

# **SUPERCHARGE THE FUTURE**

*78th Annual*

*Workers' Compensation  
Educational Conference*

*35th Annual Safety & Health Conference*

*August 18 - 21, 2024*

*The Orlando World Center Marriott*



**WCI**

Workers'  
Compensation  
Institute



The Workers' Compensation Institute welcomes you to the 78th Annual Workers' Compensation Educational Conference and 35th Safety and Health Conference!

The conference provides 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. 167 educational sessions and 437 speakers are slated for this year's conference. The conference also taps into people's desire to give back and serve others through charitable-giving activities with Give Kids The World, Kids' Chance of Florida Golf Tournament, Pet Alliance, the Diversity and Talent Alliance, and Swag For Schools.

This year's conference theme is "Supercharge The Future"! This theme reflects the industry's focus of powering innovation to inspire our employees, elevate organizations, and improve workers' compensation systems. Everyone has a superpower within them. It is incumbent to find and harness those powers to affect positive and sustainable change and achieve excellence. Our Keynote Speaker Brad Meltzer will touch upon these themes during his address.

Daughtry will headline Monday evening's entertainment. It is a show not to be missed!

We have a Super Tuesday Soiree, featuring football legend and Super Bowl Winner and Hall of Famer, Jerome Bettis. Victor Green, a member of the New York Jets All-Time Four Decade Team will also be a special guest. This intimate affair is something new we are bringing to the conference for a limited number of attendees.

We created a new Mystery Exhibitor Contest, where Exhibit Hall attendees will get a chance to win four \$750 cash prizes.

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. A special thanks goes to our exhibitors, sponsors, Program Moderators, the Exhibitor Advisory Council, and our Board of Advisors.

There is no doubt in our minds you will experience one of the most well-attended, unique, informative, and exciting conferences in the nation. Enjoy the conference and make sure to use #WCI2024 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](http://www.wci360.com). The registration fee is \$425 and increases to \$450 on August 2, 2024. 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.

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 address you used when you registered for the conference.

## Future Conference Dates

The dates for our future conferences are 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 early. Only conference registrants will be allowed to confirm hotel reservations. 2025 WCI conference registration will tentatively open on Tuesday, October 1, 2024. Upon receipt of your 2025 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/](http://www.wci360.com/sponsorships/). We created a new Mystery Exhibitor Contest, where Exhibit Hall attendees will get a chance to win four \$750 cash prizes.

## Give Kids The World Service Day & Gala

We invite you to participate in the WCI 2024 GKTW Service Day in the morning on Saturday, August 17, 2024. 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 safety and health professionals. We trust you will find it to be a most rewarding experience. Registration for the 2024 GKTW Service Day will officially open on Monday, June 17! 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 2024 GKTW Gala will be held on Saturday, August 17, 2024 at the Orlando World Center Marriott and includes dinner, silent auction, and entertainment. The 2024 gala will be super-hero themed. Attire for the evening is all about channeling your inner hero or villain. Whether you choose to don bright colors to represent your heroic side or embrace the dark side in black, the choice is yours. From formal attire to cosplay, come dressed to impress and ready to immerse yourself in the superhero world. Mark your calendars and assemble your squad for a night of super-powered fun and giving back at the 2024 WCI Give Back Gala, where everyday heroes unite to make a difference in the lives of children. Together, we can be the superheroes these kids deserve. The Silent Auction will have unique and exciting items for you to bid on.

For more information about both these events and to donate an auction item, go to [www.wci360.com/gktw/](http://www.wci360.com/gktw/).

## Kids' Chance of Florida Golf Tournament

Kids' Chance of Florida will hold its fourth annual fundraising Golf Tournament as part of the 2024 conference. The tournament will be held on Sunday, August 18, 2024 at the Orlando World Center Marriott Hawk's Landing Golf Club. 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/](http://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/](http://www.wci360.com/give-back-pets/) to participate or for more information.

## Prayer Breakfast

This year's Prayer Breakfast will be held on Monday, August 19, 2024, 7:00 – 8:30 am in Crystal Ballroom H. Hosted by the Diversity and Talent Alliance (DATA) and WCI, the Prayer Breakfast is an opportunity to start the day and the conference with a sense of purpose and inspiration. The exciting, lively, music of Designers' Way Praise and Worship Team will have you fully energized. As in previous years, Pastor Ron Simmons, Senior Pastor of Designer Way Christian Church will share an insightful, message about the intersection of authenticity, faith and business. We are also proud to announce that Mike Hessling, CEO of Gallagher Bassett, North America is this year's keynote speaker. 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. Go to [www.wci360.com/2024-prayer-breakfast/](http://www.wci360.com/2024-prayer-breakfast/) to purchase tickets or if you are interested in sponsoring the Prayer Breakfast.

## 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  
Certified Healthcare Risk Manager (CHRM)  
Certified Life Care Planner (CLCP)  
Certified Medical Practice Executive (CMPE)  
Certified Medicare Secondary Payor Professional (CMSPP)  
Certified Workers' Compensation Professional (CWCP)  
Charter Property Casualty Underwriters (CPCUs)  
CMP Safety Credits  
Construction Risk and Insurance Specialist (CRIS)

Continuing Legal Education  
Mediators Continuing Education  
Medicare Set-Aside Certified Consultant (MSCC)  
Nursing, CCM, CDMS, CRC, CVE  
Paralegals Continuing Education  
PHR, SPHR and GPHR Recertification Credits  
Physical Therapy Credits  
Physician Credits (CME)  
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 2024 Conference, we are very excited to share that the featured entertainment will be **Daughtry!** Jill's Cashbox will be the opening band. The reception and entertainment will be on Monday, August 19, 7:00 – 11:00 pm in the Palms Ballrooms.

Daughtry, one of the most visible and best-selling rock bands of the 21st century, has sold out concerts across the globe. Their debut album, the self-titled *Daughtry*, was the top-selling album of 2007 and was the fastest selling rock debut album in Soundscan history. It was also nominated for 4 GRAMMY® Awards and won 4 American Music Awards and 7 Billboard Music Awards, including Album of the Year. Subsequent albums, *Leave This Town* (2009), *Break The Spell* (2011), and *Baptized* (2013) have all gone Platinum, with *Cage To Rattle* (2018) certified Gold. In 2021, Daughtry released their album *Dearly Beloved*, which marked a return to their rock roots and a return to the top

of the rock charts with their singles "World On Fire," "Heavy Is The Crown," and "Changes Are Coming," each reaching the Top 10 on Billboard's Rock Airplay chart.

