of the book, The Optimized Patient, Optimized Outcome Solutions*

Douglas Amend, *Co-Founder, Optimized Outcome Solutions*

3:30 pm – 4:30 pm

Yoga and Mantra Lounge

North Tower - Florida Ballroom - Harbor Beach

Are you looking to give your mind and body a chance to relax and refocus, then come to the Mantra and Yoga Lounge. This session will give attendees a chill space to relax their breath and center their minds through guided meditation. Our instructor, Natalie Torres, will also guide the attendees through a gentle yoga sequence, focusing on a series of neck and shoulder movements to fight “Forward Head Posture.” Come dressed in your conference attire to close out your Monday sessions, or start your Tuesday morning off with this session.

Natalie Torres, *VP Business Development & Wellness, PriMedical, Inc*

7:00 pm – 11:00 pm

Reception and Entertainment

Palms Ballrooms - Sabal, Sago, Royal



The featured entertainment is Collective Soul with Jill's Cashbox as the opening band. Casual attire. Beverages and heavy hors d'oeuvres. Adults only, please.

2023 Roger L. Williams National Regulators College

Presented by The Southern Association of Workers' Compensation Administrators
and The Self-Insurance Guaranty Funds of America



Separate Registration & Payment Is Required.
Register at: www.sawca.org/events/the-college/.
Open Only To State Regulators, Officials and Legislators.

7:45 am – 6:00 pm

Hall of Cities - New York, New Orleans

College Deans:

Honorable Wesley G. Marshall, *Commissioner, Virginia Workers' Compensation Commission*

Honorable Frank McKay, *Appellate Judge and Director, Georgia State Board of Workers' Compensation*

7:45 am – 8:30 am

Breakfast and Registration

8:30 am – 8:35 am

Welcome to the 2023 Roger L. Williams National Regulators College

8:35 am – 9:30 am

Insurance Issues for Workers' Comp Regulators – Part 1

The scope of knowledge and expertise necessary to effectively regulate the workers' compensation industry is continually expanding. The introduction of creative coverage programs, cutting edge medical procedures and the exploding volume of records and documents, all pose challenges to state regulators and their staff. Our panel will cut through the clutter highlighting the "must know" insurance issues and information for a successful regulatory program.

Tom Glasson, *Senior Government Affairs Officer, AIG*

Wade McGuffey, *Attorney, Goodman McGuffey LLP*

Susan Schulte, *State Relations Executive—DOL, NCCI*

9:45 am – 10:45 am Course #300

**Industry Keynote - Out Front Ideas present:
Technology Transformation**

Hosted by Kimberly George and Mark Walls

Palms Ballroom - Canary

The National Regulators College is pleased to incorporate WCI's Industry Keynote into our curriculum.

Kimberly George, *Global Head, Innovation & Product Development, Sedgwick*

Mark Walls, *Vice President Client Engagement, Safety National*

Julie Layton, *Risk Management Segment Leader, Marsh*

Scott Rogers, *Chief Client Officer, Sedgwick*

Shaun Jackson, *Executive Director, Risk and Insurance, Panda Restaurant Group*

Vincent Foderingham

11:00 am – 12:00 pm

Insurance Issues for Workers' Comp Regulators – Part 2

A continuation and expansion of "Part 1" ...exploring insurance topics and issues essential to the effective regulation of workers' compensation.

Tom Glasson, *Senior Government Affairs Officer, AIG*

Wade McGuffey, *Attorney, Goodman McGuffey LLP*

Susan Schulte, *State Relations Executive—DOL, NCCI*

12:00 pm – 1:00 pm

Lunch Provided for All Students & Presenters

1:00 pm – 1:45 pm

Insolvency & Bankruptcy...What You Need To Know

Bankruptcies...Self-Insurance vs Voluntary Market. Insolvencies and bankruptcies will occur...how you have prepared and how you respond will determine how successful you will be in "managing" the event. Remember... Injured workers and their families are depending upon both industry and regulators to get this right.

Gary Davis, *Executive Director, SAWCA*

Brian Gee, *Executive Director, Florida Self-Insurers Guaranty Association, Inc.*

**2023 Roger L. Williams National Regulators College
(Continued)**

Hall of Cities - New York & New Orleans, Convention Level

1:45 pm – 2:30 pm

The Impact of Fraud on State WC Systems

Join Brittany O'Neil as she leads a discussion on the impact of workers' compensation fraud on the state systems. There is no "free lunch" ...everything has a cost...and when fraud is present, there is an impact. This is not a "victim-less" crime.

Brittany O'Neil, *Assistant Director, Florida Division of Workers' Compensation*

2:30 pm – 4:30 pm Course #1600

12th Annual National Regulators Roundtable

Presented by the Southern Association of Workers' Compensation Administrators (SAWCA)

Crystal Ballroom G1

The National Regulators Roundtable brings state officials from across the nation together for an open discussion focused on the critical issues impacting workers' compensation systems. This year our regulators respond directly to topics raised by employers ...both large and small. The list of state regulators participating in the roundtable include:

Honorable T. Scott Beck, *Commissioner, South Carolina Workers' Compensation Commission*

Honorable Melodie Belcher, *Judge, Georgia State Board of Workers' Compensation*

Gary Cannon, *Executive Director, South Carolina Workers' Compensation Commission*

Charles Collins, *Director, Alaska Division of Workers' Compensation*

Mark Formby, *Chairman, Mississippi Workers' Compensation Commission*

Steve Garrett, *Director, Alabama Department of Labor*

Honorable Sheral Kellar, *Workers' Compensation Judge, Louisiana Workforce Commission*

Honorable Molly H. Lawyer, *Judge, Oklahoma Workers' Compensation Commission*

Brittany O'Neil, *Assistant Director, Florida Division of Workers' Compensation*

Steve Peters, *Administrator, Wisconsin Workers' Compensation Division*

Robert Rapaport, *Commissioner, Virginia Workers' Compensation Commission*

Honorable Thomas Stine, *Judge, Nebraska Workers' Compensation Court*

Honorable Kenneth M. Switzer, *Chief Judge, State of Tennessee*

Paul Tauriello, *Director, Colorado Division of Workers' Compensation*

Honorable Ben Vinson, *Chairman & Chief Appellate Judge, Georgia State Board of Workers' Compensation*

5:00 pm – 6:00 pm

NAWCJ and SAWCA Reception

Grand Ballrooms 1-2

All students and presenters are invited.

"The National Roger L. Williams Regulators College is a must attend conference for all who work in state government agencies that regulate workers' compensation in your state. From coverage issues for both insured and self-insured employers, group funds, bankruptcies, compliance, cost drivers, regulation, to politics, this "college" touches all the bases. Come and learn from the experts and from your fellow regulators!"

Honorable Frank McKay

National Workers' Compensation Judiciary College

Presented by The National Association of Workers' Compensation Judiciary, Inc.



Registration Is Required To Attend
The National Workers' Compensation
Judiciary College. See www.nawcj.org.

You Must Be An Adjudicator or Regulator To Attend.

8:00 am – 6:00 pm

Grand Ballrooms 4-6

8:00 am – 8:50 am

Registration and Information

8:50 am – 9:00 am

Welcome and Introductions

9:00 am – 9:50 am

**Keynote Address: Courtroom Safety and Active Shooter
Training**

This session will help prepare you and your co-workers to respond to security threats, violence or threats of violence, and active shooter situations.

Chief (Ret) Michael A. Jones, MS, *President, Major Security Consulting & Design*

10:00 am – 11:00 am

**The Noble Quest: Writing the Workers' Compensation
Opinion From Draftsmanship to Craftsmanship**

Enjoy a "village idiot's" exploration of the Herculean task to vetting verbal, non-verbal and documentary evidence through the gauntlet of applicable case law and distilling therefrom reason and justice so fairly explained as to delude the reader into the gross misconception that the entire process was effortless!

Honorable R. Ferrell Newman, *Commissioner, Virginia Workers' Compensation Commission*

11:10 am – 12:00 pm

The Science of Memory: Assessing Witness Credibility

How does a person's brain process seeing the occurrence of a single event, and how does the memory of that event get "stored" in the brain for later recall? Find out the answers to these questions and more in this thought-provoking presentation on the science of memory.

Joyce W. Lacy, PhD, *Clinical Associate Professor, University of Buffalo*

12:00 pm – 12:40 pm

Annual Business Meeting and Lunch

Grand Ballrooms 1-2

12:40 pm – 1:30 pm

Comparative Law Panel

The comparative law session involves a multi-state review of common issues confronted in multiple jurisdictions. The panel will discuss protocols and methods of resolution of these issues in the various jurisdictions represented.

Honorable Neera Bahl, *Appellate Judge, Georgia State Board of Workers' Compensation*

Honorable Steven A. Minicucci, *Associate Judge, Rhode Island Workers' Compensation Court*

Honorable Ju (Lynn) Y. Oh, *Commissioner, Maryland Workers' Compensation Commission*

Honorable Michael W. Alvey, *Chairman, Kentucky Workers' Compensation Board*

1:45 pm – 2:00 pm

Announcements

**National Workers' Compensation Judiciary College
(Continued)**

Grand Ballrooms 4 - 6, Convention Level

5:00 pm – 6:00 pm
NAWCJ and SAWCA Reception
Grand Ballrooms 1-2

2:00 pm – 2:50 pm

Evidence for Judges: Handling Objections in the Moment

Some of the most difficult decisions an adjudicator makes concerns the admissibility and weighing of evidence. When a quick decision is needed in the “heat of the battle,” it can be stressful to remember all the rules of evidence and admissibility. In this interactive presentation, an esteemed panel of adjudicators will consider difficult evidentiary scenarios. Attendees will have the opportunity to contribute their expertise and decision-making skills to the conversation.

Honorable T. Scott Beck, *Commissioner, South Carolina Workers' Compensation Commission*

Honorable Ju (Lynn) Y. Oh, *Commissioner, Maryland Workers' Compensation Commission*

Honorable Michael W. Alvey, *Chairman, Kentucky Workers' Compensation Board*

Honorable David Langham, *Florida Office of the Judges of Compensation Claims*

3:00 pm – 3:50 pm

Employee or Independent Contractor/Federal Action Impacting the Gig Economy

With the explosive growth of on-line platforms like Uber, Handy, and Instacart, the line between employees and independent contractors grows fuzzier every year. Moreover, the differences in the laws of various jurisdictions, and even within the same jurisdiction, makes the analysis of this issue difficult. Finally, with signals from the U.S. Government that it is tightening federal rules on misclassification, this critical issue continues to evolve. Come hear our esteemed panel discuss how you can confidently analyze whether the injured worker appearing before you is an “employee” who can qualify for workers' compensation benefits.

Honorable Keith Anthony Cardoza, *Associate Judge, Rhode Island Workers' Compensation Court*

Honorable Paula R. Eaton, *Administrative Law Judge, Industrial Commission of Arizona*

Honorable Pamela B. Johnson, *Judge, Tennessee Court of Workers' Compensation Claims*

Honorable Timothy W. Conner, *Presiding Judge/Appeals Board, Tennessee Bureau of Workers' Compensation*

4:00 pm – 4:50 pm

Ethical Pitfalls of Using Technology in Mediation and Adjudication

This presentation will discuss potential ethical pitfalls judges face in conducting remote proceedings using technology. It will include information from survey data and focus groups collected from judges around the country on their views on ethics and remote proceedings, as well as your opinion on the pitfalls and solutions to successful remote proceedings. The program will be interactive and include polling of conference attendees.

Honorable Joshua D. Baker, *Judge, Tennessee Bureau of Workers' Compensation*

Honorable Suzette Carlisle-Flowers, *Administrative Law Judge, Missouri Division of Workers' Compensation*

OSHA 10-Hour General Industry Training

8:00 am – 4:30 pm

Magnolia Ballrooms 19-21

Organized by:

Mylene Kellerman, *Program Director, USF OSHA Training Institute Education Center*

8:00 am – 9:00 am Course #400

Introduction to OSHA

The purpose of this session is to provide attendees with an introduction to OSHA. Topics to be discussed will include: Why is OSHA important to you? What rights do you have under OSHA? What responsibilities do employers have under OSHA? What do the OSHA standards say? How are OSHA inspections conducted and where you can go for additional help?

Garrick Johnson, *Health and Safety Supervisor, USF SafetyFlorida Consultation Program*

9:10 am – 10:10 am Course #401

Walking and Working Surfaces / Slip, Trip, and Fall

This presentation will focus on the OSHA standard, which deals with the issues of slips, trips, and falls in the workplace. Participants will gain knowledge in regard to the requirements for stairs and ladders, guarding of floor and wall openings and the basics of fall protection in general industry.

Garrick Johnson, *Health and Safety Supervisor, USF SafetyFlorida Consultation Program*

10:45 am – 11:45 am Course #301

Keynote Address by Bill Walton

Palms Ballroom -Canary

Basketball legend and Hall-of-Famer, Bill Walton, will be our celebrity keynote speaker. Bill starred at UCLA playing under Coach John Wooden, winning two NCCA National Championships. He was the number one overall draft pick for the Portland Trailblazers and led them to an NBA Championship. In the 1980s, he joined the Boston Celtics and was part of their championship run. Bill has been named one of the greatest basketball players in NBA history. Bill serves as a college basketball television analyst and is active in many organizations and charities.



1:00 pm – 2:00 pm Course #402

Fire Protection

Fire and explosion hazards in the workplace, including egress from worksites and fire protection, will be covered during this session. Much of this course is geared toward life safety. Topics to be discussed will include: basic requirements for emergency exit routes, fire extinguishers, evacuation plans, fire brigades, training requirements, and other topics related to facility safety.

Mylene Kellerman, *Program Director, USF OSHA Training Institute Education Center*

2:10 pm – 3:10 pm Course #403

Electrical Safety

This presentation focuses on the dangers of electricity. Topics to be discussed will include: 1) common injuries associated with coming into contact with electricity. 2) safety measures that can be taken to prevent electrical injuries. 3) site conditions that produce exposures to electricity and 4) personal protective equipment required for protection from electricity.

Garrick Johnson, *Health and Safety Supervisor, USF SafetyFlorida Consultation Program*

3:30 pm – 4:30 pm Course #702

Workplace Violence and Organizational Disruption: How to Prevent, Mitigate and Manage Workplace Violence Effectively

Magnolia Ballrooms 13-15

According to OSHA, an estimated two million employees are victims of workplace violence each year. What's more— it is estimated that the annual cost of workplace violence for employers is nearly \$121 billion dollars, according to statistics from the Department of Justice and other agencies. Without proper preparation, a workplace violence incident will have detrimental and far-reaching impact on an organization on multiple dimensions – certainly economically, but most damaging to an organizations most important asset, its people. In this session, attendees will learn the multi-dimensional nature of workplace violence, and more importantly, how they can effectively prevent it, mitigate it or manage to it. Oscar Villanueva will provide key insights on how to appropriately position your organization to respond to violence and keep your employees safe, highlighting actionable leadership steps.

Oscar Villanueva, *Managing Director, Security Services, R3 Continuum*

Professional Mediation Conference

Presented by The Professional Mediation Institute



Separate registration required. Go to www.pmi360.com/register/.

8:30 am – 12:10 pm

Grand Ballrooms 8A & 8B
(Entrance through corridor between Grand Ballrooms 7 & 8)

Organized by:

Robin Caral Shaw, *Attorney, Mediator, Mediation Training Group*

8:30 am – 9:20 am Course #500

Best Claims Professionals' Practices to Get Cases Settled at Mediation

Grand Ballroom 8A

To achieve the maximum benefit from the mediation process, in a cost-efficient manner, attorneys, adjusters and mediators all need to understand the preparation necessary and most productive steps employed by claims professionals in evaluating and presenting the E/C/SA's position at mediation in order to reach a "win-win" result for all parties and minimize the potential for needing a motion to enforce the mediation settlement agreement.

Stuart Suskin, *Attorney, Mediator, Stuart F. Suskin Mediations*

Jeffery Taylor, *Taylor Insurance Consulting*

Gina Jacobs, *Attorney, Hamilton Miller*

Nicole Gainey, *Account Manager, Corvel Corporation*

8:30 am – 9:20 am Course #501

IPV - Sexual and Discriminatory Harassment in the Workplace

Grand Ballroom 8B

Sexual harassment in the workplace has been in the headlines over the past several years and has shed new light on workplace behaviors that not only affect productivity, but also violate the law. This presentation will expand the discussion of workplace harassment to include other types of discriminatory harassment based upon legally protected categories such as race, national origin, disability and more. We will explore the advantage of resolving such conflicts through mediation and review recent developments of significance.

Sarah deLaurentis, *Attorney, Mediator, Mediation Training Group*

9:30 am – 10:20 am Course #502

Mediation Innovation - Mediation Best Practices

Grand Ballroom 8A

Mediation Innovation will focus on the best practices for mediators, attorneys, adjusters and all parties to the mediation conference to best achieve their goals. Pre-mediation preparation, strategic negotiations at mediation and the drafting and finalization of mediation agreements will be addressed.

Adam Ross, *Attorney, Mediator, Office of the Judges of Compensation Claims*

Taysha Carmody, *Attorney, McConaughay, Coonrod, Pope, Weaver & Stern, PA*

David Stillson, *Attorney, Mediator, Arbitrator, Law Offices of David W. Stillson, PA*

Kenneth Kugler, *Attorney, Mediator, The Mediation Group*

9:30 am – 10:20 am Course #503

The Dynamics of Power Imbalances and Control Inequalities that Lead to IPV in the Workplace

Grand Ballroom 8B

Workplace violence rarely happens "out of the blue." It is preceded by a pattern of ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behavior with the purpose to cause physical, social and/or psychological harm. It can involve an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening. Real world case examples will be discussed to examine the struggle of power that may escalate to violence and the reasons why too many suffer in silence.

Liz Bradshaw, MS, *Victim Advocate - Special Victims Unit, Fort Lauderdale Police Department*

10:30 am – 12:10 pm Course #504

Mediating Medicare's Pitfalls and Potholes - Getting a Handle on Medicare Issues to Stay Compliant and Settle Claims!

Grand Ballroom 8A

Nothing like a good ole' Medicare issue to derail settlement. Whether it is an MSA problem, dispute over a CMS lien, or questions regarding Medicare Advantage, understanding the debates and battlelines is key to help get the case back on the settlement track! This session breaks down Medicare issues "in real time" with real life cases examples and important CMS updates to make Medicare work better!