## Celebrity Keynote Address

History. Legacy. Character. Great leadership. Brad Meltzer draws upon the themes of his best-selling books and popular television shows, challenging audiences to look at their lives, work and mission through the lens of legacy. Brad's highly inspiring keynotes showcase the motivational stories of both everyday heroes and history-making leaders. His moving message: Every life makes history. Ordinary people can change the world. If you can impact just one person, you won't just live a good life. *You will live forever.*



## Super Tuesday Soiree



We have a Super Tuesday Soiree, featuring football legend and Super Bowl Winner and Hall of Famer, Jerome Bettis. Victor Green, a member of the New York Jets All-Time Four Decade Team will also be a special guest. This intimate affair is something new we are bringing to the conference for a limited number of attendees. This exclusive networking event will be held on Tuesday, August 20, 8:00 pm – 10:00 pm. This event has limited capacity and is by invitation only. Go to [www.wci360.com/super-tuesday-soiree/](http://www.wci360.com/super-tuesday-soiree/) to learn more about this event.

## Industry Keynote Address

The Out Front Ideas team of Kimberly George and Mark Walls returns to the WCI main stage leading our industry keynote.



# A Special Thanks From WCI!

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

## Board of Advisors

Michele Adams	Dan Jaffe	Judge Frank McKay	Marc Salm
Steve Coonrod	Max Koonce	Julie Neil	Jim Smith
Mike Hessling	Judge David Langham	Dave North	

## 2024 Breakout/Session Organizers

Laralee Garvin, Adjusters	Regan Ankey Cobb, Multi-State
Christine Jermin, Adjusters	Commissioner Jason Cording, National WC Judiciary College
Taysha Carmody, Adjusters	George Kagan, National WC Review
Pamela Last, Adjusters	Bill Pipkin, National WC Review
Kristin Smith, Adjusters	Jim Anderson, National WC Review
Michael Grimaldi, Adjusters	Cynthia Jackson, Orthopaedic Breakout
Scott Silver, Adjusters	Dr. Mylene Kellerman, OSHA 10-Hour Course
Julie Neil, Alliance of Women in WC	Suzanne Hurst, PEO
Glen Wieland, Attorneys	Abram Finkelstein, PEO
Judge Neal Pitts, Attorneys	Michelle Despres, Physical Therapy
Sabrina Mitchell, Diversity and Talent	Stuart Suskin, Professional Mediation
Geoff Bichler, First Responders	Gary Davis, Regulators' College and Roundtable
Yvonne Guibert, First Responders	Maxine Topper, Return-to-Work
Paolo Longo, First Responders	Rosa Roy, Return-to-Work
Brittany O'Neil, FL DWC	Mollie Kallen, Return-to-Work
Lou Stern, Florida Case Law Update	Natasha Sumter, Risk Managers
Gene Donnelly, Fraud	Michele Maffei, Risk Managers
Karen Phillips, Fraud	Adam Lopez, Safety and Health
Karen Ursulich, Live Surgery	Jim Smith, Safety and Health
Robert Bamdas, Longshore, Jones, Defense Acts	Adam Lopez, Safety and Health
Teddy Gonzalez, Medical Issues	Tammy Lynn, Safety and Health
Michael Bunte, Medical Issues	Gary Lopez, Safety and Health
Dr. Cori Repp, Medical Issues	Tammy Bradly, Safety and Health
Mark Doherty, Medicare Secondary Payer	Robert Wilson, Technology & AI
Judge Jacqueline Steele, Moot Court	Joy Hughley, Temporary Staffing
Tracey Hyde, Moot Court	Colleen Saurbier, Top of Mind from the C-Suite
Amie DeGuzman, Moot Court	Catherine Bennett, Top of Mind from the C-Suite
Elaura Hodgetts, Moot Court	

## 2024 Spirit To Serve Committee

Tammy Boyd	Robin Fielding	Terrell Jones	Jim McConnaughay	Tina Sack
Donna Check	Suzette Carlisle Flowers	Jill Kastner	Heather McLeod	Kristy Sands
Doug Clark	Mandy Griffith	Molly Lomonaco	Terry Melton	Ben Schroeder
Kathleen Cliver	Yvonne Guibert	Brenda Lovely	Rachel Miller	Josh Schuette
Mary Cliver	Alexis Hardigree	Diana McCluskey	Susan Nelson Paris	Caryl Slobasky
Melissa Corah	Taylor Jones	Elaine McConnaughay	Micayla Rowe	Troy Smith

# Saturday, August 17

## 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). One of less than 1% of all U.S. charities to receive Charity Navigator's highest rating 17 years in a row, Give Kids The World Village is an 89-acre, whimsical nonprofit resort in Central Florida that provides children with critical illnesses and their families from around the world with magical week-long wish vacations at no cost.

More than 30,000 children in the U.S. are diagnosed with a critical illness each year, and half of those who are eligible for a wish choose to visit Orlando. Give Kids The World is the nonprofit that fulfills all of these wishes. From life's simple pleasures to the stuff that dreams are made of, every wish family is treated to an all-inclusive experience including transportation; accommodations; all meals and snacks; nightly entertainment; donated theme park tickets; daily gifts; and non-stop fun at the Village, a storybook destination all its own – featuring an array of accessible rides and attractions. Since 1986, nearly 200,000 wish children and their families from all 50 states and 77 countries have been welcomed to the Village 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. These efforts have raised \$1 million for GKTW! We invite you to participate in the WCI 2024 GKTW Service Day on the morning of Saturday, August 17, 2024. 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 safety and health 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 2024 GKTW Service Day will open on Monday, June 17! 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/](http://www.wci360.com/gktw/).

## Give Kids The World Gala and Silent Auction

6:00 pm – 10:00 pm

Palms Ballrooms - Sago, Sabal, Royal

Unleash your inner superhero at the 2024 WCI Give Back Gala benefiting Give Kids The World! The Gala will be held on Saturday, August 17, 2024 at the Orlando World Center Marriott and includes a delectable dinner, live entertainment, an exclusive silent auction, and more. Mark your calendars and assemble your squad for a night of super-powered fun and giving back at the 2024 WCI Give Back Gala, where everyday heroes unite to make a difference in the lives of children. Together, we can be the superheroes these kids deserve.