Rafael Gonzalez, *Attorney, Cattie & Gonzalez, PLLC*

Mark Popolizio, *VP MSP Compliance Policy, Verisk*

Risk Managers Breakout

1:00 pm – 3:15 pm

Grand Ballroom 7A

Organized by:

Michele Maffei, *Director of Workers' Compensation, Publix*

Lindsay Rabicoff, *Senior Director II, Walmart*

1:00 pm – 2:00 pm Course #600

Expert Perspectives: Turning 2022's Challenges into Opportunities for 2023 and Beyond

From talent shortages to reducing Total Cost of Risk, Risk Managers at organizations are under immense pressure to do more with less. Regardless of the challenges faced, organizations across every industry can benefit from partnering with their third-party administrator or carrier who listens, understands their goals, and works with them to bring their vision to life. In this one hour session, we will review the key challenges Risk Managers faced in 2022 and how to take advantage of the opportunities these same challenges present in 2023 to improve the claims experience, streamline operational efficiency, make a meaningful impact on total Cost of Risk, and achieve superior outcomes.

Joe Zinga, *Senior Vice President, Risk Management Sales, Gallagher Bassett Services*

Megan Angus, *Senior Claims Manager, Sodexo USA*

Richard Rabs, *Vice President of Risk Management and Safety, LRS (Lakeshore Recycling Services)*

Mark Meadows, *Director, Global Claims, Bath & Body Works*

“The Risk Management profession continues to evolve to meet the dynamic needs of the businesses we serve, requiring us to invest more time to stay current. Today, more than ever, the business environment demands more from our profession. Technology is changing the way we do business, requiring leaders to consider how to incorporate it into operations and risk assessments. Increased data is available at our fingertips demanding increased data fluency and the ability to leverage data analytics. The economy is continuing to evolve post-pandemic, creating new realities that impact risk management programs and philosophies. This year’s Risk Management track is curated to ensure risk professionals are ready to meet these demands and chart the course into the future.”

Michele Maffei & Lindsay Rabicoff

2:15 pm – 3:15 pm Course #601

Diversity In and Around the Risk Management Department

Diversity is an important topic for society. This session is not about diversity generally, but rather it is about diversity specifically within the Risk Management Department of large employers. The panelists will discuss how diversity impacts the quality of the Risk Management Department itself and also how it should influence the decisions that the Risk Management Department makes with respect to its own supply chain. There are often times situations where the Risk Management Department hires vendors and consultants and promoting diversity in those situations impacts the way the Risk Management Department conducts its business.

Brandi Lewis, *Chairwomen, Health Plus Trans*

Gerald Chiddick, *Regional Executive Midwest, Zurich Insurance Co.*

Artemis Emslie, *CEO, Cadence Rx*

Vincent Foderingham

Workplace Safety and Health Breakout

1:00 pm – 4:30 pm

Magnolia Ballrooms 13-15

Organized by:

James D. Smith, *National Regional Leader - Risk Control Services, Arthur J. Gallagher*

Gary Lopez, *Arthur J. Gallagher & Company*

1:00 pm – 2:00 pm Course #700

Energizing Safety Committees to Improve Safety/Risk Exposure Outcomes

When deciding on core strategies to reduce your total cost of risk, one valuable component is an effective Safety Committee. As with many risk control strategies, over time our efforts tend to relapse so we have to reenergize and refresh our Safety Committees. An energized and effective Safety Committee will provide risk management leadership as well as employee participation. Robert and Jake will reveal techniques to improve and energize your current Safety Committee to include proper committee member structure, meeting structure, goal setting, developing a mission statement and tracking progress.

Robert Hartley, *Manager of Risk Management Services, North East Florida Educational Consortium*

Jake Jennings, *Sr. Risk Control Consultant, Arthur J. Gallagher*

2:00 pm – 3:00 pm Course #701

PTSD and its Dopplegangers

The diagnosis of Post-Traumatic Stress Disorder (PTSD) has received increasing attention in the media, particularly after the “traumatic” COVID pandemic and amidst what seems to be an epidemic of many mass shootings. This attention has drawn concerns that the diagnosis may be overutilized or misunderstood. We review the diagnostic criteria for PTSD and the many ways in which other conditions may confound the diagnosis. We also discuss early intervention options and treatment.

J. Michael Lacroix, *Medical Director, The Hartford*

Melina Griss, *Medical Director, The Hartford*

Nikki Wilson, *Senior Director of Clinical Pharmacy Services, Enlyte*

Tammy Bradly, *Sr Director Clinical Product Marketing, Enlyte*

“We are excited this year to tell our story in the worker safety and health breakout sessions. Our sessions from experts across the industry spectrum will discuss a wide-range of topics including energizing safety committees, using perception survey for engaging your workforce, heat stress and prevention, workplace violence, and PTSD. Additionally, legal, health, security, carrier resources, safety professionals will provide you tools and resources to take back to your organization.”

James D. Smith

3:30 pm – 4:30 pm Course #702

Workplace Violence and Organizational Disruption: How to Prevent, Mitigate and Manage Workplace Violence Effectively

According to OSHA, an estimated two million employees are victims of workplace violence each year. What’s more— it is estimated that the annual cost of workplace violence for employers is nearly \$121 billion dollars, according to statistics from the Department of Justice and other agencies. Without proper preparation, a workplace violence incident will have detrimental and far-reaching impact on an organization on multiple dimensions – certainly economically, but most damaging to an organizations most important asset, its people. In this session, attendees will learn the multi-dimensional nature of workplace violence, and more importantly, how they can effectively prevent it, mitigate it or manage it. Oscar Villanueva will provide key insights on how to appropriately position your organization to respond to violence and keep your employees safe, highlighting actionable leadership steps.

Oscar Villanueva, *Managing Director, Security Services, R3 Continuum*

15th Annual National Workers' Compensation Review

1:00 pm – 4:30 pm

Grand Ballroom 8A

Organized by:

George Kagan, *Attorney, George Kagan PA*

Jim Anderson, *Attorney, Cattie & Gonzalez*

Bill Pipkin, *Attorney, Austill Lewis Pipkin & Maddox*

1:00 pm – 1:15 pm

Welcome and Introductions

1:15 pm – 2:15 pm Course #800

**Guidelines, Formularies, and Fee Schedules - Oh, My!
- Practical Tools to Benchmark Claims and Improve
Workers' Compensation Outcomes**

No mere lecture but hands-on training session uniquely structured to provide quick and practical familiarization via application of each of the three major tool groups to a fictional fact pattern. Per our NWCR motto, attendees here will be instructed “how to” by “those that do,” as our presenters include an actual representative of the AMA Guides along with nationally recognized leaders in both the ODG evidence-based treatment/guidelines formulary and non-profit entity in advanced medical fee analysis. Their combined tools and hard-earned wisdom enable attendees to become readily conversant with each facet, and ready to improve outcomes for most all injured workers, employers, and providers.

Patrick Robinson, *Vice President of Government Affairs, ODG by MCG*

Pauline Williams, *Director, FAIR Health, Inc.*

Ken Eichler, *Senior Product Manager, American Medical Association*

“At the intersection of claims, medicine, law and industry, the National Workers' Compensation Review speakers are the cream of the crop, often in the upper-most positions within state and national comp programs. Our sessions are not a series of lectures, but practical courses of information and strategies that attendees can leverage when they return to their offices on Monday morning regardless of the jurisdiction where they are conducting business.”

George Kagan

2:15 pm – 3:30 pm Course #801

**In a continuing partnership with the prestigious
College of Workers' Compensation Lawyers
and the American Medical Association,
AMA Guides: Issues and Controversies**

The AMA Guides to the Evaluation of Permanent Impairment is the gold standard in medical impairment rating, emphasizing the fundamental skills needed to evaluate and communicate patient impairments. Guides 6th 2023 is the most recent edition of the AMA Guides. This true SUPER PANEL, moderated by the editor-in-chief, AMA Guides own Newsletter, tackles forthrightly ‘bottom-line’ use and abuse of the Guides; confusion with the concepts of pain, impairment, and disability; controversies over which edition to use; new approaches (e.g., providing The Guides digitally), and finally, how YOU can help ensure accurate and unbiased impairment ratings.

Christopher Brigham, *Editor-in-Chief, AMA Guides Newsletter*

Alan Pierce, *Attorney, Pierce, Pierce & Napolitano*

Honorable Shannon Bruno Bishop, *Chief Judge, Louisiana Office of Workers' Compensation (OWC)*

Ken Eichler, *Senior Product Manager, American Medical Association*

Paul Sighinolfi, *Senior Managing Director, Ametros*

Benedict Nwachukwu, MD, *Co-founder and CEO, Best in Class MD*

Adam Seidner, *Chief Medical Officer, The Hartford*

3:30 pm – 4:30 pm Course #802

LATE-NIGHT! ... WITH WORKERS' COMP!

NWCR's popular ‘rapid fire -- no holds barred’ Late Night format adds a bold twist this year: our panel will consist of all National Underwriter® 2023 WC Industry Award Winners, live on stage and assembled for the first time! This will be your first opportunity to hear from and interact with individuals who have just been bestowed some of our industry's highest recognitions, moderated again by renown WC blogger and humorist Bob Wilson: you'll soon learn why these luminaries were chosen as they expound on a variety of ‘hot off the presses’ WC concerns. Be among the first to harvest their thoughts and gain new and invaluable perspectives, applicable to your work.

Bob Wilson, *President, WorkCompCollege.com* along with the winners of the National Underwriter Workers' Compensation Risk Management Award

Diversity and Talent Breakout



Organized by the Diversity and Talent Alliance, a non-profit supported by WCI, whose mission is to develop a pipeline that creates and sustains a diverse workforce and inspires transformative change through partnership, education and mentors.

DATA Sponsors:

Claims Eval, Inc.
McConnaughay, Coonrod, Pope, Weaver and Stern, PA
MCInnovations
MKCM
Workers' Compensation Institute, Inc.

1:00 pm – 4:00 pm

Crystal Ballroom H

Once again, this program addresses concrete steps that any organization can take, regardless of size, to build and foster a diversity, equity, inclusion and belonging culture. What are the steps an organization needs to take? Who are employees, new and old, impacted by the initiatives? What programs succeed, and why? In an unprecedented series of events over the last several years, anticipating new and complex developments in diversity, equity, inclusion and belonging and adapting is critical to continued growth of DEIB programs.

1:00 pm – 2:00 pm Course #900

The Five Generations in the Workforce

This session will present a unique challenge facing employers. This is the first time in history that there are five generations in the workplace. What kinds of challenges does this present for today's employers? How do generational workforce differences affect our ability to manage people effectively? And what are the traits, beliefs, and life experiences that mark each generation, influencing how they work, communicate, and respond to change?

Valerie Horton Rakes, *Risk Manager, City of Tampa*

Regina Lock, *Account Executive/Risk Manager, McGriff Insurance Services*

“The DEI programming this year is designed to provide thought provoking, actionable, and relevant information for the industry regardless of role. As an outgrowth of WCI, DATA hopes to be an engine of growth, both personally and professionally. Expert panelists from across the nation will provide the most complete overview in the DEI arena.”

Sabrina Mitchell

2:00 pm – 3:00 pm Course #901

Have Diversity Fatigue and Cancel Culture Impacted Corporate DEI Initiatives?

Diversity, equity and inclusion (DEI) programs and practices have existed in many industries for decades. However, some companies are experiencing fatigue with diversity, equity and inclusion DEI initiatives. Why is backlash such a large risk when DEI initiatives are put into practice, especially when the vast majority of workers express support for DEI in the abstract? This session will focus on the takeaways of the last several years.

Ngozi Nnaji, *Founder / Managing Partner, Ako Insurance Consulting*

K. Martine Cumbermack, *Attorney and Chief of Diversity, Swift, Currie, McGhee & Hiers, LLP*

3:00 pm – 4:00 pm Course #902

Is the “D” in Disability included in your DEIB program?

Businesses have long been drivers of social change. Across the globe, companies have begun acknowledging vital challenges and injustices such as climate change and pay gaps. Diversity and inclusion is one such defining issue, and, although huge progress has been made towards equality across boundaries of gender, race and sexual orientation, one aspect of D&I is too often neglected: disability. This session will discuss the importance of making sure disability and persons with disability are included in corporate DEI efforts.

J. Anthony Nelson, *Chief Diversity Officer, Custodia Financial*

Carlos Luna, *President & CEO, CHOICES Case Management*

Michael Hamby, *CEO, Claims Eval, Inc.*

Michele Maffei, *Director of Workers' Compensation, Publix*

Lessons Learned and Moving Forward

1:00 pm – 4:30 pm

Crystal Ballroom J1

1:00 pm – 1:15 pm

Opening Comments

Sedgwick Chief Claims Officer Max Koonce will offer opening remarks and introduce a series of sessions looking at some of today's more pressing workers' compensation issues and what's next. In this session series, we will look at key medical advancements affecting the care and recovery of injured workers, explore ways to streamline the claims process and optimize outcomes, and examine some of the latest data trends and how to better leverage information for improved performance.

Max Koonce, *Chief Claims Officer, Sedgwick*

1:15 pm – 2:15 pm Course #1000

What Does Medical Care for Workers' Compensation Look Like in the Future?

The medical care and recovery environment of an injured worker largely determines the outcome of a workers' compensation claim. Effectiveness is driven by how quickly care is administered and the appropriateness of the treatment that is provided. Many are asking if we are moving towards holistic health. Given everything that happened during the pandemic, there is an increasing focus on employee mental health at the workplace. Further, the expansion of telehealth during the pandemic put a spotlight on medical delivery systems. Industry professionals are also inquiring about new medical technologies. Wearables, virtual reality tools and artificial intelligence are hot topics, and people are asking if they provide noticeable benefits in care and recovery. The panel will explore what medical care for workers' compensation will look like in the future and what issues we should be monitoring in the months ahead.

Virginia Baba, *Senior Manager Claims | Risk Management, PetSmart*

Teresa Bartlett, *Managing Director, Senior Medical Officer, Sedgwick*

Michele Maffei, *Director of Workers' Compensation, Publix*

Nancy Strubler, *Director of Workers' Compensation, National Express, LLC*

2:30 pm – 3:30 pm Course #1001

The Workers' Compensation Process...What's Next?

The industry has proven itself resilient over the last several years. Yet headwinds / challenges / opportunities continue to occur that the industry must evaluate, plan for, and address to ensure the system promotes improved outcomes for all parties in the workers' compensation process. Economic factors including inflation, interest rates and a potential recession will remain top of mind for the foreseeable future. Empathy will remain a focus. For most claims, people don't know what to expect. They don't understand the rules that govern claims determinations. By more clearly explaining benefits and maintaining transparency in timelines, rules, and approval processes, we can change the course of a claim and hopefully, the attitude of the individual. How do you prepare for an expanded labor market? How do we adjust for the societal and cultural shifts evidenced in our society, especially in a hotly litigious environment like we see today? How do we incorporate technology to improve outcomes and experiences? These and other topics will be discussed by our panel.

Laralee Garvin, *Attorney, Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*

Dawn Watkins, *Chief Risk Officer, Los Angeles Unified School District*

Steve Figliuolo, *Corporate Claims Manager, Chick-fil-A, Inc.*

3:30 pm – 4:30 pm Course #1002

Finding New Value in Data and Enhancing its Utilization

We have seen significant shifts in many aspects of the employment environment over the last several years – generational workforce changes, expectation of remote work options, cultural and societal shifts, and wage inflation to name a few. Additionally, we have seen a significant increase in the use of technology in all aspects of our lives, which in turn increased exponentially the amount of data for analyzing, predicting, and projecting trends and tendencies. In this session, we will focus on opportunities for inclusion of greater data elements in the process; discuss how those data elements can provide trends indicating claim behavior tendencies; impacts on the regulatory and administrative process; what resources can be utilized to ensure support to the injured worker; and in general, how can we best utilize the data that we now have available.

Bryan Conner, *Manager, Workers' Compensation, American Airlines*

Tashay Green-Meeks, *Director, Data Science, Sedgwick*

Susan Shemanski, *Vice President, Risk Management, The Adecco Group*

Ramona Tanabe, *President and CEO, Workers' Compensation Research Institute*

Physical Therapy Breakout

1:00 pm – 4:15 pm

Grand Ballrooms 13-14

Organized by:

Michelle Despres, *VP, Product Management, National Clinical Leader, One Call*

1:00 pm – 2:00 pm Course #1100

Artificial Intelligence in PT: Identify Risk and Improve Outcomes

Artificial intelligence (AI) is everywhere. As an adjunct to the expertise of medical professionals it can improve injured worker outcomes and provide cost effective solutions for return-to-work. In this session explore how AI can identify risk of delayed recovery, risk of injury, and how to utilize AI to reduce the impact of psychosocial factors such as catastrophizing and fear avoidance. Learn about an AI conversational agent designed to reduce psychosocial barriers to returning to work after a work related injury. Finally, examine the results of several uses of AI combined with physical therapy, medical treatment, and claims management to deliver successful return-to-work outcomes.

Michelle Despres, *VP, Product Management, National Clinical Leader, One Call*

Marcos Iglesias, *Chief Medical Director, VP, Travelers*

2:00 pm – 3:00 pm Course #1101

Musculoskeletal Disorders and Co-morbidities

The US work force is becoming more sedentary and obese while also aging. These three factors in and of themselves are co-morbidities for development and impaired recovery from musculoskeletal disorders. Additionally, these factors are closely related to co-morbidities health conditions such as hypertension, cardiovascular disease, type II diabetes, depression and also are risk factors for development of chronic musculoskeletal pain. This session will discuss steps employers, health professionals, and workers' compensation professionals can take to mitigate the issues surrounding employee health and development and recovery from musculoskeletal conditions.

David A. Hoyle, *National Director WorkStrategies, Select Medical*

Adam Seidner, *Chief Medical Officer, The Hartford*

Drew Cashatt, *Manager of ADA Compliance, American Airlines*

3:15 pm – 4:15 pm Course #1102

Fortune Favors The Bold: Utilizing Value-Based Care in Workers' Compensation

We all care about outcomes, right? But do we believe in outcomes enough to where we're willing to put our money where our mouth is and ultimately tie provider reimbursement to achieving the specified outcome? Well, that is what value-based care is all about. Can this concept actually be applied successfully to the field of workers' compensation? The answer to this question is a "YES." Come listen to a presentation put on by those that have successfully implemented a value-based outcome driven contract resulting in exceptional injured worker outcomes. You will hear how their revolutionary approach resulted in a win for the care management company, a win for the medical providers, and most importantly, a win for the injured worker.

Josh Schuette, *Executive Director of National Workers' Compensation Sales & Account Management, Brooks Rehabilitation*

Robert McIver, *Director of Clinical Technology, Brooks Rehabilitation*

Michael Choo, *Chief Medical Officer & SVP, Paradigm*

"From artificial intelligence to how musculoskeletal disorders are impacted by aging and obesity to implementing value-based, outcomes-driven reimbursement, the PT Breakouts are sure to delight clinicians and industry stakeholders. Join us Monday at 1 p.m., 2 p.m., and 3:15 p.m. to learn about the latest trends and options to manage risk, lower costs, and drive the most efficient outcomes."

Michelle Despres

Temporary Staffing Breakout

1:00 pm – 3:00 pm Course #1200
Magnolia Ballrooms 1-3

Organized by:

Kris McConnell, *Area Director, Southeast, CCMSI*

Hot Topics in Temporary Staffing for Workers' Compensation

Join our Discussion Leader and Table Moderators as they summarize and explore some of the most pertinent, trending and profit impacting topics within the world of Workers' Compensation Insurance. These topics will be focused on the staffing industry and will begin with some of the most important Risk Management Best Practices, then the most effective safety standards and end with an update on the Workers' Comp marketplace. Our discussion leader will describe the topics, then turn to the table moderators to facilitate discussion, comments and questions from the audience. Some of the topics include: What Risk Management Best Practices have been most effective in increasing profits? How the staffing industry safety standards have reduced losses and retained clients? What have been the trends in rates/premium with carriers who focus on staffing and why? Come and participate in this fast-paced discussion and interactive session!

Kris McConnell, *Area Director, Southeast, CCMSI*

Sean Barry, *Associate Vice President, PMC Insurance*

Kevin Kilcoyne, *Director of Staffing Insurance, Barrow Group*

Mike Selvaggi, *National Sales Manager, Superior Skilled Trades*

Talent: Is there any left? Can you find it? If you can find it can you keep it? If you find it and can keep it what about drugs... should you test?

In this session, we will discuss hiring and retention strategies including engaging talent, keeping talent, drug testing, and post-hire questionnaires.

Lisa Abernathy, *Sr. VP, Contingent Staffing Consultant, USI Insurance Services*

Melissa Bowman Miller, *VP of Risk Management, Staffmark Group*

Susan Shemanski, *Vice President, Risk Management, The Adecco Group*

Subrogation, Indemnification and Other "ations" that Make You Want to Just Give Up!

Understanding the nuances of subrogation in Workers' Compensation claims let alone in the temporary staffing world can be difficult and complicated; making you want to bang your head against something! Let's talk about what you can do and how you can negotiate to recover the maximum amount or use the recovery amount as a tool for settlement. We will go through statutory subrogation rights, discuss when to intervene and when not to get involved, allocation of third-party recovery and how your client contracts play into subrogation. We will also talk about what to do if an employee files a third-party action suit. We'll explore the Exclusive Remedy Rule and how it affects workers' compensation subrogation, what it means to have a medical credit on a file after subrogation, what is considered timely intervention in both state and federal court, and if you can settle without your carrier being involved. We will also touch on what benefits are recoverable in a subrogation action and what benefits are not recoverable.

George Waters, *Attorney, Eraclides Gelman*

Mike Wright, *VP of Claims, Nixer Comp*

John Futch, *Director of Risk Management, Ambassador Personnel Inc.*

Denise Evans, *Director of Claims, Staffmark*

"This year the Temporary Staffing Breakout will be a little bit different in that we are doing an interactive dialogue with a discussion leader and table moderators in a roundtable setting. Collectively, we will promote spirited conversation tackling what is most important in Temporary Staffing right here - right now. We've got some of the best pros in the industry- Sean Barry, Kevin Kilcoyne, Mike Selvaggi, Melissa Bowman Miller, Denise Evans, Mike Wright, Susan Shemanski, Lisa Abernathy, John Futch, George Waters and yours truly will all be there to talk all things Temp Staffing!!"

Kris McConnell

Orthopaedic Breakout

Presented by the Florida Orthopaedic Society

1:00 pm – 4:00 pm

Crystal Ballroom C (Entrance to G2)

1:00 pm – 2:00 pm Course #1300

Welcome and Introductions

AnnMargaret McCraw, *Managing Director, Florida Orthopaedic Society*

12th Annual Florida Orthopaedic Society Injured Workers Inspiration (IWI) Awards & Case Presentations

The Injured Workers Inspiration (IWI) Awards were created to recognize the achievements of injured workers and their musculoskeletal physicians. Highlighting this year's most compelling stories of medical innovation and the conquering nature of the human spirit, these case presentations will both inspire and educate. Please join us as we celebrate the achievements of these remarkable patients and recognize the advances of musculoskeletal science.

Expediting Orthopaedic Specialty Care

Dr. Shrock will review the advantages of immediate referral to orthopaedic specialists for musculoskeletal injuries to expedite appropriate diagnosis, treatment and return-to-work.

Kevin Shrock, MD, *WhichDocs*

Hip and Knee Arthritis and the Work Injury: When is it pre-existing and when is it new?

After reviewing general principles of hip and knee arthritis to include the clinical signs and symptoms, Dr. Goldsmith will discuss etiologies of new onset hip and knee pain after a work injury. He will explain how to maximize all non-operative and conservative care for hip and knee arthritic pain and how to determine when a total hip or knee replacement is indicated following a work injury.

Scott Goldsmith, MD, *Orthopaedic Medical Group of Tampa Bay*

“Attend the Orthopaedic Breakout to learn directly from seasoned orthopaedic surgeons about common musculoskeletal workplace injuries. Our physicians will review the anatomy, treatment options and their indications as well as impact on restrictions and return to work. Their presentations will include images and video to illustrate injuries, surgical intervention and outcomes. Don't miss this opportunity to engage with surgeons directly and get your questions answered.”

AnnMargaret McCraw

2:00 pm – 3:00 pm Course #1301

SLAP Tears: What do we really know?

After reviewing the anatomy of the superior labrum, Dr. Hill will discuss the prevalence and natural history of superior labral tears. He will explain non-operative treatment options as well as operative indications and outcomes impacting return-to-work.

Brian Hill, MD, *Palm Beach Orthopaedic Institute*

Hip Arthroscopy: Current innovations for treating the injured worker with hip pain

Dr. Hersch will begin with a detailed description of common causes of hip pain followed by an explanation of the diagnosis and treatment of femoral acetabular impingement and labrum tears. He will review the basics of arthroscopic hip surgery and explain how to manage injured workers with hip pain.

Jonathan Hersch, MD

3:00 pm – 4:00 pm Course #1302

Cervical Disc Arthroplasty: Preserving motion and enhancing recovery

Dr. Venezia will review surgical treatment options for cervical spine disorders. He will compare traditional cervical fusion to cervical disc replacement and discuss how to determine the right candidates for disc replacement. Dr. Venezia will also describe the affect of cervical disc replacement on return-to-work and activities.

Michael Venezia, DO, *Orthopaedic Specialties*

Value-based Care in Arthroscopic Rotator Cuff Repair: A Lean Six Sigma approach for optimizing the surgical recovery period

While we typically think of Lean Six Sigma as a team-focused managerial approach that seeks to improve performance by eliminating resource waste and defects in the business or manufacturing setting, Dr. McCormick will describe how utilizing a Lean Six Sigma protocol was effective in improving pain and functional outcomes in patients undergoing arthroscopic rotator cuff repair surgery at 2 years compared to a global benchmark. He will explain how breaking down the surgical recovery process into numerous small integral steps and using remote crew resource management tools demonstrated cost-effective modalities to optimize results and avoid costly complications and delayed recoveries.

Frank McCormick, MD, *University Orthopaedic Care*

E. Earle Zehmer National Moot Court Competition

1:00 pm – 2:00 pm Course #1400

Final Arguments

Palms Ballroom - Canary

Organized by:

Honorable Jacqueline Steele, *Manatee County Judge, Twelfth Judicial Circuit of Florida*

Tracey Hyde, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Amie DeGuzman, *Attorney, The Law Office of John J. Rahaim*

Elaura Hodgetts, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Richard Sicking, *Touby, Chait & Sicking, PL*

Judged by the Florida First District Court of Appeal. The subject of this competition is a workers' compensation topic of significance. Security requirements will be in place. All attendees are requested to be seated at least 15 minutes before the session begins. To watch our live stream of the finals, go to youtube.com/@wci360.

Florida Case Law Update

2:15 pm – 4:15 pm Course #1500

Palms Ballroom - Canary

The panelists will discuss many of the major workers' compensation cases that have been decided in the last year by the appellate courts. An analysis of the trends of the court and the law is also given, with emphasis on the practical application of the case law to the handling of a workers' compensation claim. Summaries of the cases will be available for attendees under this session in the conference app and at www.wci360.com.

Lou Stern, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Michael Winer, *Attorney, Winer Law Group*

Mark Zientz, *Mediator, The Mediation Group*

Marc Golden, *Attorney, Director of Workers' Compensation, Rosenthal Levy Simon and Sosa PA*

David Beach, *Attorney, Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*

12th Annual National Regulators Roundtable

Presented by the Southern Association of Workers' Compensation Administrators



2:30 pm – 4:30 pm Course #1600
Crystal Ballroom G1

The National Regulators Roundtable brings state officials from across the nation together for an open discussion focused on the critical issues impacting workers' compensation systems. This year our regulators respond directly to topics raised by employers ...both large and small. The list of state regulators participating in the roundtable include:

Honorable T. Scott Beck, *Commissioner, South Carolina Workers' Compensation Commission*

Honorable Melodie Belcher, *Judge, Georgia State Board of Workers' Compensation*

Gary Cannon, *Executive Director, South Carolina Workers' Compensation Commission*

Charles Collins, *Director, Alaska Division of Workers' Compensation*

Mark Formby, *Chairman, Mississippi Workers' Compensation Commission*

Steve Garrett, *Director, Alabama Department of Labor*

Honorable Sheral Kellar, *Workers' Compensation Judge, Louisiana Workforce Commission*

Honorable Molly H. Lawyer, *Judge, Oklahoma Workers' Compensation Commission*

Brittany O'Neil, *Assistant Director, Florida Division of Workers' Compensation*

Steve Peters, *Administrator, Wisconsin Workers' Compensation Division*

Robert Rapaport, *Commissioner, Virginia Workers' Compensation Commission*

Honorable Thomas Stine, *Judge, Nebraska Workers' Compensation Court*

Honorable Kenneth M. Switzer, *Chief Judge, State of Tennessee*

Paul Tauriello, *Director, Colorado Division of Workers' Compensation*

Honorable Ben Vinson, *Chairman & Chief Appellate Judge, Georgia State Board of Workers' Compensation*

*** The 12th Annual National Regulators Roundtable is open to all WCI Conference attendees.**

“The Regulators Roundtable, hosted by SAWCA, is the perfect opportunity to hear regulators from around the country discuss hot topics in 2023 – everything from the latest legislation to developments in the medical field, presumptions, the changing workforce and workplace, violence in the workplace and more. Audience participation is welcome so bring your questions and join us for an informative and entertaining presentation.”

Honorable Melodie Belcher

Tuesday, August 22

2023 Official
Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: SPEAR-TECH

7:00 am – 12:00 am

Shuttle bus service between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.

7:00 am – 8:00 am

Yoga and Mantra Lounge

North Tower - Florida Ballroom - Harbor Beach

Are you looking to give your mind and body a chance to relax and refocus, then come to the Mantra and Yoga Lounge. This session will give attendees a chill space to relax their breath and center their minds through guided meditation. Our instructor, Natalie Torres, will also guide the attendees through a gentle yoga sequence, focusing on a series of neck and shoulder movements to fight "Forward Head Posture." Come dressed in your conference attire to close out your Monday sessions, or start your Tuesday morning off with this session.

Natalie Torres, *VP Business Development & Wellness, PriMedical, Inc*

8:00 am – 8:45 am

FSU School of Law Alumni Breakfast

Hall of Cities - Boston

8:00 am – 5:00 pm

Conference Registration and Information

Convention Level

9:00 am – 2:00 pm

"Comp Time" Diner

Purchase food and beverages in the Exhibit Hall. Visit the "Comp Time" Diner... grab & go, or sit and network with clients and exhibitors!

9:00 am – 3:30 pm

Exhibit Hall Is OPEN

Exhibit Hall - Cypress Ballroom

9:00 am – 3:30 pm

Puppy and Kitten Cuddle Zone

Exhibit Hall - Cypress Ballroom

Puppies and kittens and stress relief! Recharge, relax, and play with furry friends in need of love and a home.

Cuddle Zone Sponsored by:

ConservCare, Inc.



11:45 am – 2:00 pm

Inns of Court Judicial Luncheon (By Invitation Only)

Grand Ballrooms 9 – 11

1:00 pm – 2:00 pm

Course #1700

Live Oral Argument

Presided Over by the Florida First District Court of Appeal

Palms Ballroom - Canary

Actual cases will be argued live before a panel of Judges of the First District Court of Appeal. The Court's decision will be posted on its website several weeks after the oral arguments take place. The facts and issues for the cases will be available at www.wci360.com. Security requirements will be in place. All attendees are requested to be seated at least 15 minutes before the session begins.

3:30 pm – 5:30 pm

Exhibitor Move-Out

Exhibit Hall - Cypress Ballroom

2023 Roger L. Williams National Regulators College

Presented by The Southern Association of Workers' Compensation Administrators
and The Self-Insurance Guaranty Funds of America



Separate Registration & Payment Is Required.
Register at: www.sawca.org/events/the-college/.
Open Only To State Regulators, Officials and Legislators.

7:45 am – 4:30 pm

Hall of Cities - New York, New Orleans

College Deans:

Honorable Wesley G. Marshall, *Commissioner, Virginia Workers' Compensation Commission*

Honorable Frank McKay, *Appellate Judge and Director, Georgia State Board of Workers' Compensation*

7:45 am – 8:45 am

Breakfast and Registration

8:45 am – 9:45 am Course #2000

Live Surgery - Rotator Cuff Repair

Palms Ballroom - Canary

The Roger L. Williams college is pleased to incorporate the "Live Surgery" session presented by WCI as part of the 2023 College Curriculum.

Christopher S. Warrell, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*

Bradd G. Burkhardt, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*

10:30 am – 11:30 am

The Impact of Long Covid

Robert Hall - Optum, Susan Schulte – NCCI, & More explore the realities and impact of Long COVID on our workers' comp systems.

Robert Hall, *Corporate Medical Officer, Optum*

Susan Schulte, *State Relations Executive—DOL, NCCI*

11:30 am – 1:00 pm

Lunch Provided for All Students & Presenters

1:00 pm – 2:00 pm

Features of the Medical Payment System

Our panel of state regulators and industry professionals discusses various medical payment trends and features including Pharmacy Benefit Managers, PPO Networks, Physician Dispensing Practices, and more

as they share details of the medical cost component and its impact on the system.

Greg Gilbert, EVP, *Chief Reimbursement and Government Relations Officer, Concentra*

Gary Cannon, *Executive Director, South Carolina Workers' Compensation Commission*

Kevin Tribout, *VP of Public Policy and Regulatory Affairs, Optum*

2:00 pm – 2:45 pm

Identifying and Retaining Future Leaders

While the need to identify and retain a quality workforce has always been important, in recent years the challenge has only grown. Our panel will share experiences and techniques designed to identify and retain quality future leaders essential to filling mission critical agency and industry positions.

Evelyn McGill, *Executive Director, Virginia Workers' Compensation Commission*

Gary Cannon, *Executive Director, South Carolina Workers' Compensation Commission*

3:00 pm – 4:00 pm

An Ethical Approach to the Political Challenges & Realities of Agency Leadership

An interactive discussion from an ethical perspective...focused on the political and bureaucratic realities of leading a state agency ...covering personnel issues, public relations, Legislative and Executive Branch communications, ...taking home a few important "Things to Remember" that will serve you well.

Honorable Sheral Kellar, *Workers' Compensation Judge, Louisiana Workforce Commission*

Honorable Ben Vinson, *Chairman & Chief Appellate Judge, Georgia State Board of Workers' Compensation*

Honorable T. Scott Beck, *Commissioner, South Carolina Workers' Compensation Commission*

4:00 pm – 4:30 pm

Developing Tools, Resources, & Networks

Susan Schulte shares the resources and information available to regulators from NCCI. Our College Deans provide an overview of the various national, regional, and statewide associations that exist including regional and national industry groups that support the workers' compensation programs across the nation bringing value to their members and an opportunity for involvement.

Susan Schulte, *State Relations Executive—DOL, NCCI*

Honorable Wesley G. Marshall, *Commissioner, Virginia Workers' Compensation Commission*

Honorable Frank McKay, *Appellate Judge and Director, Georgia State Board of Workers' Compensation*

Attorney Breakout

8:00 am – 8:45 am

FSU School of Law Alumni Breakfast

Hall of Cities - Boston

9:00 am – 3:00 pm

Crystal Ballroom M (Entrance Crystal J2)

Organized by:

Glen Wieland, Wieland & DeLattre, PA

The Richard Sicking American Inn of Court

The Judge William Wieland American Inn of Court

The E. Robert Williams American Inn of Court

9:00 am – 10:30 am Course #1800

Hot Topics for Attorneys

The Hot Topics for Attorneys session is one of the most popular sessions at the conference. Each year, this prominent panel discusses the most important and controversial case law decided by the Florida appellate courts and the most relevant amendments to the law enacted by the Florida Legislature. The interaction among the speakers, representing both the claimant and defense, always promises to be lively, interesting, informative, and entertaining. This session should not be missed by any attorney or claims adjuster who specializes in workers' compensation litigation.