Join us for a night of heroic fun and philanthropy with entertainment that will keep you powered up all night long. Strike a pose with legendary superheroes and capture WCI memories at our photo booth. Attire for the evening is all about channeling your inner hero or villain. Whether you choose to don bright colors to represent your heroic side or embrace the dark side in black, the choice is yours. From formal attire to cosplay, come dressed to impress and ready to immerse yourself in the superhero world. Don't forget to collect our "Capes for Kids" and limited edition GKTW Hero buttons to wear proudly to show your support for Give Kids The World throughout WCI Conference.

"The enthusiasm for this year's events is off the charts! I am always amazed by the efforts of our volunteer committee members and the generosity of our sponsors," stated Doug Clark, AVP Client Services, Sedgwick and chair of the Spirit to Serve Committee. To purchase Gala tickets, donate a silent auction item, or to learn about sponsorship opportunities, go to [www.wci360.com/gktw/](http://www.wci360.com/gktw/).



# Sunday, August 18

Official  
Wi-Fi  
Sponsor

**emperion**

Wi-Fi: Marriott Convention Level

Wi-Fi Password: Emperion

**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

In partnership with the WCI 2024 Conference, please join us for the 4th Annual Kids' Chance of Florida Golf Tournament, a day where passion for golf meets purpose. As we gather on the greens of the beautiful Hawk's Landing Golf Club, we're not just playing for par – we're driving towards a brighter future for children affected by workplace injuries. 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](http://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**

Grand Ballrooms 11-14

Presented by the National Association of Workers' Compensation Judiciary and the Workers' Compensation Institute.

### **Participants**

Baylor University School of Law (Texas)

Duncan School of Law, Lincoln Memorial University (Tennessee)

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)

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 Houston Law Center (Texas)

University of Miami School of Law (Florida)

William & Mary Law School, College of William & Mary (Virginia).



# Professional Mediation Conference

Presented by The Professional Mediation Institute



Separate registration required. Go to [www.pmi360.com/register/](http://www.pmi360.com/register/).

#### PMI Sponsors:

HR Law, P.A.  
Morgan & Morgan

**9:00 am – 4:50 pm**

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

**9:00 am – 9:50 am** Course #200

### If You'd Only Asked, This is What I Would've Told the Attorneys and Claims Professionals on How to Prepare for the Mediation

Waiting until the day before the mediation is not proper planning. Effective attorneys and claims professionals start the day they receive the file. In this session, these seasoned attorneys address the question, "If you'd only asked".

#### Moderator

Karl Labertew, *Attorney, Mediator, Mediate First, Inc.*

#### Speakers

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

Richard Thompson, *Vice President - Claims Legal, Zenith Insurance Company*

**10:00 am – 10:50 am** Course #201

### Reporting Self-Determination Constraints Considering MEAC Opinion 2023-004: Competency/Sobriety/Death/Authority/Control

What can a mediator report in the Mediation Conference Report when either the claimant attends in person is not mentally competent; but no guardianship has been established, or a family member attends on behalf of the deceased claimant without the appointment of a Personal Representative, or the decision-makers lack legal or actual authority to enter into a binding agreement?

#### Moderator

Jeffrey Breslow, *Attorney, Mediator, Florida Office of the Judges of Compensation Claims*

#### Speakers

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

Bill Blatt, *Attorney, Mediator, Florida Office of the Judges of Compensation Claims*

Greg Johnsen, *Judge, Florida Office of the Judges of Compensation Claims*

**11:00 am – 11:50 am** Course #202

### Is "Evaluative" a Dirty Word? Can Mediators be Valuable Resources for the Participants Without Taking Sides and Without Undermining "Self-Determination"?

While the leading authorities in the area of mediation have identified 3 principle forms of mediation to include Facilitative, Transformative and Evaluative styles, the DRC frowns on the latter believing this may impede a party's ability to maintain "self-determination". Can a mediator utilize that style without violating a party's final control? What do the participants in insurance litigation want?

#### Moderator

Tom Glick, *Attorney, Mediator, Center For Conflict Resolution*

#### Speakers

Karl Labertew, *Attorney, Mediator, Mediate First, Inc.*

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

**12:00 pm – 12:50 pm** Course #203

### The Best Mediation Tools Thanks to Dale Carnegie

This session explores proven strategies made famous by Dale Carnegie to reach a Win-Win outcome at mediation. Moderators from morning breakouts and PMI Board Members will participate with a question and answer period.

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

**1:00 pm – 1:50 pm** Course #204

### HEY SIRI- What's the latest AI Changes?

The biggest technology news in 2023 focused on AI and its influence on social media. But, it has also entered the world of politics, the practice of law and even mediation. Last year, this panel discussed how AI impacts the world of mediation. This year, they expand that discussion with "what's new?"

#### Moderator

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

#### Speakers

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

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

**Professional Mediation Conference (Continued)**

Grand Ballrooms 8A & 8B, Convention Level

**2:00 pm – 2:50 pm** Course #205

**Negotiation Techniques as Observed by the Mediators – Do’s and Don’ts When It Comes to Negotiation**

Is a “One-Size Fits All” approach to mediation the most effective form of negotiating to obtain the most propitious result for a party? This panel will dissect some of the most frequently used formulas to explore what works best in their opinions.

**Moderator**

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

**Speakers**

Tom Glick, *Attorney, Mediator, Center For Conflict Resolution*

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

**3:00 pm – 3:50 pm** Course #206

**Bullet Proofing the Mediation Agreement**

This session points out pitfalls and landmines that should be avoided or considered before executing the mediation agreement to avoid “buyer’s remorse”, or last minute hiccups related to attorney’s fee liens, Medicare/Medicaid liens, cost issues, past benefits attorney’s fees, and the surprise resignation and general release to reduce the chances of a Motion to Enforce the Settlement Agreement.

**Moderator**

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

**Speakers**

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

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

Glen Wieland, *Attorney, Wieland & DeLattre, P.A.*

**4:00 pm – 4:50 pm** Course #207

**How Do We Create a Common Bond with the Participants That Are Not as Educated as Us, Look, Sound and Think Differently Than We Do? And, Do We Have an Additional Ethical Obligation to Ensure They Are Not Being Cheated?**

Do personal biases influence the mediation process? Do we each have implicit biases regarding race, ethnicity and education of the parties? Are mediators immune to this thinking? Are there considerations we need to explore to check our own biases at the door?

**Moderator**

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

**Speakers**

Stephen Barbas, *Attorney, Mediator, Barbas, Nuñez, Sanders, Butler & Hovsepian*

Oneill Martinez, *Attorney, Mediator, Florida Office of the Judges of Compensation Claims*

David Dreszer, *Attorney, Mediator, David J. Dreszer, P.A.*

*The following sessions have been pre-recorded and will be available to attendees on the PMI website ([www.pmi360.com](http://www.pmi360.com)) at the conclusion of the conference.*

**Steps Mediators Can Take to Plan for Security Issues and to Lower the Temperature in a Hostile Mediation Setting** (2 hours)

Is Interpersonal Violence a catch-phrase we only hear about on the news and as it relates in societal issues but has little relationship to what mediators see and have to deal with? Can harsh words, looks, and comments lead to explosive and dangerous outbursts at a mediation? Are there tell-tale signs that mediators should be sensitive to and steps that should be implemented to protect themselves and the participants to a mediation?

**Speakers:** Leisa Wintz, Nazarena Hauser

**The Ethics Roundup- MEAC Updates and Dealing with Sticky Problems Like Unauthorized Recording; Lack of Capacity Issues and Conflicts of Interest** (1 hour)

What’s new at MEAC? And, how do we best utilize the guidance of their opinions to deal with our own flummoxing issues that arise without warning, like unauthorized recordings, lack of capacity issues and other conflicts that might derail an otherwise effective mediation before it even begins?

**Speakers:** Robin Caral Shaw, Tom Glick

**Third Party Funding - What is it and why is it relevant to mediations** (1.5 hours)

Has Third Party Funding changed the dynamics of litigation to level the playing field? Are financially strapped parties and their legal representatives now in a better bargaining position to go up against powerful entities and their team of lawyers? And what are the political, societal and legislative implications? This session tackles these questions and discusses how TPLF can impact mediation settlement efforts, including TPLF disclosure efforts, how funder control and funded amounts could torpedo settlement, and recent legislative efforts to regulate TPLF practices.

**Speaker:** Mark Popolizio

# Monday, August 19

Official  
Wi-Fi  
Sponsor



Wi-Fi: Marriott Convention Level

Wi-Fi Password: Emperion

## 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

#### Prayer Breakfast Sponsors:

Ambassador Service Group  
CorHome, LLC  
Donna Check Consulting, LLC

Hosted by the Diversity and Talent Alliance (DATA) and WCI, the Prayer Breakfast is an opportunity to start the day and the conference with a sense of purpose and inspiration. The exciting, lively, music of Designers' Way Praise and Worship Team will have you fully energized. As in previous years, Pastor Ron Simmons, Senior Pastor of Designer Way Christian Church will share an insightful, message about the intersection of authenticity, faith and business. We are proud to announce that this year's keynote speaker is Mike Hessling CEO of Gallagher Bassett, North America. DATA is a nonprofit focusing on the development of a pipeline that attracts a diverse talent pool of individuals to the workers' compensation industry through partnership, education, and mentorship. Go to [www.wci360.com/sponsorships/](http://www.wci360.com/sponsorships/) to learn more about sponsorships and [www.wci360.com/prayer-breakfast-registration/](http://www.wci360.com/prayer-breakfast-registration/) to purchase tickets.

Mike Hessling, *Chief Executive Officer- North America, Gallagher Bassett*

Ron Simmons, *Senior Pastor, Designer's Way Christian Church*

## 8:00 am – 5:00 pm

### Conference Registration and Information

Convention Level

*“The Prayer Breakfast is an opportunity to start the day and the convention with a sense of purpose and inspiration. The exciting, lively, music of Designers' Way Praise and Worship Team will have you fully energized. As in previous years, Pastor Ron Simmons, Senior Pastor of Designer's Way Christian Church will share an insightful, message about the intersection of authenticity, faith and business. We are proud to announce that this year's keynote speaker is Michael Hessling, CEO of Gallagher Bassett, NA.”*

Sabrina Mitchell

## 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*

## 9:05 am – 9:25 am

### General Chair's Comments and 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, Weaver & Stern, P.A.*

Basilios Manousogiannakis, *Board Member | Golf Tournament Chairman, Kids' Chance of Florida*

Doug Clark, *AVP Client Services, Sedgwick*

## 9:25 am – 9:45 am

### Program Chair's Comments and the PropertyCasualty360 Workers' Compensation Risk Management Award for Excellence Presentation

## ALM | PROPERTYCASUALTY360



sedgwick

Program Chair Steve Rissman will provide comments and highlights on this year's educational sessions. The PropertyCasualty360 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 and Mangan, PA*

Elana Jefferson, *Editor-in-Chief, PropertyCasualty360.com*

**Opening Session & Keynote Address (Continued)**

Palms Ballroom - Canary, Convention Level

**9:45 am – 10:45 am** Course #300

**Industry Keynote – The Critical Need to Adjust Our Risk Management Perspective**

In today's complex risk environment, risk managers can no longer look at their workers' compensation programs in isolation. It is time to consider the bigger picture, which requires taking additional factors into account like multiple lines of insurance coverage, growing global exposures, and even challenges presented by leave and disability laws.

Kimberly George and Mark Walls return to lead this opening industry keynote to discuss the evolution of risk management. A panel of top industry stakeholders will join them to explain the specific challenges they are seeing, how the insurance marketplace is responding, and how they are adjusting their overall approach to risk management to meet these demands.

Hear them discuss:

- The best methods to keep current with ever-changing emerging risks, laws, and other threatening exposures.
- How carriers, brokers, risk managers, TPAs and other business partners collaborate to complete risk management program.
- How to find risk management allies within your organization to offer feedback that helps to ensure your program is comprehensive.
- How claims data can help identify strengths, weaknesses, and predictive intelligence to develop and improve your program.
- Why it is critical to obtain commitment and buy-in from leadership and various levels of stakeholders to achieve full success.
- And more!