Stuart Suskin, *Attorney, Mediator, Stuart F. Suskin Mediations*

Amie DeGuzman, *Attorney, The Law Office of John J. Rahaim*

Ed Williamson, *Attorney, Rudolph, Israel, Tucker & Ellis*

Heather Carbone, *Attorney, Marshall Dennehey Warner Coleman & Goggi*

Blake J. Hood, *Attorney, Boyd & Jenerette*

10:45 am – 11:45 am Course #1801

Professionalism and Ethics

This session will provide attorneys and claims professionals with a detailed analysis and frank discussion of professionalism, the guide for professionalism, and ethical conduct both in and out of the courtroom. The discussion will focus on what lawyers must do, what lawyers should do and what lawyers cannot do. The focus will be on how to be professional to the court, to each other and to the parties and public. It will focus on how lawyers should act and behave and how actions both in and out of the courtroom affect the justice system, our judges and the lawyers. This presentation will provide practitioners a better understanding of how to be a better professional attorney and maintain the highest ethical standards.

Dawn Traverso, *Attorney, Eraclides Gelman*

Honorable Sylvia Medina-Shore, *Office of the Judges of Compensation Claims*

Honorable Barbara Case, *Office of the Judges of Compensation Claims*

Honorable Jamie Grosshans, *Justice, Florida Supreme Court*

Honorable Kemmerly Thomas, *First District Court of Appeal*

2:00 pm – 3:00 pm Course #1802

Evidence and the Use of Technology in Presenting Evidence

This session will provide attorneys and claims professionals with a detailed analysis of evidence and how technology can be used in presenting evidence to the court. This panel will discuss issues dealing with F.S. 90.702, 90.2035 and how to deal with evidentiary issues including hearsay and the presentation of evidence via Zoom/Video trials. The panel includes claimant attorneys and defense attorneys, and a board certified appellate lawyer who will discuss preserving evidence for appeal. The judges of compensation claims will be able to discuss issues and concerns with the presentation of evidence as seen from the bench.

Honorable Neal Powell Pitts, *Office of the Judges of Compensation Claims*

Frank Wesighan, *Attorney, Dean Ringers Morgan and Lawton*

Thomas Sculco, *Attorney, Florida Appeals*

Olivia Devonmille, *Attorney, Law Office of Olivia Devonmille, PA*

David Rickey, *Attorney, Morgan & Morgan*

Jennifer Reimsnyder, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

“The Breakout for Attorneys will be extremely special this year with at least one Florida Supreme Court Justice and at least one First DCA judge speaking as part of a panel discussion. The subjects addressed this year include “Hot Topics,” Professionalism and Ethics, and Evidence and the Use of Technology in Presenting Evidence with incredible speakers.”

Glen Wieland

OSHA 10-Hour General Industry Training

8:00 am – 4:30 pm

Magnolia Ballrooms 19-21

Organized by:

Mylene Kellerman, *Program Director, USF OSHA Training Institute Education Center*

8:00 am – 9:00 am Course #1900

Personal Protective Equipment

Employers have the responsibility to provide a safe and healthy workplace for their employees. When hazards cannot be eliminated, employees must be provided with the appropriate PPE and be trained on the proper usage. Topics to be discussed will include the use of engineering and workplace controls and protective equipment to reduce hazards in the workplace.

Mylene Kellerman, *Program Director, USF OSHA Training Institute Education Center*

9:10 am – 10:10 am Course #1901

Hazard Communication

This presentation will focus on identifying: the employer's responsibilities under the Hazard Communication Standard (HCS), including training requirements and components of a Hazard Communication program. The presenter will describe the requirements for the different types of hazard communication labels, and how to locate pertinent information about chemicals on labels.

Mylene Kellerman, *Program Director, USF OSHA Training Institute Education Center*

10:20 am – 11:20 am Course #1902

Ergonomics

Work-related musculoskeletal and nerve disorders and measures to improve worker safety and health will be the focus of this session. Topics to be discussed will include: identifying work-related musculoskeletal and nerve disorders, describing risk factors associated with these disorders, ergonomic control measures applied to such conditions, an analysis of manual lifting tasks and estimated reasonable limits, descriptions of the components of a successful ergonomics program, and a discussion of OSHA's current enforcement policies.

Thomas E. Bernard, *Professor, University of South Florida*

1:00 pm – 2:00 pm Course #1903

Safety and Health Programs

This session is a basic overview of Safety and Health Programs in the workplace. Topics to be discussed will include: potential hazards that could result from an inadequate safety and health program; how to develop an effective safety and health program; and how to avoid and report workplace hazards that can result from failure to follow a developed safety and health program. This presentation discusses some hazards that are not regulated by governmental standards.

Garrick Johnson, *Health and Safety Supervisor, USF SafetyFlorida Consultation Program*

3:15 pm – 4:30 pm Course #2305

OSHA and Heat Stress Panel: Where are we and where are we headed?

Magnolia Ballrooms 13-15

Regulating both indoor and outdoor heat stress has been a focus of federal OSHA during the last few years. This focus has been highlighted by the extensive, national media coverage of OSHA efforts and the concerns of employers. As heat stress is an issue that affects numerous employers across a wide variety of industries, those concerns are not without merit. OSHA has traditionally used the General Duty Clause to cite employers for heat hazards, but such efforts have presented significant hurdles for OSHA when tested in the courts. In response, OSHA has taken steps to create a specific rule on indoor and outdoor heat stress. This session will provide participants important information on where we're at with respect to federal OSHA's regulation of indoor and outdoor heat stress and legal pitfalls for employers to avoid. The panel will also cover effects of heat stress on employee health and well-being, and the basic principles for employee protection. Heat stress management focuses on lowering the probability of a mishap and on mitigating the outcome of any heat-related illness that occurs. Emphasis will be placed on minimum steps to take with an overview of other actions commonly used to reduce the effects of heat stress.

Thomas E. Bernard, *Professor, University of South Florida*

Barry Spurlock, *Crump Spurlock Attorneys at Law*

Adjuster Breakout: Foundational Learning

8:45 am – 4:15 pm

Magnolia Ballrooms 4-6

The sessions in this breakout focus on issues more relevant to recently-hired adjusters. Experienced adjusters are welcome to attend to get “refreshers” on some of the foundational aspects in adjusting claims.

8:45 am – 9:45 am Course #2000

Live Surgery - Rotator Cuff Repair

Palms Ballroom - Canary

The 16th Annual Orlando Orthopaedic Center Live Surgery Event offers a unique interactive look into an operating room as Christopher S. Warrell performs an upper extremity shoulder rotator cuff repair surgery. This surgical procedure will stream live from the Orlando Orthopaedic Outpatient Surgery Center with the help of moderator Bradd G. Burkhart, MD. Dr. Warrell, Board Certified in Orthopaedic Surgery specializes in Sports Medicine, Elbow, Knee and Shoulder Surgery.

Drs. Warrell and Burkhart will explain the procedure step-by-step and answer questions from the audience. The goal of the presentation is

to provide an in-depth education on upper extremity anatomy, all aspects of the shoulder joint that will be impacted by the surgery and examine how the injury and recovery period affect day-to-day activity and employment restrictions (including typical length of light duty and estimated MMI timeline).



Christopher S. Warrell, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*



Bradd G. Burkhart, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*

Although this presentation is part of the Adjuster Breakout, everyone is invited to attend.

Live Surgery Prime Sponsor



10:00 am – 11:00 am Course #2001

Investigation: Who is afraid of the big, bad phone?

We live in an electronic age, but seem to have lost the ability to connect with employers and injured workers on a personal level. We will dive into the importance of the first contact being a verbal contact. And what happens to claims when the human connection is lost? This panel of claim industry experts will share their best practice tips for making and keeping that connection. Our objective is to create a better understanding of why the initial investigation and established contact with all parties is so important and relevant to the overall outcome of a claim.

Heidi Sellers, *Director of Client Services, Next Level Administrators*

Marissa Gillock, *Supervisor, Publix Supermarkets*

Dominic Perenzin, *Claim Supervisor, Gallagher Bassett*

Nicole St. Jean, *Senior Claim Specialist, Summit Consulting*

Matt Troy, *Attorney, Conroy Simberg*

11:00 am – 12:00 pm Course #2002

Claims Psychology

Claims psychology, as it relates to a claimant's well-being, an adjuster's mentality, and overall claim handling, can significantly influence a claim. Understanding the psychology behind claims can positively impact certain areas such as reduction in lost-time and litigation expenses as well as increased satisfaction with the workers' compensation process. Our course will help you navigate the psychological complexities that accompany general perceptions and biases that can often impact overall claim outcomes.

Christine Jermin, *Director Client Services, Sedgwick*

Erik Burch, *Claims Supervisor, CCMSI*

Michael Grimaldi, *Unit Manager, Travelers Insurance Company*

Ed Gallon, *Claims Manager, PMA Companies*

1:00 pm – 2:00 pm Course #2003

What to do next?

This session will focus on how to properly handle the administration of benefits throughout the stages of litigation. There will be a focus on very practical strategies while also helping claims people with some of the tactics employed by claimant lawyers. Finally, there will be tips on how to properly authorize providers, respond to one time change requests and how to properly defend indemnity claims.

Ali Jones, *Attorney, Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*

Chinda Ban, *Claims Examiner, Sedgwick*

Leah Dietrich, *Assistant Claim Manager - SE Region, PMA Companies*

April Fullford, *Sr. Claims Adjuster, Next Level Administrators*

Adjuster Breakout: Foundational Learning (Continued)
Magnolia Ballrooms 4 - 6, Convention Level

2:15 pm – 3:15 pm Course #2004

Ethics

From Day 1 new Adjuster employee training to the first Adjuster CEU on Ethics, we will discuss how to manage customer expectations (injured workers, employers, medical providers, legal partners) with knowledge, understanding, compassion and integrity. We will hit the highlights – one time changes, 120 day pay and investigate, refusing to ignore/evade important matters, and avoiding reaching beyond expertise thresholds. Our goal is to ensure we are performing our positions with the focus on ETHICAL behaviors – where it matters – because YOU matter!

Susan Marks, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Kellie Chaloupka, *AVP, Claims & Medical, Summit Consulting, LLC*

Jill Keene, *Claim Supervisor, Gallagher Bassett Services*

Misty Bennett, *Team Manager, Broadspire, a Crawford Company*

3:15 pm – 4:15 pm Course #2005

Time Management Tips

Adjusting claims is like a high-wire act, always balancing and prioritizing tasks and projects. The demands never cease to let up. Our speakers will share their secrets to help adjusters/insureds and anyone who works in our industry to better deal with e-mails, incoming claims and calls. Each of the speakers sit on various sides of the table and will introduce ways to communicate better and more efficiently from an employer, insured, and TPA perspective.

Maggie Conatser, *Director, Eastern Region, Next Level Administrators*

Hector Cano, *Director of Workers' Compensation Claims, Frank Winston Crum Insurance*

Ashley Howard, *Claims Management Manager, Coca Cola Beverages Florida*

Adjuster Breakout: Strategy and Tactics

8:45 am – 4:15 pm

Magnolia Ballrooms 1-3

The sessions in this breakout focus on issues more relevant to experienced adjusters. Recently hired adjusters are also welcome to attend to gain a more in-depth understanding of the strategy and tactics in adjusting claims.

8:45 am – 9:45 am

Live Surgery - Rotator Cuff Repair Course #2000

Palms Ballroom - Canary

The 16th Annual Orlando Orthopaedic Center Live Surgery Event offers a unique interactive look into an operating room as Christopher S. Warrell performs an upper extremity shoulder rotator cuff repair surgery. This surgical procedure will stream live from the Orlando Orthopaedic Outpatient Surgery Center with the help of moderator Bradd G. Burkhart, MD. Dr. Warrell, Board Certified in Orthopaedic Surgery specializes in Sports Medicine, Elbow, Knee and Shoulder Surgery.

Drs. Warrell and Burkhart will explain the procedure step-by-step and answer questions from the audience. The goal of the presentation is

to provide an in-depth education on upper extremity anatomy, all aspects of the shoulder joint that will be impacted by the surgery and examine how the injury and recovery period affect day-to-day activity and employment restrictions (including typical length of light duty and estimated MMI timeline).



Christopher S. Warrell, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*



Bradd G. Burkhart, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*

Although this presentation is part of the Adjuster Breakout, everyone is invited to attend.

**Live Surgery
Prime Sponsor**



10:00 am – 11:00 am Course #2100

Uncivil Behavior - Can They Really Do That?

Professionalism is declining and obstructive tactics are increasing. In the context of workers' compensations claims, what types of behavior are permitted, what is not, what are the gray areas? The panel will address the challenges of claim handling in this increasingly contentious environment.

Steve Coonrod, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Beth Swonger, *Workers' Compensation Claim Manager, CCMSI*

Shannon Krabel, *Team Manager II, Liberty Mutual Insurance*

JoAnne Swanson, *Complex Claims Advisor, Sedgwick*

11:00 am – 12:00 pm Course #2101

**Navigating the Remote Work Environment:
Contending with the Unique Challenges Posed
and Strategies for Success**

What started as a temporary solution to the Covid-19 pandemic has become a way of life. Modifications to the business practices across the industry reaching all levels to include employers, carriers, attorneys, and the offices of the Judges of Compensation Claims have led to a transition to a remote work environment. While some carriers have adopted a hybrid remote work schedule, some are entirely remote. While there are many advantages to this work environment, peculiar challenges exist in the claims administration and management process where professionalism at all times and compliance with the ethical requirements under Rule 69B-220.201 (F.A.C.) are essential. The panel will review some of the pitfalls and challenges faced in training and management of new professionals and the claims administration process. Consideration will also be given to the impact of this new work environment on the Employer/Carrier relationship. Finally, the panel will review some of the inherent challenges that exist in contending with the loss of team aspect that can sometimes arise in a remote work setting. Solutions and strategic management options will be proposed to ensure compliance with Claims Best Practices and adherence to the ethical requirements of claims administrators.

Betty Justin, *Attorney, Rissman, Barrett, Hurt, Donahue, McLain & Mangan, PA*

Pam Last, *Divisional AVP Claims, Summit, Inc.*

Sarah Welcomer, *Senior System Support Analyst, Liberty Mutual Insurance Company*

Kendall Taylor, *Loss Control Manager, Waste Pro USA*

1:00 pm – 2:00 pm Course #1700

Live Oral Argument

Presided Over by the Florida First District Court of Appeal

Palms Ballroom - Canary

Actual cases will be argued live before a panel of Judges of the First District Court of Appeal. The Court's decision will be posted on its website several weeks after the oral arguments take place. The facts and issues for the cases will be available at www.wci360.com. Security requirements will be in place. All attendees are requested to be seated at least 15 minutes before the session begins.

Adjuster Breakout: Strategy and Tactics (Continued)

Magnolia Ballrooms 1 - 3, Convention Level

2:15 pm – 3:15 pm Course #2102

Mission Possible: Resolving uncloseable claims

This session is meant to provide an innovative approach to the settlement process of difficult claims. During our session we will discuss real claims with real results and the strategies we used to achieve those results. We want our audience to leave with new ideas to take back to their desks to help them settle their most difficult claims.

Kristin Smith, *Business Development Manager, Sedgwick*

Tom McDonald, *Attorney, Travelers*

Amy Wilds, *Claims Supervisor, CBCS*

Gabe Hayes, *Branch Manager, Gallagher Bassett*

3:15 pm – 4:15 pm Course #2103

How to Evaluate and Effectuate Settlements?

A belief unanimously shared in the Workers' Compensation claims handling industry is that the best possible outcomes are either a complete trial win, or a financially favorable settlement. Our panel of experts will address creating an easy to implement "best practices" guide to both comprehensively and concurrently preparing for both outcomes. Through both employer and claims management perspectives, suggestions will be shared as to identifying and creating unconventional windows of opportunity to initiate and complete the settlement negotiation process from a position of strength.

Scott Silver, *Attorney, MKRS Law, P.L.*

Crystal Chancey, *Claims Manager, Publix Super Markets, Inc.*

Darin Grimm, *Summit Consulting*

Risk Managers Breakout

10:00 am – 3:15 pm

Grand Ballroom 7A

Organized by:

Michele Maffei, *Director of Workers' Compensation, Publix*

Lindsay Rabicoff, *Walmart*

10:00 am – 11:00 am Course #2200

Actionable Analytics: How to leverage performance metrics to drive better partnerships and better outcomes

This panel will be telling the story of how data and analytics and frequent performance tracking of key claims/safety metrics are critical in: driving improvement strategies & cost savings; strengthening marketing/underwriting messaging; and allowing for more organized and impactful business partner relationships.

Chris Iovino, *Managing Director, Aon*

Joe Powell, *SVP, Analytics & Innovation, Gallagher Bassett Services*

Javier Garza, *Claims Manager, CEMEX USA*

Connie Edwards, *Managing Consultant, Aon*

11:00 am – 12:00 pm Course #2201

The Compounding Effect of Social Media on Claims

Social media has revolutionized our daily lives, as it provides an outlet for constant recognition and acknowledgment. How do we maintain employee advocacy while still thoroughly investigating a claim? What investigative tools can we utilize to achieve the best outcome for the employee and the employer? Should we investigate to confirm or deny an employee's claim? Join us for a discussion from the employer and business partner's perspective on navigating these decisions while maintaining employee advocacy and limiting litigation.

Crystal Chancey, *Claims Manager, Publix Super Markets, Inc.*

Steve Figliuolo, *Corporate Claims Manager, Chick-fil-A, Inc.*

Vincent Vossell, *Vice President, Sedgwick*

1:00 pm – 2:00 pm Course #2202

Recession, Inflation, and the Impact on the Claims Industry

In the midst of post-pandemic economic recovery, employers are navigating record inflation, uncertainty, and a myriad of novel economic realities, that impact risk management programs and philosophies, particularly related to workers' compensation outcomes and results. Join the conversation with industry leaders as they discuss the current state of the economy, what to expect in the year ahead, and share how they are modifying their programs and strategies to navigate the uncertainty and change.

Max Koonce, *Chief Claims Officer, Sedgwick*

Nancy Bolton, *Director, Risk & Benefits Management, Palm Beach County School District*

Ronda Hammond, *Senior Director Associate Risk, Ascension Health*

Mike Witt, *Claims Manager, Cintas Corporation*

2:15 pm – 3:15 pm Course #2203

Risk Management as a Strategic Imperative-Getting the Message to the C-Suite/Board

The speed and complexity of issues that engulf risk management today are unlike ever before. Organizations must be vigilant in monitoring and managing challenges stemming from insurance market fluctuations, newly emerging cyber risks, increasing nuclear verdicts, and pulsating pressures on the workforce. This environment has thrust a bright spotlight on risk management while elevating professional prominence and visibility within the C-Suite and board. In this session, senior industry executives will explain how risk-related demands are impacting organizational strategies and decisions, outline actions risk professionals can take to anticipate future unknowns, and describe ways to ensure C-Suite executives remained informed to better navigate these influences.