**Moderators**

Kimberly George, *Global Chief Brand Officer, Sedgwick*

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

**Speakers**

Jane Sandler, *Vice President of Global Risk Management, McKesson*

Mark Wilhelm, *Executive Chairman, Safety National; Chief Brokerage Relations Officer, Tokio Marine*

Mike Chang, *CEO - Corporate Risk & Brokering, N.A., Willis Towers Watson*

Melora Copeland, *Director of Insurance, Compass Group USA, Inc.*

**10:45 am – 10:50 am**

**Introduction of Brad Meltzer**

Max Koonce, *Chief Claims Officer, Sedgwick*

**10:50 am – 11:50 am** Course #301

**Keynote Address by Brad Meltzer**

Sponsored by:



History. Legacy. Character. Great leadership. Brad Meltzer draws upon the themes of his best-selling books and popular television shows, challenging audiences to look at their lives, work and mission through the lens of legacy. Brad's highly inspiring keynotes showcase the motivational stories of both everyday heroes and history-making leaders. His moving message: Every life makes history. Ordinary people can change the world. If you can impact just one person, you won't just live a good life. *You will live forever.*

**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.**



**WCDI** Workers' Compensation Defense Institute

**1:00 pm – 2:00 pm** Course #302

**E. Earle Zehmer National Moot Court Competition – Final Arguments**

Palms Ballroom – Canary

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 you [www.youtube.com/@wci360](http://www.youtube.com/@wci360).

**7:00 pm – 11:00 pm**

**Reception and Entertainment**

Palms Ballrooms – Sabal, Sago, Royal



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

Daughtry, one of the most visible and best-selling rock bands of the 21st century, has sold out concerts across the globe. Their debut album, the self-titled *Daughtry*, was the top-selling album of 2007 and was the fastest selling rock debut album in Soundscan history. It was also nominated for 4 GRAMMY® Awards and won 4 American Music Awards and 7 Billboard Music Awards, including Album of the Year.

Subsequent albums, *Leave This Town* (2009), *Break The Spell* (2011), and *Baptized* (2013) have all gone Platinum, with *Cage To Rattle* (2018) certified Gold. In 2021, Daughtry released their album *Dearly Beloved*, which marked a return to their rock roots and a return to the top of the rock charts with their singles "World On Fire," "Heavy Is The Crown," and "Changes Are Coming," each reaching the Top 10 on Billboard's Rock Airplay chart. With the success of their 2023 smash cover, "Separate Ways (Worlds Apart)" featuring Halestorm's Lzzy Hale going top 10, and the follow up of "Artificial" landing Daughtry its very first #1 at rock radio, they have no sign of slowing.

# 2024 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/](http://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

**7:45 am – 8:30 am**  
**Breakfast & Registration**

**8:30 am – 8:35 am**  
**Welcome**

Wesley Marshall, *Commissioner, Virginia Workers' Compensation Commission*

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

**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.

**Moderator**

Tom Glasson, *Government Affairs Officer, AIG*

**Speakers**

Wade McGuffey, *Attorney, Goodman McGuffey LLP*

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

**9:45 am – 10:45 am** Course #300  
**Industry Keynote – The Critical Need to Adjust Our Risk Management Perspective**

In today's complex risk environment, risk managers can no longer look at their workers' compensation programs in isolation. It is time to consider the bigger picture, which requires taking additional factors into account like multiple lines of insurance coverage, growing global exposures, and even challenges presented by leave and disability laws.

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Melora Copeland, *Director of Insurance, Compass Group USA, Inc.*

**2024 Roger L. Williams National Regulators College  
(Continued)**

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

**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.

**Moderator**

Tom Glasson, *Government Affairs Officer, AIG*

**Speakers**

Wade McGuffey, *Attorney, Goodman McGuffey LLP*

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

**12:00 pm – 1:00 pm**

**Lunch Provided for All Students and Presenters**

**1:00 pm – 2:00 pm** Course #1100

**Data Insights: What Does the Data Tell Us We Need to be Watching?**

Crystal Ballroom J1

Workers' compensation has seen an explosion in data capture and capabilities. Distinct trends and patterns are emerging that can provide profound direction as to what and where resources should be applied. The ability to identify and act on meaningful information can propel and elevate workers' compensation program performance amid an increasingly competitive business environment.

**Moderator**

Max Koonce, *Chief Claims Officer, Sedgwick*

**Speakers**

Michael Pettit, *Director of Data Analytics, Sedgwick*

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

Kelly Webb, *Senior Director of National Claims, Albertsons Companies*

**2:30 pm – 4:30 pm** Course #1600

**13th Annual National Regulators Roundtable**

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

Crystal Ballroom G1

The National Regulators Roundtable brings together regulators from throughout the country representing more than half the nation to discuss challenges, concerns and issues facing individual jurisdictions in the oversight of the ever-changing workers' compensation industry. It is a forum where regulators share lessons learned and seek timely answers to their most pressing issues. This national forum of state leaders will be open to all WCI attendees representing a unique opportunity for participants and audience alike. Participating states include: Alabama, Arkansas Colorado, Delaware, District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, New Mexico, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, West Virginia, and Wisconsin.

**Moderator**

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

**5:00 pm – 6:00 pm**

**NAWCJ and SAWCA Reception**

Grand Ballrooms 1-2

# 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](http://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**

**8:50 am – 9:00 am**

**Welcome and Introductions**

**9:00 am – 9:50 am**

**Rethinking Evidentiary Rules for Workers'  
Compensation Courts**

A growing number of states have chosen to apply the traditional rules of evidence to workers' compensation proceedings despite their poor fit with a context involving bench trials and frequent pro se litigants. In this session, we discuss the possibility of drafting a set of model evidentiary rules designed specifically for workers' compensation courts. We offer thoughts on what these rules might look like as well as next steps for such a project.

Edward Cheng, *Professor, Vanderbilt University*

**10:00 am – 11:50 am**

**Readable Legal Writing**

A goal of high-quality legal writing is to write for your audience—the reader. Sometimes, your readers are busy, impatient, or skeptical. But readable legal writing can overcome those obstacles, and this session will present dozens of techniques for writing readably. The techniques include practical “how to” suggestions and empirical research that supports the suggested techniques.

Wayne Schiess, *Senior Lecturer, University of Texas School of Law*

**11:50 am – 12:40 pm**

**Annual Business Meeting and Lunch**

Grand Ballrooms 1-2

**12:40 pm – 1:30 pm**

**You've Heard the Bark, Now Feel the Bite!  
A Multi-Jurisdictional Panel Discussion of  
Enforcement of Rules, Orders and Judgements**

This panel will discuss and share various methods utilized to enforce our Rules, Orders and Judgements. We all get frustrated when parties don't timely comply with our Rules, Orders and Judgements. We simply want parties to do what they have been ordered to do in a timely manner, but that doesn't always occur. Learn how various jurisdictions approach these issues and maintain the respect of the Bar.

Michael Feeney, *Judge, Rhode Island Workers' Compensation Court*

Fred Carney, Jr., *Judge, District of Columbia Government Department of Employment Services, Labor Standards Division*

Amanda Luedtke, *Judge, Wisconsin Division of Hearings and Appeals*

Bruce Moore, *Judge, Kansas Department of Labor, Division of Workers' Compensation*

James Szablewicz, *Chief Deputy Commissioner, VA Workers' Comp. Commission*

**2:00 pm – 2:50 pm**

**From Advocate to Adjudicator: The Jump from Lawyer to Judge**

After grueling years in law school and practice, we all adapted to the role of advocate. We learned to “think like a lawyer.” Every lawyer has tools, tricks, and practices that make one successful as an advocate. With far less time to transition, a new judge must learn to think like an adjudicator and leave the role of advocate behind. This transition must be made in the way one thinks, researches, and writes. A judge's involvement in a case is vastly different than a lawyer's involvement. Issues can occupy attorneys for months or years, but before the Court, the judge addresses and resolves the issues quickly. Join this panel for a lively and interactive discussion of the challenges new judges face and learn to successfully transition from advocate to adjudicator.

Michael Alvey, *Chairman, Kentucky Workers' Compensation Board*

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

**3:00 pm – 3:50 pm**

**Judging in the Moment**

Attendees will view scripted videos of mock hearings with various scenarios commonly seen in workers' compensation disputes. Judge Moore will then lead a lively discussion with the attendees to examine ways to address the issues presented in the in the videos.

Bruce Moore, *Judge, Kansas Department of Labor, Division of Workers' Compensation*

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

Grand Ballrooms 4 - 6, Convention Level

**4:00 pm – 4:50 pm**

**Practical Considerations for Video Hearings**

This presentation delves into the logistical, technological, and procedural aspects of conducting legal proceedings remotely. It addresses challenges such as ensuring secure connections, managing evidence sharing, and maintaining courtroom decorum in a virtual environment, offering insights to optimize the efficiency and effectiveness of video hearings.

Marc Grodsky, *Judge, New York State Workers' Compensation Board*

Stephanie Kinney, *Judge, Commonwealth of Kentucky/Dep. of Workers' Claims*

**5:00 pm – 6:00 pm**

**NAWCJ and SAWCA Reception**

Grand Ballrooms 1-2



# OSHA 10-Hour General Industry Training

**8:00 am – 4:15 pm**

Magnolia Ballroom 10

**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?

Stephen Frost, *Assistant Director, University of South Florida OSHA Training Institute Education Center*

**9:10 am – 10:10 am** Course #401

## Walking & Working Surfaces / Slips, Trips, and Falls

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 regarding the requirements for stairs and ladders, guarding of floor and wall openings, and the basics of fall protection in general industry.

Stephen Frost, *Assistant Director, University of South Florida OSHA Training Institute Education Center*

**1:00 pm – 2:00 pm** Course #402

## Exit Routes, Emergency Action Plans, Fire Protection Plans, and 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.

Stephen Frost, *Assistant Director, University of South Florida OSHA Training Institute Education Center*

**2:10 pm – 3:10 pm** Course #403

## Electrical

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

Stephen Frost, *Assistant Director, University of South Florida OSHA Training Institute Education Center*

**3:15 pm – 4:15 pm** Course #802

## Positive Effect: Benefits of a Safety Program

Magnolia Ballrooms 13-15

Safety in the workplace is not merely a set of rules and regulations; it's a culture that permeates every aspect of an organization. A positive safety culture is not just about avoiding accidents; it's about fostering an environment where employees prioritize safety, well-being, and accountability. In this class, we'll explore the process, benefits and cumulative effects of building a positive safety culture within a company so that it becomes deeply ingrained in the company's ethos.

Jim Van Duzen, *Sr. Risk and Safety Representative, Paychex*

# Professional Mediation Conference

Presented by The Professional Mediation Institute



Separate registration required. Go to [www.pmi360.com/register/](http://www.pmi360.com/register/).

**PMI Sponsors:**

HR Law, P.A.

Morgan & Morgan

**9:00 am – 12:40 pm**

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

**9:00 am – 9:50 am** Course #500

**Red Flashing Warning Signs for Adjusters in Mediation**

This session identifies various red flags for adjusters to avoid during mediation in order to get to “Yes”, without stepping into manure: avoiding client conflicts; unethical conduct; over-reaching doctor conferences; texting your attorney during a deposition; past attorney’s fee “carve outs”; ignoring Medicare/Medicaid liens; group health liens; and the non-submit MSA.

**Moderator**

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

**Speakers**

Gina Jacobs, *Attorney, Hamilton, Miller & Birthisel*

Jeff Taylor, *President, MSA Annuity, LLC*

**10:00 am – 10:50 am** Course #501

**Best Practices for Attorneys and Claims Professionals in Mediation – How to Win Friends and the Power of the Apology**

This session dives into the most effective tips, tactics and strategies that both attorneys and claims professionals employ to reach that perfect balance to achieve a “Win-Win”; so that each party leaves the mediation feeling satisfied with the outcome, while still maintaining a good working relationship for future engagements. This panel will also highlight the power of an effective apology.

**Moderator**

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

**Speakers**

Angela Flynn, *Attorney, McConnaughay, Coonrod, Weaver & Stern, P.A.*

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

Rachel Dobson, *Attorney, Morgan & Morgan, P.A.*

**11:00 am – 12:40 pm** Course #502

**What Adjusters, Employers, Attorneys and Mediators Need to Know About Protecting Their Clients and Themselves in Connection with Medicare/MAP/Part D Conditional Payments, Medicaid Liens, Double Damage Exposure and MSAs**

The days of entering into a mediation settlement agreement without taking into account the potential for an outstanding Medicare/MAP/Medicaid and/or Part D conditional payment obligation or addressing proper MSA planning issues are no longer an option. No one wants to have to worry about the personal and professional exposure of having to resolve a claim for an outstanding lien months or years after a case has been settled. This panel of two of the most knowledgeable experts in the field will walk the audience through what they need to know and how to protect themselves and their clients with some basic and simple “due diligence” steps.