Patrick Walsh, *President, Casualty, Sedgwick*

Susan Shemanski, *Vice President, Risk Management, The Adecco Group*

Kerri Kevlin, *Senior Manager, Workers' Compensation and Auto Liability Claims, USIC*

Michael Costello, *Benefits & Workers' Compensation Director, Florida Power & Light Co.*

National Workers' Compensation Judiciary College

Presented by The National Association of Workers' Compensation Judiciary, Inc.



**Registration Is Required To Attend
The National Workers' Compensation
Judiciary College. See www.nawcj.org.**

You Must Be An Adjudicator or Regulator To Attend.

8:45 am – 8:00 pm

Grand Ballrooms 4-6

8:45 am – 9:45 am Course #2000

Live Surgery - Rotator Cuff Repair

Canary - Palms Ballroom

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Christopher S. Warrell, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*

Bradd G. Burkhardt, MD, *Orthopaedic Surgeon, Orlando Orthopaedic Center*

10:00 am – 10:50 am

The Good, the Bad and the Ugly – Strange, Interesting, and Pivotal Workers' Compensation Cases From 2022

Commissioner Marshall will lead a lively, interactive discussion of bizarre, interesting, and pivotal workers' compensation cases from across the country for 2022 and 2023. There will be plenty of opportunities to ponder and learn. Don't miss the chance to weigh in and offer your opinion on why some workers' compensation courts got it right or got it wrong!

Honorable Wesley G. Marshall, *Commissioner, Virginia Workers' Compensation Commission*

11:00 am – 11:50 am

Professionalism and Ethics in a Social Media World

The world is changing, and friends aren't what they used to be. Or are they? There may be impropriety, appearances, and misconceptions. This presentation will overview the current challenges of social media participation, insinuation, and complication. Spend an hour refocusing on the ethics and challenges that confront adjudicators.

Honorable David Langham, *Florida Office of the Judges of Compensation Claims*

12:00 pm – 1:00 pm

Lunch

Grand Ballrooms 1-2

1:00 pm – 2:00 pm

Evaluating Causation in Light of Statutory Presumptions

One of the best things about the Judicial College is learning how things are done in other jurisdictions. Our panel of judges will lead a lively discussion regarding statutory presumptions in different jurisdictions and how our judges evaluate causation in light of those presumptions.

Honorable Shannon Bruno Bishop, *Chief Judge, Louisiana Office of Workers' Compensation (OWC)*

Honorable Jennifer Hopens, *Deputy Commissioner, Appeals Panel, Texas Department of Insurance/Division of Workers' Compensation*

**National Workers' Compensation Judiciary College
(Continued)**

Grand Ballrooms 4 - 6, Convention Level

2:10 pm – 3:00 pm

Challenges with Self-Represented Litigants

Self-represented litigants in workers' compensation proceedings are more common than ever, but they present real challenges to the court and its operations. Self-represented litigants (SRLs) are usually generally unfamiliar with legal terminology or procedures. They usually don't know what they have to prove to recover on their claims or defenses, or how to prove them. They are generally unaware of time limits and court rules. Judges are charged with not just adjudicating claims, but also with ensuring fairness and achieving justice in the process. How does the judiciary respond to ensure that SRL's have their "day in court," and the opportunity to prove their claims, while remaining impartial? Our panel will lead a discussion of the best practices for dealing with self-represented litigants, with common-sense suggestions to help navigate this challenge.

Honorable Bruce Moore, *Administrative Law Judge, Kansas
Department of Labor*

Honorable Catrice Johnson-Reid, *Administrative Law Judge, Louisiana
Office of Workers' Compensation*

Honorable Sharon H. Reeves, *Deputy Chief Administrative Law Judge,
Georgia State Board of Workers' Compensation*

3:10 pm – 4:00 pm

Managing Stress in a High-Stress World

Is work stress or life stress getting to you? Do you believe that your anxiety is holding you back from being the best version of yourself? It does not have to be that way. Sure, most of the time stress is unavoidable, but if you properly manage your stress, you will be able to turn it into something positive. In this presentation, you will learn to:

Tap into your unique personality, habits, and behavioral patterns, and unlock the greatness that has been lying dormant inside of you for far too long; Harness the powers to overcome any challenge; Complete every task and reach all of your professional and personal goals; Create a life full of passion, joy, fulfillment, independence, and success. If you are feeling stressed, over-worked, or burnt out, the best thing to do is to talk about it.

Angela White-Bazile, *Executive Director, Louisiana Judges and Lawyers
Assistance Program*

6:00 pm – 8:00 pm

NAWCJ Dinner

Smokey Bones

Workplace Safety and Health Breakout

9:00 am – 4:30 pm

Magnolia Ballrooms 13-15

Organized by:

James D. Smith, *National Regional Leader - Risk Control Services, Arthur J. Gallagher*

Gary Lopez, *Arthur J. Gallagher & Company*

9:00 am – 10:00 am Course #2300

Carrier Resources to Help Drive Losses Down

During this session, attendees will learn of common resources available from insurance providers, brokers, and third-party-administrators (TPAs) along with some current safety and training trends. Information gained during this session will help attendees identify claim leaders, address loss concerns, and become more knowledgeable of what sorts of safety and risk control resources are available in the open market.

Kevin O'Sadnick, *Sr. Risk Control Manager, Safety National Insurance*

10:00 am – 11:00 am Course #2301

Slips, Trips and Falls... Still the uncontested leader of claims after all these years...how do we fix it?

One of the leading causes of work related injuries is slip/trip/fall claims. To address this business risk, it is important we understand what causes these events, determine what the standard of care and best practices should be considered when looking for solutions and risk treatment options.

In slip/trip/falls claims, the human element plays a key factor in the contributory causes, making it difficult to prevent or address in some circumstances. It is important Risk and Safety Managers do not get discouraged and lose their focus on preventing slip/trip/fall claims.

In our presentation we will look at contributory causes, standards of care, accident investigation techniques and methods to prevent or address common slip/trip/fall claims. We will discuss methods of self-monitoring observation and effective reporting to address conditions that may lead to incidents.

James D. Smith, *National Regional Leader - Risk Control Services, Arthur J. Gallagher*

11:00 am – 12:00 pm Course #2302

Using Audits to Drive Safety Process Improvement

Safety audits and assessments are often considered the gold standard for testing the effectiveness of safety programs and processes. Audits verify the integrity of an organizations' safety practices while providing assurances of a safe, protective environment through the lens of an outside observer. This helps keep people safe while also avoiding legal and regulatory risks. In this session you will learn about the key considerations for conducting audits along with real life examples and case studies from general industry and other applications.

Mike Belcher, *National VP Safety Officer, Boys/Girls Club of America*

1:00 pm – 2:00 pm Course #2303

Engaging Employees Using Perception Surveys to Improve Safety Climate

In the words of American political strategist Lee Atwater, "Perception is reality." A small difference in perceived reality between management and employees may have a large impact on an organization's risk control performance. Join leaders from Gallagher and Liberty Mutual Insurance, Dylan West and Derek Spain, as they discuss the differences between culture and climate, identify learning opportunities through a simple perception survey to learn of potential risk control gaps, and review a research-based approach to produce a more in-depth safety climate survey.

Derek Spain, *Technical Director, Loss Control Services, Liberty Mutual*

Dylan West, *Senior Risk Control Consultant, Arthur J. Gallagher & Company*

2:00 pm – 3:00 pm Course #2304

What to do When OSHA Comes in Your Door

Barry Spurlock, *Crump Spurlock Attorneys at Law*

3:15 pm – 4:30 pm Course #2305

OSHA and Heat Stress Panel: Where are we and where are we headed?

Regulating both indoor and outdoor heat stress has been a focus of federal OSHA during the last few years. This focus has been highlighted by the extensive, national media coverage of OSHA efforts and the concerns of employers. As heat stress is an issue that affects numerous employers across a wide variety of industries, those concerns are not without merit. OSHA has traditionally used the General Duty Clause to cite employers for heat hazards, but such efforts have presented significant hurdles for OSHA when tested in the courts. In response, OSHA has taken steps to create a specific rule on indoor and outdoor heat stress. This session will provide participants important information on where we're at with respect to federal OSHA's regulation of indoor and outdoor heat stress and legal pitfalls for employers to avoid. The panel will also cover effects of heat stress on employee health and well-being, and the basic principles for employee protection. Heat stress management focuses on lowering the probability of a mishap and on mitigating the outcome of any heat-related illness that occurs. Emphasis will be placed on minimum steps to take with an overview of other actions commonly used to reduce the effects of heat stress.

Thomas E. Bernard, *Professor, University of South Florida*

Barry Spurlock, *Crump Spurlock Attorneys at Law*

Lessons Learned and Moving Forward

9:00 am – 12:00 pm

Crystal Ballroom J1

9:00 am – 10:00 am Course #2400

Data-Driven Loss Prevention in Action: Implementing a Successful Strategy

Find out how to leverage data from your RMIS system to identify trends, inform decisions, and successfully implement an insight-driven loss prevention strategy. Hear from industry experts who will discuss examples of how organizations are using technologies that deliver real-time analytics to monitor employee safety, improve risk mitigation, and control costs.

Gordon Padera, *Executive Vice President, Gallagher Bassett*

Terry Self, *Director, Gallagher Bassett Services*

Sal Mastriani, *VP of Environmental Health & Safety, Interstate Waste Services, Inc*

Jonathan Cook, *Head of Product, Kinetics Group, Inc.*

Eric Blomfelt, *Associate Professor of Business Law and Risk Management, Biologix*

10:00 am – 11:00 am Course #2401

Empowering Your People: How Data-Driven Decision Support Tools Drive Success

Providing your people with powerful decision-support tools helps drive an efficient workforce, foster employee empowerment, and helps claims and risk management professionals focus on what matters most. Join industry experts to learn how investment in innovation translates into an empowered claims adjuster, elevated client service, and sustainable success for claims operations by delivering data-driven insights that drive better outcomes. From enhanced training and resource platforms to oversight management tools that ensure quality, our experts will outline how to build a culture of empowered claims professionals that enhance client service at every touchpoint in the life cycle of a claim by making smarter, more informed decisions.

Curt McCray, *GBCARE Advisor, Gallagher Bassett Services*

Teresa McKenna, *Corporate Safety and Sustainability Manager, HNI Corporation*

Michelle Sears, *Assistant Vice President, Client Services, Gallagher Bassett*

Jill Alfano, *Manager of Property & Casualty Claims, Victoria Secret & Co.*

11:00 am – 12:00 pm Course #2402

Data in Action: Stories of Delivering Superior Outcomes for Partners

In today's data-rich environment, TPAs are expected to empower claims adjusters with the decision-support tools and resources necessary to do what they do best: deliver exceptional service and superior outcomes to their partners. Dan Link from Gallagher Bassett will be joined by Jennifer Pack from Hyatt and Jeff Novorita from Cleveland-Cliffs Inc. to discuss how partnering with a dedicated TPA can help businesses craft a data story for the C-suite to support strategy, streamlined operations, and showcased successful program outcomes.

Dan Link, *VP, Consultative Analytics, Gallagher Bassett*

Jennifer Pack, *Vice President of Risk Management, Xenia Assurance Company*

Jeff Novorita, *Senior Manager - Risk Management, Cleveland-Cliffs Inc.*

Carol Blaine, *Managing Director ZOOM Consulting, Beecher Carlson*

Danielle Lifritz, *Vice President, Sr. Claims Consultant, Lockton Midwest*

15th Annual National Workers' Compensation Review

9:00 am – 4:30 pm

Grand Ballroom 8A

Organized by:

George Kagan, *Attorney, George Kagan PA*

Jim Anderson, *Attorney, Cattie & Gonzalez*

Bill Pipkin, *Attorney, Austill Lewis Pipkin & Maddox*

9:00 am – 10:00 am Course #2500

Injured to Enlightened - Inside a Work Comp Pro's Personal Journey

WC professionals devote themselves to removing all barriers to worker recovery, constantly renewing expertise in services, products, and providers to improve outcomes. Until they can't. While none would volunteer to become severely injured to hone skillsets – what if that happens anyway? On a day like any other, Michelle Despres -- One Call VP -- suffered work injury that left her bones shattered, confidence shaken, and outlook uncertain. Presented along with Patricia L. Harman; National Underwriter Editor-in-Chief of Claims Magazine, they disseminate hard-earned insight into, well, just about everything WC! Attend and glean the good, the bad, and yes; the ugly from Michelle's personal recovery journey to help YOU effect easy-to-implement improvements in education, collaboration and ultimately, outcomes.

Michelle Despres, *VP, Product Management, National Clinical Leader, One Call*

Patricia Harman, *Editor-in-Chief, National Underwriter Property & Casualty*

10:00 am – 11:30 am Course #2501

STATE OF THE STATES:

National Case Law Highlights 2022-2023

A WCEC coproduction of the College of Workers' Compensation Lawyers and National Workers' Compensation Review

Invaluable panel support provided by:

Jim Anderson, *Attorney, Cattie & Gonzalez*

Erwin Nepomuceno, *Attorney, Manning Kass Law Firm*

Caitlin Whalen Beyl, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

A NWCR world premier -- patterned after WCEC's popular 'Case Law Update' which has centered on Florida for most of its 76-years -- here, finally, is a case law update for the 'other 49' (plus territories), befitting the now fully national scope of the WCEC. Moderated by H. George Kagan (who led the Florida version for some 10 years), our astute panelists -- representing nearly every section of the USA -- recognize even our extended time slot does not permit comprehensive coverage so we adopt instead a 'highlights' approach -- better to maintain attention spans and gauge the drift of the 50 state WC experiments, distilled under elemental categories -- enabling WC stakeholders to get a better sense of WC winds of change vis-à-vis every litigable area of concern! In short, an unbeatable return on your 90-minute investment.

George Kagan, *Attorney, George Kagan PA*

Paul B. Stone, *Attorney, Flahive, Ogdon & Latson*
Representing OK, KS, TX, CO, NM

Stephen D. Christie, *Attorney, Miller, Christie & Kinney*
Representing AL, LA, MS, GA, NC, SC, VA, WV, Puerto Rico, Guam

Michelle Sebring, *Attorney, Laughlin, Falbo, Levy & Moresi, LLP*
Representing WI, MI, IL, IN, OH, NY, MA

Timothy Furman, *Attorney, Downey & Lenkov LLC*
Representing WI, MI, IL, IN, OH, NY, MA

Martin Guzman, *Attorney, Hermanson, Guzman & Wang*
Representing MT, WY, ID, UT, ND, SD, NE, MN, IA

"The National Workers' Compensation Review was founded to capture the intersection of law, claims, medicine, and industry in its programming. Each session is carefully planned to express the nuances of detail on topics of national interest, and speakers from around the nation are judiciously selected to inform as well as challenge the audience. The NWCR sessions are not to be missed!"

Jim Anderson

National Workers' Compensation Review (Continued)

Grand Ballroom 8A, Convention Level

1:00 pm – 2:00 pm Course #2502

The Future of Workers' Comp Is NOW – Fundamental Changes in The Workplace and a Discussion About What Lies Ahead

If you've perhaps run across a program lately sounding like the title of our presentation, don't be misled: skip down to the list of speakers to learn – Spoiler Alert! -- these deeply informed folks mean business – literally and figuratively, they ARE business -- at its best. Embodying NWCR's motto: 'how to, by folks that do,' they tackle it all – bringing fresh intelligence dispatches from the field solely for YOUR edification – including the topics; gig workers and 'work from home' vis-à-vis hiring and training, office space, employment law and WC exposure (with latest caselaw & statutes); generational issues and practical concerns; impact of recession on both employment & claims frequency; not enough adjusters; AI – what it is and what it's not; cybertechnology advances & trends; ethics, and finally, medical technology (specifically including gene therapy). Can your program 'risk' you being AWOL?

David Stills, Sr. VP, Carrier & Risk Practice, Sedgwick

Marc Salm, VP Risk Management, Publix

Negar Matian, Attorney, Matian Law Group

Suzy Braden, Director Workers' Compensation Claims, Encompass Health

2:00 pm – 3:00 pm Course #2503

'Big Picture' View of the Looming Iceberg: Outlier Prescription Drug Costs

Alarm! Something huge has been spotted ahead, and you aren't turning! Our authentic work comp luminaries, a clinical pharmacist, and a medical director, help you spot prescriptions outside normal patterns which are responsible for vast but unnecessary (literally) added cost -- coupled with latest strategies to steer clear of those drivers where formularies and typical prescription reviews read like outdated charts. If you're not yet alarmed it's likely because the extent of the problem has not yet revealed itself: because of the R&D pipeline which YOUR PRESENTERS HAVE STUDIED, utilization is about to explode, especially in claims involving orthopedic surgery, HIV, hep-C, arthritis, spasticity; long-haul COVID complications and an entirely new concept: drugs that will never face generic competition! If you're positioned to help improve your program's response to such issues, clearly you need to be present.

Mark Pew, Provost, Founding Partner, WorkCompCollege.com

Phil Walls, Chief Clinical Officer, myMatrixx

3:00 pm – 4:30 pm Course #2504

Women Trail Blazer and Ceiling Breaker Workshop: Resilience to Overcome Industry Challenges

"Star Studded" and "Fun!" are terms often employed to boost enthusiasm where the program delivered turns out, well, underwhelming. BUT! If you attended this special-length session last year, our DELIVERING on these seemingly hyperbolic terms is exactly what will bring you back this year! Breaking the mold and blazing trails, our esteemed panelists, women, and men -- authentic industry leaders each -- work together to pave the way for ALL up-and-coming WC professionals. In this 'Workshop' they share their top lessons for developing and maintaining individual resilience while creating a culture of resilience in the WC space as a gateway to success in their industry. Participants will then break out into our unique 'hands-on' small groups with our Leaders who demonstrate ready-to-implement ideas for achieving personal and professional growth. FUN!

Jennifer Morris Jones, Attorney, Cranfill Sumner LLP

Yvonne Guibert, Vice President, WorkCompCentral

Sabrina Mitchell, Assistant Vice President of Claims, Southeast Region for PMA Companies

Caryn Siebert, Vice President of Carrier Claims, Gallagher Bassett

Steve Figliuolo, Corporate Claims Manager, Chick-fil-A, Inc.