**Moderator**

Mark Popolizio, *Vice President of Medicare Secondary Payer (MSP) Compliance, Verisk*

**Speaker**

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

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**Steps Mediators Can Take to Plan for Security Issues and to Lower the Temperature in a Hostile Mediation Setting (2 hours)**

Is Interpersonal Violence a catch-phrase we only hear about on the news and as it relates in societal issues but has little relationship to what mediators see and have to deal with? Can harsh words, looks, and comments lead to explosive and dangerous outbursts at a mediation? Are there tell-tale signs that mediators should be sensitive to and steps that should be implemented to protect themselves and the participants to a mediation?

**Speakers:** Leisa Wintz, Nazarena Hauser

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What’s new at MEAC? And, how do we best utilize the guidance of their opinions to deal with our own flummoxing issues that arise without warning, like unauthorized recordings, lack of capacity issues and other conflicts that might derail an otherwise effective mediation before it even begins?

**Speakers:** Robin Caral Shaw, Tom Glick

**Third Party Funding - What is it and why is it relevant to mediations (1.5 hours)**

Has Third Party Funding changed the dynamics of litigation to level the playing field? Are financially strapped parties and their legal representatives now in a better bargaining position to go up against powerful entities and their team of lawyers? And what are the political, societal and legislative implications? This session tackles these questions and discusses how TPLF can impact mediation settlement efforts, including TPLF disclosure efforts, how funder control and funded amounts could torpedo settlement, and recent legislative efforts to regulate TPLF practices.

**Speaker:** Mark Popolizio

# Risk Managers Breakout

**1:00 pm – 3:15 pm**

Grand Ballroom 7A

**1:00 pm – 2:00 pm** Course #600

## The Power of Partnership: How Exceptional Service Drives Superior Risk Management Outcomes

In this one-hour session, we will explore how building strong, long-lasting partnerships with dedicated claims and risk management experts who take a comprehensive approach to managing risks through a wide range of services beyond conventional administrative tasks can help Risk Managers improve the claims experience, streamline operational efficiency, and make a meaningful impact on TCOR. Our expert panel of Risk Managers from across industries will discuss how partnering with service-focused experts who work as an extension of their team proactively address points of friction, improve communication, and generate insights through performance analysis to enhance strategy and improve results.

### Moderator

Joe Zinga, *Executive Vice President - Risk Management, Gallagher Bassett*

### Speakers

Lesley Zielinski, *Vice President, Risk & Insurance, Kelly Services*

Javier Garza, *Director, Risk Management, CEMEX*

Mitchell Dane-Henry, *Senior Manager Insurance Programs, Sprouts Farmers Market*

**2:15 pm – 3:15 pm** Course #601

## Workplace Violence and Workers' Compensation

The session on Workplace Violence and Workers' Compensation aims to educate attendees about the risks and consequences of workplace violence and how it relates to workers' compensation mental claims. It will cover topics such as identifying warning signs, implementing preventive measures, and understanding the legal and financial implications of workplace violence incidents.

### Moderator

William Liebler, *Chief Claims Officer, N.A., Marsh*

### Speakers

Dennis Tierney, *National Director of WC Claims, Marsh*

Renata Elias, *Senior Vice President, Marsh*

Melora Copeland, *Director of Insurance, Compass Group*

*“The Risk Managers Breakout continues to be the must attend session year after year. This year will be no exception, we continue to engage some of the top Risk Managers and Brokers in the space to help dig deeper into the issues of today. With the ever-changing Risk environment, we are seeing continued challenges on how we make sure Risk Management leaders and Claim Operations need to continue to collaborate in ways that push them to their limits. We look forward to the stretching the boundaries, we hope to see you there!!”*

Michele Maffei

# Adjuster Breakout

**1:00 pm – 4:15 pm**

Magnolia Ballrooms 4-6

**1:00 pm – 2:00 pm** Course #700

## Empathy Towards the Injured Worker

This session aims to help participants understand the importance of empathy towards injured workers, and ways to effectively communicate and support them. Participants will gain insights into the physical, emotional, and financial impact of workplace injuries, and ways to accommodate their needs and limitations. Additionally, the session will emphasize the importance of workplace safety measures and fostering a culture of empathy and support.

### Moderator

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

### Speakers

Sherrill Wilson, *WC Senior Claims Analyst, MV Transit*

Olga Benitez, *Claim Supervisor, Gallagher Bassett Services*

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

**2:15 pm – 3:15 pm** Course #701

## Building Strong Partnerships: The Key to Successful Claims Management

There are many relationships within the claims process that impact the overall outcome of claims. These relationships can be among adjusters, employers, carriers/TPAs, brokers, and vendors. We will explore the many relationships and partnerships that lead to effective claim resolution and how you can achieve a more collaborative approach. Positive partnerships lead to positive outcomes.

### Moderator

Christine Jermin, *Vice President, Casualty Claims, Brown & Brown*

### Speakers

Wendy Beckum, *Senior Claim Service Specialist, Summit*

Nathalie Duran, *Claims Consultant, Aon*

Taylor Hill, *Senior Manager, Claims Management, Walmart Claims Services*

**3:15 pm – 4:15 pm** Course #702

## The Practical Impact of AI on Future Claims Handling

The practical impact of AI on the future of claims handling will provide our audience with a better understanding of what AI is, how it is used today and what we can expect next. We intend to practically define the uses of today's AI in day-to-day claim handling and how it assists adjusters and does not replace adjusters. We want folks to be excited about the efficiencies and future enhancements to claim handling we think AI will provide.

### Moderator

Kristin Smith, *Business Development Manager, Sedgwick*

### Speakers

Lynette Smith, *IT Product Evangelist Advisor, Sedgwick Claims Management Services, Inc.*

Nancy Brightwell, *Team Manager, Next Level Administrators*

Ashish Savani, *Vice President - Product Development, Analytics & Innovation, Gallagher Bassett*

# Workplace Safety and Health Breakout

**1:00 pm – 4:15 pm**

Magnolia Ballrooms 13-15

**1:00 pm – 2:00 pm** Course #800

## **From Incident to Resilience: The Power of Thorough Workers' Comp Strategies**

In today's economy, successful organizations are taking a hard look at internal strategies for protecting profits and people. When accidents happen in the workplace, are your post-injury processes providing the best possible outcome? This panel will explore effective strategies to minimize worker's compensation losses through quality accident investigation, claims management, and return-to-work programs.