Faith Mason, VP, Strategic Analytics, Arch Capital Services

Barry Dillard, Vice President, Risk Management Services, Walt Disney Parks and Resorts US

Professional Employer Organization (PEO) Breakout

Sponsored by The National Association of PEOs and The Florida Association of PEOs

9:00 am – 2:30 pm

Grand Ballroom 7B
(Entrance through corridor between Grand Ballrooms 7 & 8)

9:00 am – 10:00 am Course #2600

Carriers and PEO Hot Topics

We are excited to bring back this fan favorite with our veteran panel of insurance industry leaders. Attendees will benefit from hearing from these industry experts who will share their insight on hot topics affecting coverage, the workers' compensation market and the co-employment model. In addition, these experts will address critical issues impacting your business that include trends in coverage, the impact of legislation on carrier appetite for coverage and addressing the challenges of a rapidly changing legal and regulatory environment in multiple states. You do not want to miss the chance to hear these industry experts as they share their valuable knowledge on issues of importance to you.

Torben Madson, *Attorney, The PEO Law Firm, LLC*
Dave Brodsky, *Chief Underwriting Officer, SUNZ Insurance Company*
Matt Crum, *President, Frank Winston Crum Insurance*
Michael Gilmartin, *VP, Sales & Distribution, Key Risk Insurance Company*
Cindy Howard, *SVP, Claims, Normandy Insurance Company*
Morgan Lynch, *Director of Legal Operations, Southeast Personnel Leasing, Inc.*
Rob Morris, *Zurich North America*
Chris Palmer, *Prescient National*

10:15 am – 11:15 am Course #2601

The PEO Model: A Winning Model for Claims Management

This panel of representatives from the PEO industry, their carrier partners and the legal field will provide useful insight to assist you in strengthening and building your claims management program. This session will address creating the optimal PEO and carrier claims team and finding the sweet spot where carriers get the benefit of the PEO's claim knowledge. Some of the important topics that will be discussed include challenges with claim reserves, managing large loss claims and return-to-work programs. Make sure to show up early as the seating for this presentation is always at a premium.

Torben Madson, *Attorney, The PEO Law Firm, LLC*
Ruth Chapman, *Stonehenge Insurance Service*
Tish Cooke, *Workers' Compensation & Safety Manager, Makai HR*
Carrie Rath, *Senior Program Manager, Next Level Administrators, LLC*
Ann Schreffler, *American Payroll & Benefits*
Ann Kensy, *Director, Workers' Compensation Claims, Justworks*

11:30 am – 12:30 pm Course #2602

The Role of a Risk Manager – Part 1

This two-session panel will discuss and evaluate the role of a risk manager in a PEO environment. Evolving from just a workers' compensation environment, the role has expanded into more of a holistic view of the organization's risk profile. The panelists in this session will focus on the more traditional role, including recruiting, hiring, and developing staff. Building bench strength is critical to our success while the recruiting the right talent remains a priority. They will also address roles, responsibilities and measurables for the risk team.

Scott Johnson, *PEO Safety Manager, Paychex, Inc.*
Abram Finkelstein, *President / CEO, StaffLink Outsourcing, LLC*
Chris Sullivan, *Director of Risk Management, SUNZ Insurance Company*

12:30 pm – 1:30 pm Course #2603

Workers' Compensation Legal and Legislative Changes Impacting PEOs and Lunch Sponsored by SUNZ Insurance Company

Nicholas Kapiotis, *General Counsel, NAPEO*
Kristin Baldwin, *Director of State Government Affairs, NAPEO*

1:30 pm – 2:30 pm Course #2604

The Role of a Risk Manager – Part 2

The second panel of presenters will discuss the more holistic exposures a PEO will face daily. Managing all risk exposures, including work-related incidents at a client worksite, have become as problematic as a challenging workers' compensation claim. The economy, and a possible recession, may also have an impact on our business.

Abram Finkelstein, *President / CEO, StaffLink Outsourcing, LLC*
Julie Cirillo, *Chief Risk Officer, Engage PEO*
Harry Campbell, *EVP, Director of Risk Management of Decision, Decision HR USA, Inc.*
Wade Latham, *Senior Vice President, Risk Management, CoAdvantage*

“The Professional Employer Organization industry has grown into a national presence that represents a large percentage of the payroll run by small and medium size businesses in all fifty states. Partnering with the WCI Workers' Compensation Conference for over 20 years, the PEO industry has created a day-long program that focuses on the workers' compensation and insurance risks within the PEO industry, which allows agents, adjusters, health care providers and lawyers the opportunity to drill down into managing the unique risks within the PEO environment. We invite anyone that wants to learn a bit more about the PEO industry to join us and to be an active participant in our interactive program!”

Abram Finkelstein

Return-to-Work Breakout

8:45 am – 12:00 pm

Crystal Ballroom H

Organized by:

Maxine Topper, *Executive Vice President, Physicians Health Center*

Mollie Kallen, *The IMA Group*

Rosa Royo, *Director of Workers' Compensation, Miami Dade County Public Schools*

8:45 am – 9:00 am

Breakfast

Sponsored by CompEquip, ReEmployAbility, The IMA Group, Claims Investigation Agency, and Bardavon.

9:00 am – 10:00 am Course #2700

Blending Technology with the Human Touch

Join us for an in-depth review of strategies, tools and innovations to assist employers in their Return-to-Work initiatives. Our broker, TPA and employer will explore tools for employers to prioritize Return-to-Work programs, leveraging strategic relationships with brokers, claims management and critical service providers. Our presenters will speak on the newest technology and artificial intelligence, while adding the human touch to expedite Return-to-Work and promote workplace safety.

Maxine Topper, *Executive Vice President, Physicians Health Center*

Jennifer Cogbill, *Senior Vice President, Gallagher Bassett Services*

Ania Caruso, *SE Regional Casualty Practice Leader, Arthur J. Gallagher and Company*

Rosa Royo, *Director of Workers' Compensation, Miami Dade County Public Schools*

10:00 am – 11:00 am Course #2701

Achieving Return-to-Work with Empathy - Practical Solutions

What is the definition of Empathy? How is empathy incorporated in your RTW program and if not, how do you propose to change? We will give practical ways to implement empathy in your program, demonstrate active/reflective and empathetic listening, and discuss how to track success of program and practical takeaways.

Allison Kelly, *VP of Business Development, Sedgwick*

Kimberly Pflingstag, *Manager, Occupational Care and Recovery, International Paper*

Greg Hamlin, *Senior VP of Resolution, Berkley Industrial Comp*

Debra Livingston, *CEO/Founder, ReEmployAbility, Inc.*

11:00 am – 12:00 pm Course #2702

Return-to-Work Challenges and Solutions in Temporary Staffing

Be prepared to learn from our experts – and have fun with the Kahoot Game and Prizes!!!! We will look at Return-to-Work with Temporary Staffing from all vantage points – the broker, carrier/TPA, staffing company and legal counsel. How can a staffing company put an injured worker back to work when the client companies cannot accommodate the injured worker's restrictions? Should you place multiple claimants in the same light duty assignment working together? If you place your temporary employee with a non-profit assignment, do you need to first consult with your carrier partner? Lots of questions and solutions will be shared during this lively hour!!!!

Andy Borah, *Attorney, HR Law, PA*

Ranka Najsul, *Director of Workers' Compensation, Employbridge*

Sean Barry, *Associate Vice President, PMC Insurance*

Lisa Shoaff, *Workers' Compensation Supervisor, CCMSI*

Denise Evans, *Director of Claims, Staffmark*

“The Return-To-Work Breakfast/Breakout is a lively track. This year we will speak on the newest technology and AI, and how the human touch is still essential for Return-to-Work. We'll have an interactive hour on practical ways to implement empathy in your program, and we'll conclude with a Kahoot game with our experts on Return-to-Work challenges and solutions in temporary staffing.”

Maxine Topper

Occupational Medicine Breakout

Presented by the Florida Association of Occupational and Environmental Medicine

10:00 am – 12:00 pm Course #2800
Crystal Ballroom C (Entrance to Crystal G2)

Organized by:

Dr. Cori Repp, *Director of Medical Operations CFL, Concentra*

Overdose: Impacts on Society and the Workplace

Overdose and associated deaths have been increasing steadily since 2020, particularly in the working age population. The National Safety Council attributes these to overall disruptions and stress induced by the COVID-19 pandemic. Join our panel of Law Enforcement Intelligence specialists, Clinicians, Pharmacists and Payor Experts to review some of the ways we can all work together to mitigate these impacts.

Dr. Cori Repp, *Director of Medical Operations CFL, Concentra*

Nicholas Boutwell, *Inspector, FDLE, Office of Statewide Intelligence*

Kathleen Fink, *Associate Medical Director, Optum*

Tron Emptage, *Chief Clinical Officer, Optum*

“Overdose is the number one leading cause of accidental deaths in adults, with two thirds of those being due to opioids. The National Safety Council reports that 75% of employers acknowledge that opioids have had an impact on their business, but only 17% report being prepared to address this. Our panel of experts will review the multifactorial basis of the current crisis along with providing strategies for employers to mitigate the impact of this epidemic.”

Dr. Cori Repp

Longshore and Harbor Workers' Act, Jones Act, and Defense Base Act Breakout

10:00 am – 4:15 pm

Grand Ballrooms 13-14

Organized by:

Robert Bamdas, *Schouest, Bamdas, Soshea, BenMaier & Eastham, PLLC*

10:00 am – 11:00 am Course #2900

News and Trends with Office of Workers' Compensation Programs (OWCP)

This topic will cover the recent merger of the Longshore and Federal Employees Compensation Act programs and the impact on claims administration, personnel and policy updates with the OWCP, along with Longshore Division Performance and Industry Report cards.

Stephanie Brown, *Deputy Director, Longshore Program, DFELHWC/OWCP*

Jamie Margherio, *Deputy Branch Chief for Policy, Regulations, and Procedure, DFELHWC/OWCP*

11:00 am – 12:00 pm Course #2901

Determining Average Weekly Wage

This topic will address the various methods of average weekly wage determination under the Act. The panel will delve into the latest trends and legal authority impacting the formulation of the correct average weekly wage for both traumatic and occupational disease claims.

Brittany Ustruck, *Attorney, Thomas Quinn, LLP*

Daniel Louis, *Attorney, Diamond Louis, PLLC*

Honorable Paul Almanza, *Associate Chief Judge, U.S. Dept. of Labor, OALJ*

Honorable Paul Johnson, *District Chief Administrative Law Judge, U.S. Dept. of Labor, OALJ*

“This year’s program returns with a strong commitment and participation from the US. Department of Labor as well as distinguished professionals and experts in the relevant fields. Tuesday’s program is action packed with five courses covering latest trends and statistics from the Office of Workers’ Compensation Programs, substantive topics such as the ever changing average weekly wage methodology, and even the rise of motion practice in Longshore and DBA claims and the ethical and responsible use of same. We have also incorporated the hot topic of Respiratory Exposures and the complex legal, medical and scientific thresholds that must be met for these cases.”

Robert Bamdas

1:00 pm – 2:00 pm Course #2902

Motion Practice and Discovery Before the Office of Administrative Law Judges (OALJ)

Discovery before the OALJ has become more complex due to challenges of gathering foreign evidence and testimony, obtaining information from employers from decades-old employment, and medical providers refusing to testify and answer questions regarding the integrity of evidence. Additionally, motion practice has become prevalent in efforts to compel evidence or individuals, protect witnesses or their data, and at times, to determine or dismiss claims or issues on claims via summary decision. This panel will discuss the efficacy and usage of current discovery and motion practice under the Act, as well as alternative methods of obtaining necessary claim data.

Krystal Layher, *Attorney, Brown Sims*

Jenny Schlatter Pierce, *Sr. Specialist, Risk Management, KBR*

Honorable Paul Almanza, *Associate Chief Judge, U.S. Dept. of Labor, OALJ*

Honorable Paul Johnson, *District Chief Administrative Law Judge, U.S. Dept. of Labor, OALJ*

Brian Gillette, *Attorney, The Gillette Law Firm*

2:00 pm – 3:00 pm Course #2903

Respiratory and Exposure Injuries - An Industrial Hygienist's Perspective

Working on military bases in Afghanistan and Iraq has placed some individuals in the proximity of burn pits, smoke and diesel fumes, as well as sand, dust, and particulate matter. This topic will discuss the scientific approach and challenges of assessing burn pit and other environmental factors and their potential adverse effects from an industrial hygienist perspective.

Michael Cooper, MS, MPH, NRRPT, CIH, *Principal, Cooper Consulting Group, LLC*

3:15 pm – 4:15 pm Course #2904

Respiratory and Exposure Injuries

Contractors are pursuing claims for a variety of respiratory ailments ranging from COPD and asthma to other conditions including cancers and neurological disorders. Many attribute these conditions to overseas employment and exposure to toxic fumes, substances or other environmental factors related to employment. This panel will discuss the legal standards and elements to pursue and defend such claims.

Callie Fixelle, *Attorney, Grossman Attorneys at Law*

Stephanie Gorin, *Attorney, Flicker, Garelick & Associates, LLP*

Honorable Paul Almanza, *Associate Chief Judge, U.S. Dept. of Labor, OALJ*

Honorable Paul Johnson, *District Chief Administrative Law Judge, U.S. Dept. of Labor, OALJ*

Medical Issues Breakout

1:00 pm – 4:00 pm

Crystal Ballroom C (Entrance to G2)

Organized by:

Teddy Gonzalez, *Vice-President, Field Case Managers*

Michael Bunte, *Project Manager and Business Partner Solutions Associate, Aon Corporation*

1:00 pm – 2:00 pm Course #3000

Improving Interdisciplinary Communication for Better Outcomes

Do you feel frustrated and that your claim is not moving along? Is the medical aspect of your claim not progressing as it should be? Then maybe this is the panel for you. We will be discussing the importance of interdisciplinary communication with all the relevant parties. Communication is key to carrying out the medical plan of action. We will be joined by a team made up of a physician, employer, and case manager who will give you the tools to help you meet your objectives.

Teddy Gonzalez, *Vice-President, Field Case Managers*

Dr. Steve Weber, *Physician, Orlando Orthopedic Center*

Nicholas Coe, *Claims Manager, Michels Corporation*

Shannon Ford, *Senior Vice President Case Management, Paradigm*

2:00 pm – 3:00 pm Course #3001

The Impact of Comorbidities on Patients

We all know how much pre-existing conditions can affect the outcomes of your claims. We will be having a medical panel discussion regarding these barriers to avoid prolonged disability times frames and financial pitfalls. We will also review healthcare indicators and tools to assist in overcoming the barriers to reach MMI.

Teddy Gonzalez, *Vice-President, Field Case Managers*

Dr. Steve Weber, *Physician, Orlando Orthopedic Center*

Dr. Mark Glencross, *Director of Occupational Medicine, Tampa General Hospital*

Zack Craft, *VP Complex Claims, MTI America*

3:00 pm – 4:00 pm Course #3002

Cumulative Trauma Claims

While many workers' compensation claims involve a specific injury or event, Cumulative Trauma claims can involve injuries that occur over a longer period. This timeline creates both challenges and opportunities to achieve a better claims outcome. Through a structured questions and answers discussion, our panel will explore some foundational data and opportunities to more effectively manage cumulative trauma losses.

Pam Ferrandino, *Vice President, National Market Engagement, Gallagher Bassett Services*

Sherri Johnson, *VP Corporate Claims, Aimbridge Hospitality*

Jennifer Cogbill, *Gallagher Bassett Services*

Carol Ungaretti, *Aon Consulting*

“We are so excited and are looking forward to fostering knowledge and innovation in the field of workers' compensation. It is crucial for us to stay informed about the latest industry trends. This is an opportunity to hear from like-minded professionals and share ideas. This conference will also provide a networking opportunity helping us to connect & forge new partnerships. We have a commitment to the well-being of workers and the advancement of workplace safety and it starts with education.”

Teddy Gonzalez

Medicare Secondary Payer Compliance Breakout

1:00 pm – 4:15 pm

Crystal Ballroom G1

Organized by:

Michael Hernandez, *Chief Client Officer, Chronovo*

1:00 pm – 2:00 pm Course #3100

CMS Policies and Perspectives

We kick off our afternoon of Medicare Secondary Payer panels with an overview of key updates from the Centers for Medicare & Medicaid Service (CMS). With this panel, officials from CMS will outline important Medicare Set-Aside, conditional payment, and Section 111 policies and procedures. CMS officials will provide an overview of the MSP program and explain tips to assist insurers, attorneys, and claimants in complying with this important law. This panel will also answer questions related to Medicare Secondary Payer regulations and policies, with an emphasis on recent updated public guidance in the area of Section 111 reporting and Medicare Set-Asides.

Martin Cassavoy, *SVP MSP Compliance and Business Development, ExamWorks Compliance Solutions*

Steve Forry, *Division Director, CMS (Appearing via video)*

John Jenkins, *Health Insurance Specialist, CMS (Appearing via video)*

2:00 pm – 3:00 pm Course #3101

MSP Trends and Best Practices

During this session, our panel will discuss a number of important trends in the Medicare Secondary Payer world.

We'll cover the debate over submit vs. non-submit and whether to reconsider the choice to avoid the CMS MSA review and approval process. The delay by CMS in imposing Civil Monetary Penalties: these penalties, which can be up to \$1,000 per day, per claim, are significant.

This panel will walk you through what you need to do to remain compliant, despite the delay in rule making. Additionally, the panel will bring attendees up to date on the latest in Medicare conditional payment recovery, including resolution of debts with the Treasury Department. Finally, the panel will cover what can be done to settle long-term complex claims.

The team approach is imperative to reach more settlements with injured workers, while remaining compliant with Medicare.

Christie Britt, *President, ExamWorks Compliance Solutions*

Ken Paradis, *CEO, Chronovo*

Martin Cassavoy, *SVP MSP Compliance and Business Development, ExamWorks Compliance Solutions*

Jeremy Cayton, *Vice President, Liberty Mutual*

3:15 pm – 4:15 pm Course #3102

MSP and Settlement Innovations

This panel will focus on innovations in MSP compliance and settlement. Discussions will include: 1) Time and money savings performance of integrating MSAs, structures, and professional administration with systems and coordination. 2) Using the integrated service to lower costs, enhance settlements, and still provide every penny in a submittable MSAs or doubling-down on savings in a non-submission context. 3) Innovations made by MSA providers should provide in claims system integration, Sec. 111 reporting applications, and claims settlement predictive analytics.

Michael Hernandez, *Chief Client Officer, Chronovo*

Michael Merlino, *Senior Vice President of Medicare Compliance, Sedgwick*

Ken Paradis, *CEO, Chronovo*

Martin Cassavoy, *SVP MSP Compliance and Business Development, ExamWorks Compliance Solutions*

“Going far beyond the basics, our three-part Medicare Secondary Payor presentation will be focused on smart, practical strategies and imaginative innovations designed to simultaneously increase settlements, savings, and MSP compliance. With contributions from CMS administration officials, the nation’s largest employers and claims organizations, and industry-renowned practitioners, the content will be as comprehensive as it is insightful. If you are looking for fresh ideas to settle more workers’ compensation cases for less with greater compliance confidence, be sure to join us.”

Michael Hernandez

Wednesday, August 23

2023 Official
Wi-Fi Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: SPEAR-TECH

7:00 am – 5:00 pm

Shuttle bus service between the overflow hotels and the Marriott World Center is available. Refer to parking map & shuttle schedule. All parking onsite.

8:00 am – 11:00 am

Registration & Information

Palms Foyer, Convention Level

Florida Division of Workers' Compensation Breakout

8:15 am – 11:45 am

Grand Ballroom 8B
(Entrance through corridor Grand Ballrooms 7 & 8)

8:15 am – 8:30 am

Division Awards for Audit Excellence

This session is devoted to recognizing those insurers and self-insurers that excelled in annual audits performed by the Florida Division of Workers' Compensation. The Division annually conducts 50-60 audits of claims handling entities reviewing thousands of claims, and only a select few claims handling entities receive a "perfect score" with no assessed penalties for failing to meet state mandated performance measures. If you want to know how to be in compliance with the requirements, contact the Division's training/triage unit within the Bureau of Monitoring & Audit and begin your journey to Audit Excellence.

Brittany O'Neil, *Assistant Director, Florida Division of Workers' Compensation*

Charlene Miller, *Bureau Chief, Florida Division of Workers' Compensation, Bureau of Monitoring & Audit*

8:30 am – 9:30 am

Course #3200

Regulatory and Legislative Update

Brittany O'Neil, Assistant Director, will update the attendees on significant regulatory and legislative changes impacting Florida's workers' compensation system including workers' compensation bills filed during the 2023 legislative session, and the Three-Member Panel's legislative and regulatory recommendations. She will discuss other relevant administrative rule activity and various Division projects.

Brittany O'Neil, *Assistant Director, Florida Division of Workers' Compensation*

9:30 am – 10:30 am

Course #3201

Factors Affecting Your Workers' Compensation Claims

Charlene Miller, Bureau Chief of Monitoring & Audit, will review the statutory responsibilities of the bureau. When the Division identifies non-compliance whether on audits of claims-handling entities in accordance with s.440.525, F.S., resolving reimbursement disputes (s.440.13(7), F.S.), or receiving calls on the injured worker hotline (s.440.191, F.S.) the goal is to trace the issue back to the root cause and resolve non-compliance and mitigate negative claim outcomes for the injured worker and claims handling entity.

Charlene Miller, *Bureau Chief, Florida Division of Workers' Compensation, Bureau of Monitoring & Audit*

10:45 am – 11:45 am

Course #3202

Medical Billing and Reimbursement Disputes

Theresa Pugh, Program Administrator, Medical Services Section, will give an update on recent rulemaking activity in the workers' compensation medical arena including: Medical Billing and Reporting Rule (69L-7.710 - 7.750, 69L-8.071 - 8.074), Reimbursement Manual updates (69L-7.020, 69L-7.100, 69L-7.501), and the Reimbursement Dispute Rule (69L-31).

Theresa Pugh, *Program Administrator- Medical Services Section, Bureau of Monitoring and Audit, Florida Division of Workers' Compensation*

Alliance of Women in Workers' Compensation

The Alliance of Women in Workers' Compensation is hosting a leadership event open to all conference attendees.

Separate Registration Is Required.
 Register at: www.allianceofwomen.org/events/

7:30 am – 12:00 pm

Crystal Ballroom H

7:30 am – 8:30 am
Registration and Breakfast

8:30 am – 8:45 am
Opening Remarks

Jennifer Ryon, *Chief Revenue Officer, Forza Care, Board Vice President - Alliance of Women in Workers' Compensation*

Julie Fetherman, *Chief Client Officer, Gain Life, Inc.*

8:45 am – 10:15 am Course #3300
Banishing Burnout: From Overworked, Overwhelmed & Overstressed, to On Fire, On Purpose & On Your Game

Employee stress and burnout are two of the top issues organizations are facing today. These are why good people quit, insurance rates are skyrocketing, and cultures turn toxic... employees are Over It. So, let's help your leaders and teams feel On It! In this session, you'll learn how to energize and optimize your body and brain for sustained high performance, regardless of the stresses you're facing. And by using a chemistry approach, success no longer has to come at a cost to your health or relationships. You'll embrace a transformative action plan that works in the busiest of schedules! This is definitely not your average "let's talk about self-care" keynote... After the keynote session, Jenny will moderate a session with our industry panelists, as they share how their insights, tips and stories on how to balance stress and success, personally and within their organizations.

Jenny Evans, *CEO, PowerHouse Performance*

10:15 am – 10:30 am
Networking Break

10:30 am – 11:15 am Course #3301
Fireside Chat with Industry Panel

Moderated by:
 Jenny Evans, *CEO, PowerHouse Performance*

After the keynote presentation, Jenny will moderate a session with respected industry panelists, as they share personal insights, tips and stories on how to balance stress and success, personally and within their organizations.

Michelle Middendorf, *Senior Risk Manager, Stanley Steemer*

Jeanine Foster, *Chief Executive Officer, Workers' Comp and Auto No-Fault, Optum*

Linh Tacker, *Partner, Mercer*

11:15 am – 11:45 am
Silent Raffle and Auction

11:45 am – 12:00 pm
Closing Remarks

Jennifer Ryon, *Chief Revenue Officer, Forza Care, Board Vice President - Alliance of Women in Workers' Compensation*

Julie Fetherman, *Chief Client Officer, Gain Life, Inc.*

Breakout on Multi-State Workers' Compensation Laws

Sponsored by the Workers' Compensation Defense Institute (WCDI)

8:00 am – 1:20 pm

Grand Ballroom 7A & 7B

8:00 am – 8:05 am

Opening Remarks: Under the Big Top

Grand Ballroom 7A

Welcome to the WCDI Claims Circus. A fun and wild juggling show through all the states in the Multi-State Group focusing on the similarities and differences between the states, hot and not so hot topics, and the "games of claims." Introductions of attorneys and regulators.

Regan Ankney Cobb, *Attorney, Holder, Padgett, Littlejohn + Prickett Law Firm*

8:05 am – 9:05 am Course #3400

Ring of Fire - Part 1 - State Panel Discussions

Grand Ballroom 7A

Join our legal experts as they jump through the flames to bring you the most BREATHE-TAKING and HEART-POUNDING journey of the most relevant litigation, case law, and statutory issues impacting how you handle claims in these states: Alabama, Florida, Indiana, Mississippi, Oklahoma, South Carolina and Tennessee. Come and see if "they can take the heat"! Firms are divided into two breakout sessions. Attendees are welcome to attend either session and should feel free to move between rooms.

Sarah H. Reisner, *Attorney, Manier & Herod Law Firm*

Jeffrey C. Napolitano, *Attorney, Juge Napolitano*

Hanna Williams, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Paul B. Stone, *Attorney, Flahive, Ogdon & Latson*

Emily C. Edwards, *Attorney, Manning Kass Law Firm*

Kyle L. Kinney, *Attorney, Miller, Christie & Kinney*

Rusty Watts, *Partner, Swift, Currie, McGhee & Hiers*

Claudia Piechota, *Attorney, Holder Padgett Littlejohn + Prickett, LLC*

Kirsten L. Kaiser Kus, *Attorney, Downey & Lenkov LLC*

Jordan S. Ensley, *Attorney, Latham Steele Lehman PC*

Chris McCue, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Daniel P. Culpepper, *Attorney, Anderson, Crawley & Burke, PLLC*

Daniel M. Baker, *Attorney, Anderson, Crawley & Burke, PLLC*

David A. Rhoades, *Attorney, Cranfill Sumner LLP*

Rich Lenkov, *Attorney, Downey & Lenkov LLC*

Matthew Covington, *Attorney, Cranfill Sumner LLP*

8:05 am – 9:05 am Course #3401

Ring of Fire - Part 1 - State Panel Discussions

Grand Ballroom 7B

(Entrance through corridor between Grand Ballrooms 7 & 8)

Join our legal experts as they jump through the flames to bring you the most BREATHE-TAKING and HEART-POUNDING journey of the most relevant litigation, case law, and statutory issues impacting how you handle claims in these states: California, Georgia, Illinois, Louisiana, North Carolina, and Texas. Come and see if "they can take the heat"! Firms are divided into two breakout sessions. Attendees are welcome to attend either session and should feel free to move between rooms.

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Matthew Covington, *Attorney, Cranfill Sumner LLP*

"The Greatest WC Show in the History of Workers' Comp' . . . you be the judge. The WCDI Claims Circus welcomes attendees young and old at 8 am on Wednesday, August 23, to watch as attorneys from 13 states jump through rings of fire as they juggle hot WC topics in each state. There's always fun to be had at a circus so come ready to play games and win prizes and enjoy circus-themed treats during our Morning Intermission. We look forward to seeing you there!"

Regan Ankney Cobb

Breakout on Multi-State Workers' Compensation Laws (Continued)

Grand Ballrooms 7A & 7B, Convention Level

9:05 am – 10:05 am Course #3402

Ring of Fire - Part 2 - State Panel Discussions

Grand Ballroom 7A

This is a repeat of the earlier breakout session allowing attendees a chance to attend the other session to hear information on the states they did not listen to the hour before. Join our legal experts as they jump through the flames to bring you the most BREATHTAKING and HEARTPOUNDRING journey of the most relevant litigation, case law, and statutory issues impacting how you handle claims in these states: Alabama, Florida, Indiana, Mississippi, Oklahoma, South Carolina, and Tennessee. Come and see if “they can take the heat”! Firms are divided into two breakout sessions. Attendees are welcome to attend either session and should feel free to move between rooms.

James H. Tucker, Jr., *Attorney, Manier & Herod, LLP*

Keith E. Pittman, *Attorney, Juge, Napolitano, Guilbeau, Ruli & Frieman Law Firm*

Hanna Williams, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Paul B. Stone, *Attorney, Flahive, Ogdon & Latson*

Jason Doshi, *Attorney, Manning Kass Law Firm*

Stephen D. Christie, *Attorney, Miller, Christie & Kinney*

Cristine Huffine, *Attorney, Swift, Currie, McGhee & Hiers, LLP*

Claudia Piechota, *Attorney, Holder Padgett Littlejohn + Prickett, LLC*

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Jordan S. Ensley, *Attorney, Latham Steele Lehman PC*

Chris McCue, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Daniel M. Baker, *Attorney, Anderson, Crawley & Burke, PLLC*

Rich Lenkov, *Attorney, Downey & Lenkov LLC*

David A. Rhoades, *Attorney, Cranfill Sumner LLP*

Matthew Covington, *Attorney, Cranfill Sumner LLP*

9:05 am – 10:05 am Course #3403

Ring of Fire - Part 2 - State Panel Discussions

Grand Ballroom 7B

(Entrance through corridor between Grand Ballrooms 7 & 8)

This is a repeat of the earlier breakout session allowing attendees a chance to attend the other session to hear information on the states they did not listen to the hour before. Join our legal experts as they jump through the flames to bring you the most BREATHTAKING and HEARTPOUNDRING journey of the most relevant litigation, case law, and statutory issues impacting how you handle claims in these states: California, Georgia, Illinois, Louisiana, North Carolina, and Texas. Come and see if “they can take the heat”! Firms are divided into two breakout sessions. Attendees are welcome to attend either session and should feel free to move between rooms.

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Paul B. Stone, *Flahive, Ogdon & Latson*

Jason Doshi, *Attorney, Manning Kass Law Firm*

Stephen D. Christie, *Attorney, Miller, Christie & Kinney*

Cristine Huffine, *Attorney, Swift, Currie, McGhee & Hiers, LLP*

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Jordan S. Ensley, *Attorney, Latham Steele Lehman PC*

Chris McCue, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Daniel M. Baker, *Attorney, Anderson, Crawley & Burke, PLLC*

Rich Lenkov, *Attorney, Downey & Lenkov LLC*

David A. Rhoades, *Attorney, Cranfill Sumner LLP*

Matthew Covington, *Attorney, Cranfill Sumner LLP*

10:05 am – 11:05 am

Intermission

Grand Ballroom 7A

Join the WCDI Multi-state Attorneys interacting in circus games, hot dogs with other snacks, and overall merriment including chances to win prizes playing the games of claims. Tables will be set up around the ballroom labeled with state names. Attendees are encouraged to sit at all tables of interest and continue discussions with attorneys actively practicing in those jurisdictions while they enjoy their snacks and play the games.

11:15 am – 1:15 pm Course #3404

Now You See Me, Now You Don't

Grand Ballroom 7A

All WCDI States will have an in-depth discussion regarding eye claims in their respective jurisdiction including compensability and exposure.

David J. Deming, *Attorney, Manier & Herod Law Firm*

Matthew M. Putfark, *Attorney, Juge Napolitano*

Hanna Williams, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Paul B. Stone, *Attorney, Flahive, Ogdon & Latson*

Emily C. Edwards, *Attorney, Manning Kass Law Firm*

Kyle L. Kinney, *Attorney, Miller, Christie & Kinney*

Rusty Watts, *Partner, Swift, Currie, McGhee & Hiers*

Ann Joiner, *Attorney, Swift, Currie, McGhee & Hiers LLP*

Matthew Schonfeld, *Attorney, Holder Padgett Littlejohn + Prickett, LLC*

Jennifer D. Meyer, *Attorney, Downey & Lenkov LLC*

Jennifer T. Finley, *Attorney, Latham Steele Lehman PC*

Chris McCue, *Attorney, McConnaughay, Coonrod, Pope, Weaver & Stern, PA*

Daniel P. Culpepper, *Attorney, Anderson, Crawley & Burke, PLLC*

Jennifer Morris Jones, *Attorney, Cranfill Sumner LLP*

Timothy Furman, *Attorney, Downey & Lenkov LLC*

1:15 pm – 1:20 pm

Finale

Grand Ballroom 7A

Door Prize Giveaways and Distribution of 2023 Multi-State Workers' Compensation Laws, Rules, Regulations & Forms

Regan Ankney Cobb, *Attorney, Holder, Padgett, Littlejohn + Prickett Law Firm*

Workplace Safety and Health Breakout

9:00 am – 12:00 pm

Crystal Ballroom J1

Organized by:

James D. Smith, *National Regional Leader - Risk Control Services, Arthur J. Gallagher*

Gary Lopez, *Arthur J. Gallagher & Company*

9:00 am – 10:00 am Course #3500

The Crucial Role of Injury Prevention and Management in Total Worker Health®

NIOSH defines Total Worker Health (TWH) as “policies, programs, and practices that integrate protection from work-related safety and health hazards with promotion of injury and illness-prevention efforts to advance worker well-being.” While many employers are interested in adopting a TWH approach, the sheer scope of the paradigm can make it difficult for companies to know where to begin. Our speakers will: 1) Describe TWH; 2) Make the case for focusing on injury prevention and management as the foundation of a TWH approach; 3) Present evidence of the far-reaching and integrative impacts of the practice of post-offer employment testing; and 4) Outline a pathway for companies to make progress on their TWH journey.

Dr. Ben Hoffman, *Chief Medical Officer, WorkSTEPS*

Dr. Rosandra Daywalker, *Medical Director, WorkSTEPS*

10:00 am – 11:00 am Course #3501

A Holistic View of Transitional Duty and Integrated Absence: How strong is your pre-loss strategy?

This panel will demonstrate a more integrated view of how to hire more objectively by leveraging functional capacity and physical demands studies. This step will allow organizations to prepare a stronger and balanced Transitional Duty Program and enhance the value and impact of an executed process.

Matthew Long, *Senior Risk Consultant, Aon Consulting*

Lisa Orr, *Senior Human Factors Consultant, Sedgwick*

Michelle Despres, *VP, Product Management, National Clinical Leader, One Call*

11:00 am – 12:00 pm Course #3502

Opportunities to Lower Injury Rates, Improve Employee Health, and Lower Costs

Our panelists will discuss real world strategies to increase employee wellness, prevent injuries, lower OSHA recordable injuries, and cost of care for injuries to reduce premiums. These strategies will help employers and employees better understand how they can take proactive steps in injury prevention and treatment.

James Raker, DC, CME, CWP, *CEO, Ark-La-Tex Health Center*

Michael Naser, *Director of Clinical Services, Concentra*

Fraud Breakout

9:00 am – 11:00 am

Crystal Ballroom G1

Organized by:

Mario S. Pecoraro, *CEO, Alliance Risk Group, Inc.*

Bob Gordon, *General Manager, DigiStream Investigations*

9:00 am – 10:00 am Course #3600

Avoiding the Risk of Workers' Comp Fraud in the Era of a New & Innovative Workforce (including Remote!)

In recent years, more employers surveyed say the shift to remote and other unique work scenarios has been successful for their companies. One impact of this development is the changing nature of workers' compensation claims brought by employees working remotely as well as those who just do not want to return-to-work and may be involved in other “gig related” activities. This panelist discussion is made up of an investigator, an employer defense attorney, a Director of Client Services for a TPA, and a risk manager who will weigh in and answer your questions.

Mario S. Pecoraro, *CEO, Alliance Risk Group, Inc.*

Zachary H. Pratt, *Attorney, Vaughan, Baio & Partners, LLP*

Mary D'Agostino, *Director of Client Services, Sedgwick*

Bill Brueckner, *Director, Risk Management Health Services, Shaw Industries*

10:00 am – 11:00 am Course #3601

Investigations in the Age of GeoSocial Data

The current growth of geosocial data is changing the face of risk management and investigations. Learn what geosocial data is, and exactly how this type of information is used to investigate insurance claims of all kinds. Understand how to gain eye-opening insight into accidents, site security, workplace harassment and high exposure incidents, by locating social media photographs, videos, and posts at specific locations and times anywhere in the world. This session utilizes real life case examples to demonstrate the impact of this new technology in the realm of risk management, law and insurance. The session also shows how evidence can be uncovered and leveraged in a variety of scenarios. Privacy and legal issues, as well as preserving, authenticating and presenting this type of cyber evidence will also be discussed. Attendees will walk away with a better understanding of the best investigative practices required for a successful geosocial investigation and exactly how to add this new information to their wide range of skills.

Bob Gordon, *General Manager, DigiStream Investigations*

Cyndy Davis, *Regional Claims Manager, C & S Wholesale Grocers*

Garrett McGinn, *Partner, UpStream Intelligence*

Medical Issues Breakout

9:00 am – 12:15 pm

Crystal Ballroom C (Entrance to G2)

Organized by:

Teddy Gonzalez, *Vice-President, Field Case Managers*

Michael Bunte, *Project Manager and Business Partner Solutions Associate, Aon Corporation*

9:00 am – 10:00 am Course #3700

Emerging Trends in Medicine

Science is always finding new ways to provide benefits to patients. Not all treatments are accepted under workers' compensation. We will have a medical discussion of the latest medical trends and evaluate how these treatments become a legal obstacle in helping injured workers. When does the medical benefit outweigh the legal aspects?

Teddy Gonzalez, *Vice-President, Field Case Managers*

Mariam Yanes, *Attorney, MKRS Law*

Seth C. Wachsman, MD, *Physician Owner, Pain Mgmt Physicians of S. Florida*

Dr. Jeffrey Solomon, *Past President, Florida Chiropractic Association*

10:15 am – 11:15 am Course #3701

Understanding Plasma Rich Platelet Injections and Their Efficacy

Are you seeing an increase in requests for Platelet-Rich-Plasma (PRP) injections? Do you have all the information regarding the science on how this procedure works? We will have a medical discussion regarding the industry perception of these procedures and how effective are the outcomes to get the injured worker to MMI.

Teddy Gonzalez, *Vice-President, Field Case Managers*

Dr. Gayan Poovendran, *Medical Director, USA Sports Medicine*

Dr. Mark Williams, *Medical Director, The Hartford*

11:15 am – 12:15 pm Course #3702

Mental Health Recovery During a Workers' Compensation Claim

Is working really a bad thing? This panel will discuss the importance of the psychosocial barriers injured workers present when they are isolated at home. The panel will inform the importance of social interaction and how working promotes improvement of mental health and claim outcomes.

Michael Bunte, *Project Manager and Business Partner Solutions Associate, Aon Corporation*

Dr. Miranda Kofeldt, *VP of Clinical Services, Ascellus*

Debra Livingston, *CEO/Founder, ReEmployAbility, Inc.*

"I am excited that Teddy and I were able to grow the Medical Breakout session from three sessions in 2022 to six sessions in 2023!! The sessions are all dynamic in that they tackle anything from Interdisciplinary Communication with all parties to Emerging Trends in Medicine to Mental Recovery of a injured worker. The sessions will leave you wanting more as the Conference has not seen anything like this!!"

Michael Bunte

National Workers' Compensation Judiciary College

Presented by The National Association of Workers' Compensation Judiciary, Inc.



**Registration Is Required To Attend
The National Workers' Compensation
Judiciary College. See www.nawcj.org.**

You Must Be An Adjudicator or Regulator To Attend.

9:00 am – 12:00 pm

Grand Ballrooms 4-6

9:00 am – 9:50 am

Hot Topics in Workers' Comp

The last few years have brought tremendous change to what we do as workers' compensation judges, as well as how we do it. From new theories of recovery to new defenses, to the challenges of conducting remote and hybrid hearings (in-person hearings with some parties or their attorneys appearing remotely), to staying up-to-date with technological changes, there is a lot to talk about. Our panelists will lead a discussion on "Hot Topics in Workers' Compensation" to share what is new, different or simply on the horizon. What is "new and different" in one jurisdiction may be "old news" in another. Bring your "hot topics" and join the discussion!

Honorable Timothy W. Conner, *Presiding Judge/Appeals Board,
Tennessee Bureau of Workers' Compensation*

Honorable Bruce Moore, *Administrative Law Judge, Kansas
Department of Labor*

10:00 am – 10:50 am

Considering Invisible Disabilities

Each claimant that comes before you has a history, including a mental, a physical, an emotional, and an intellectual history. Often those histories include disabilities that may or may not be apparent to an observer. In this presentation, vocational disability experts will offer their insights into recognizing the "invisible" disabilities that may impact that claimant's life and ability to work.

Luis Rios, *Sole Proprietor, Luis Rios Consulting*

Laura Pantouris, *Vocational Specialist, Full Circle Specialists*

Merry Reidenbach, *President, Disability Management Consultants*

11:00 am – 11:50 am

Workplace Injuries in the Age of Remote Work

Even pre-COVID, many employers were exploring the uses of remote workers and alternative work situations. The pandemic necessitated many companies to quickly adopt remote work arrangements for many, if not all, workers. This session will explore the myriad of issues that may arise when a remote worker is injured.

Jeffrey C. Napolitano, *Attorney, Juge Napolitano*

Michael Haynie, *Attorney, Manier & Herod*

Blake Staten, *Attorney, Swift, Currie, McGhee & Hiers, LLP*

11:50 am – 12:00 pm

Closing Comments and Adjournment

Longshore and Harbor Workers' Act, Jones Act, and Defense Base Act Breakout

9:00 am – 12:15 pm

Grand Ballroom 8A

Organized by:

Robert Bamdas, *Schouest, Bamdas, Soshea, BenMaier & Eastham, PLLC*

9:00 am – 10:00 am Course #3800

Vocational Assessments and Suitable Alternate Employment

This panel will discuss all aspects of suitable alternate employment and examine the elements of a quality and reliable Labor Market Survey. The panel will also discuss the impact of remote work on the domestic and overseas labor market in a post-Covid marketplace, job and salary vetting, physician approval and legal sufficiency will be explored.

Jonathan Israel, *Attorney, Rudolph, Israel, Tucker & Ellis*

Shaun Aulita, *Rehabilitation Specialist/Life Care Planner, SMA Case Management, LLC*

Dana Ladner, *Attorney, SBSB-Eastham*

Brittany Skwiat, *Regional Claims Manager, Starr Insurance Companies*

10:15 am – 11:15 am Course #3801

Employees Performing Hurricane Cleanup and Construction-Implications from a Workers' Compensation and Marine Perspective

The 2022 hurricane season, like many recent hurricane seasons, was unfortunately both deadly and damaging. Hurricane Ian made landfall along Florida's Gulf Coast just shy of a Category 5 storm, bringing a powerful storm surge. The damage following Hurricane Ian, as with other storms, was widespread, from barrier islands to coastal areas and even inland areas. The cleanup and rebuilding process has been, and will continue to be similarly widespread. This breakout will address jurisdictional issues brought about by workers engaged in a wide range of occupations in areas on or adjacent to navigable waters and structures. Speakers will discuss the applicability of the Longshore and Harbor Workers' Compensation Act versus state workers' compensation laws.

Richard Osborne, *Attorney, Law Office of Richard W. Osborne*

Lori Sousa, *President, Sea Land Insurance Corp.*

Frank Torres, *Attorney, Blue Williams, LLC*

11:15 am – 12:15 pm Course #3802

Case Law Update

Case law update is back once more by popular demand. Be prepared for a thoughtful and provocative analysis of the hottest developments in case law impacting the Longshore Act and its Extensions from the Benefits Review Board and applicable District and Circuit Courts.

Wayne Russell, *Attorney, Gillis, Mermell & Pacheco, PA*

James McCready, *Attorney, Bowman and Brooke, LLP*

"Wednesday's program brings us back to suitable alternate employment in a post-covid world, as well as an intriguing jurisdictional journey into hurricane clean up claims and the potential insurance requirements and exposures for employers engaging in these activities as well as the remedies available to the injured workers. Finally, the program is capped off with our latest and greatest case law update. We look forward to seeing you all there!"

Robert Bamdas

Marriott Parking Map

1 Orlando World Center Marriott (OWCM)

(Exit 67 off of I-4, approximately .50 miles)

Valet (\$47.00/daily) and self-parking (no charge) is available at the host hotel, the Orlando World Center Marriott on Sunday, August 20 through Wednesday, August 23. When entering the property, follow signs to the Self-Parking Garage.

2 Main (Self-Parking) Parking Garage

There is a covered walkway from the 3rd floor parking garage that leads to the Marriott Convention Center.

3 Secondary (Self-Parking) Parking Lot

4 Secondary (Self-Parking) Parking Garage

5 Secondary (Self-Parking) Parking Lot

6 Overflow Housing/Parking

Signia by Hilton and Waldorf Astoria Bonnet Creek

(Exit 67 Off I-4, Approximately 3.5 Miles)

The Hilton and Waldorf has self-parking for a charge of \$15.00 plus tax per day, and valet parking at \$25.00 plus tax per day for WCI registered guests.

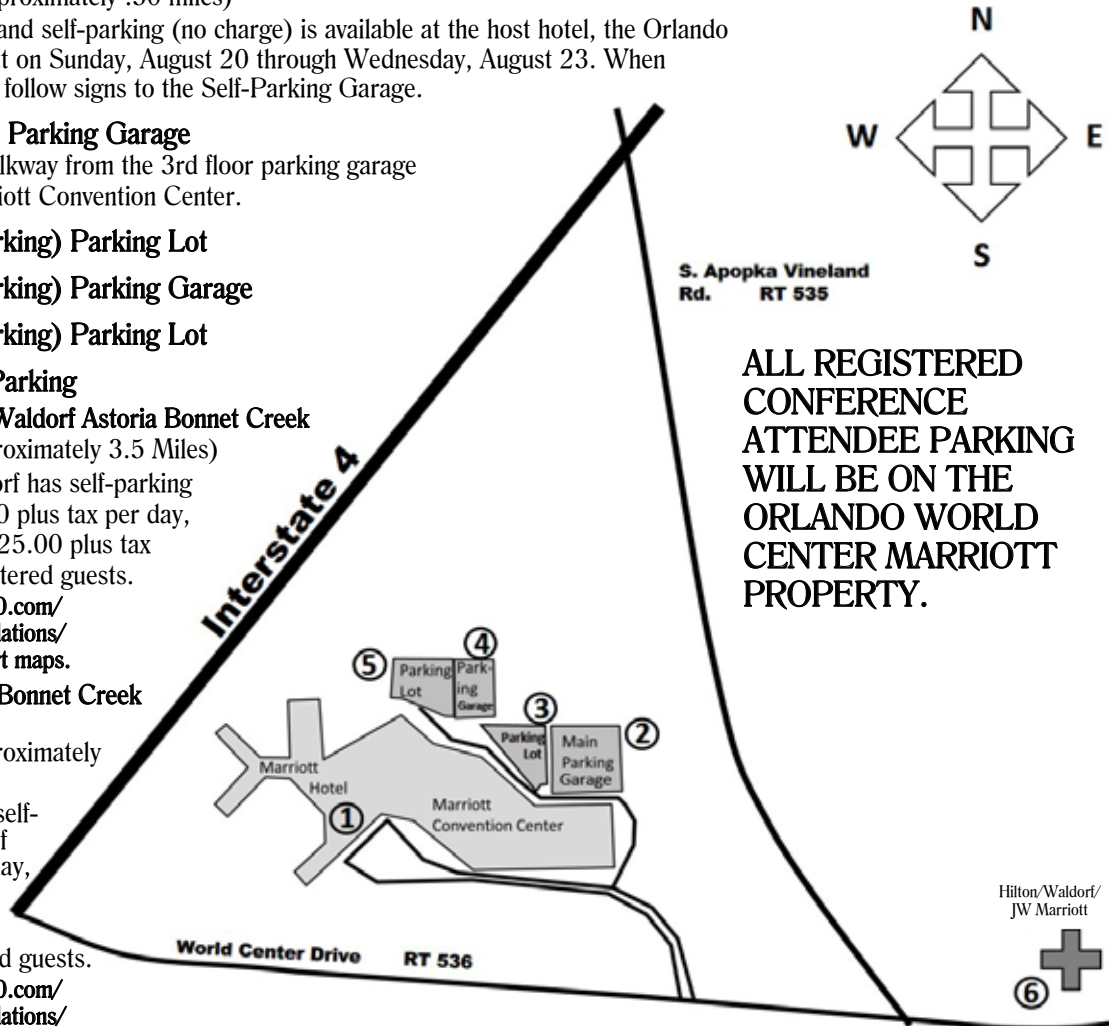
See <https://www.wci360.com/wci-conference-accomodations/> for Hilton/Waldorf resort maps.

JW Marriott Orlando Bonnet Creek Resort & Spa

(Exit 67 Off I-4, Approximately 3.6 Miles)

The JW Marriott has self-parking for a charge of \$15.00 plus tax per day, and valet parking at \$20.00 plus tax per day for WCI registered guests.

See <https://www.wci360.com/wci-conference-accomodations/> for JW Marriott resort map.



ALL REGISTERED CONFERENCE ATTENDEE PARKING WILL BE ON THE ORLANDO WORLD CENTER MARRIOTT PROPERTY.

Shuttle Schedule

Shuttle is provided for WCI registered guests staying at our overflow properties, the Signia Hilton Bonnet Creek/Waldorf Astoria Orlando, and JW Marriott Orlando Bonnet Creek Resort & Spa. The Shuttle will run continuously between the Hilton/Waldorf/JW Marriott and the Orlando World Center Marriott (OWCM) during the following hours:

HILTON/WALDORF/JW MARRIOTT TO OWCM

Sunday: 7:00 am – 12:00 midnight

Monday: 7:00 am – 1:00 am

Tuesday: 7:00 am – 12:00 midnight

Wednesday: 7:00 am – 5:00 pm

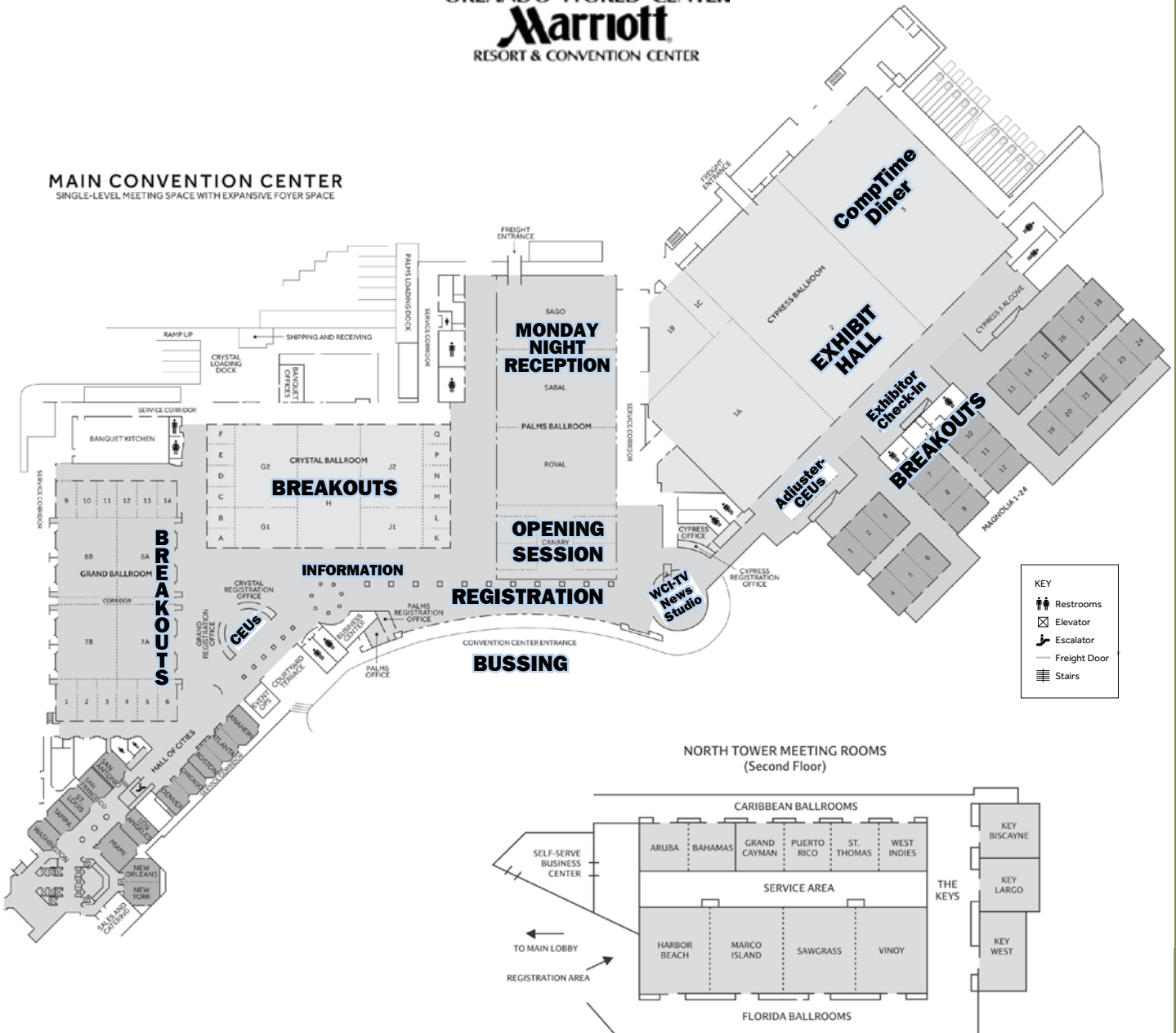
Transportation via a courtesy shuttle will be provided between the **Signia Hilton Bonnet Creek/Waldorf Astoria Orlando/JW Marriott** and Marriott World Center from Sunday – Wednesday based on the WCI program agenda peak times. Check information posted in the hotel lobby for exact schedule.

Marriott Maps



ORLANDO WORLD CENTER
Marriott
 RESORT & CONVENTION CENTER

MAIN CONVENTION CENTER SINGLE-LEVEL MEETING SPACE WITH EXPANSIVE FOYER SPACE



Refer to Auxiliary Meetings List for locations of luncheons & auxiliary meetings.