Dylan West, *Risk Control Manager, Gallagher*

Normagene Dmytriw, *Risk Manager, Broward County - Port Everglades*

Lisa Love, *Senior Claim Advocate, Gallagher Global Brokerage*

**2:00 pm – 3:00 pm** Course #801

## **Using Hazard Risk Recognition to Reduce Claims**

We think we understand risk, but does our understanding rely on our experience with the task, the industry, or knowledge of the regulations? If we knew risk so well, how is it that the severe injuries and fatalities occur on sites we feel are pretty 'safe' and may have gone years without a lost-time claim? This presentation will take attendees on a journey to understanding the base of risk and communicating more effectively the risk vulnerability for an organization. Reducing exposures lead to reducing injuries/claims.

Ann Lindsey, *Managing Director, US Operations, HSE Global*

**3:15 pm – 4:15 pm** Course #802

## **Positive Effect: Benefits of a Safety Program**

Safety in the workplace is not merely a set of rules and regulations; it's a culture that permeates every aspect of an organization. A positive safety culture is not just about avoiding accidents; it's about fostering an environment where employees prioritize safety, well-being, and accountability. In this class, we'll explore the process, benefits and cumulative effects of building a positive safety culture within a company so that it becomes deeply ingrained in the company's ethos.

Jim Van Duzen, *Sr. Risk and Safety Representative, Paychex*

*"The 2024 WCI Safety and Health Conference educational offerings will focus on how claims/safety professionals can work together to reduce claims and control claims cost. Emerging topics on workplace violence – managing risk – hazard assessments - building successful safety management system are few samples of some of the topics industry experts will cover at the conference."*

James D. Smith

# 16th Annual National Workers' Compensation Review

**1:00 pm – 4:30 pm**

Grand Ballroom 8A

**1:00 pm – 1:15 pm**

## Welcome and Introductions

Jim Anderson, *Attorney, Cattie & Gonzalez, PLLC*

George Kagan, *Attorney, H. George Kagan, P.A.*

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

**1:15 pm – 2:15 pm** Course #900

## Harnessing the Power of AI in the Medicolegal Realm: Practical Insights and Applications

Whether you are new to AI or seeking to deepen your existing knowledge, this engaging session caters to all levels of familiarity. Join us and embark on a journey to uncover the transformative impact of AI on the medicolegal landscape, empowering you to stay at the forefront of this digital revolution.

### Moderator

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

### Speakers

Connor Atchison, *Founder & CEO, Wisedocs*

David Langham, *Deputy Chief Judge, Florida Office of Judges of Compensation Claims*

Ben Nwachukwu, *Chief Executive Officer, Best In Class MD*

Joel Raedeke, *Chief Technology and Data Science Officer, Broadspire*

Karen Yotis

**2:15 pm – 3:30 pm** Course #901

## Injured Worker and Clinician Cognitive Bias: Doing the Same Thing Over and Over, Expecting a Different Result

By attending this session, you will acquire the tools and knowledge necessary to optimize outcomes, reduce costs, and create a brighter future for those navigating the complex world of injury recovery. Do not miss this opportunity to be at the forefront of a transformative movement in injury case management. Together, we can revolutionize the way we approach injury cases, fostering a system that prioritizes the well-being of injured workers while driving efficiency and effectiveness. Get ready to challenge the status quo and emerge as a leader in this critical field.

### Moderator

Steve Tipton, *Attorney, Flahive, Ogden & Latson*

### Speakers

Melissa Tonn, *Founder and Chief Medical Officer, OccMD, LLC*

David Ring, *Associate Dean, Dell Medical School*

Robert Barth, *Neuropsychologist, Barth Neuroscience*

**3:30 pm – 4:30 pm** Course #902

## Risk Management Trailblazers: Unparalleled Insights from the PropertyCasualty360 2024 Award Winners

Don't miss this chance to engage with the risk management elite and benefit from their collective expertise. Join us for an unforgettable experience as we celebrate and learn from the 2024 PropertyCasualty360 Workers' Comp Risk Management Award winners. Get ready to be inspired, challenged, and empowered to take your risk management strategies to new heights.

Robert Wilson, *President, WorkCompCollege.com*

*“When our National Workers’ Compensation Review partnered with WCI 15 years ago there was no larger work-comp event in the country--but more important--there was no finer event. It has only grown more robust and worthwhile, and we along with it.*

*Even a glance at our agenda reveals the 2024 edition continues a tradition of ‘starting the conversation -- disseminating the impact’ via authentic medical, legal and industry leaders imparting special knowledge and expertise on topics of immediate concern--in language attendees can digest and put to work immediately. That is what we do, and that is why folks come.”*

*George Kagan*

# Diversity and Talent Breakout

Presented by the Diversity and Talent Alliance (DATA)



DATA is a non-profit designed to recognize a diverse and accomplished group of students who have expressed an interest in Risk Management/ Worker's Compensation. For sponsorship information, go to [www.wci360.com/sponsorships/#dei](http://www.wci360.com/sponsorships/#dei).

**DATA Sponsors:**

McConnaughay, Coonrod, Weaver and Stern, PA  
 MCInnovations  
 Workers' Compensation Institute, Inc.

**1:00 pm – 4:30 pm**  
 Crystal Ballroom H

**1:00 pm – 2:00 pm** Course #1000  
**Age and Diversity: Aging in the Workforce**

As the workforce continues to be reshaped, the employment of older employees presents a wide variety of issues. To ensure older workers are not left behind, this panel will present options for encompassing the elder worker cohort into your DEI program, and how best to support their unique position and value to the employer.

**Moderator**

Sabrina Mitchell, *Assistant Vice President, PMA Companies*

**Speakers**

Valerie Horton Rakes, *Risk Manager, City of Tampa*  
 Regina Lock, *Account Executive/Risk Manager, McGriff Insurance Services*

*“Our DATA DEI sessions this year will be a transformative experience. The sessions this year will dive into timely topics such as age diversity, leveraging the resources to combat the rising tide of opposition against DEI initiatives and cultivating empathy and other resources that address ongoing talent retention challenges. With our dynamic group of panelist this will be a day of essential DEI content you will not want to miss.”*

Sabrina Mitchell

**2:00 pm – 3:30 pm** Course #1001  
**DEI: Against the Tide**

How can companies continue to promote and benefit from DEI initiatives despite a rising tide of opposition? Diversity is a fundamental American value, as evidenced by our varied and multicultural communities that continue to grow. The panel will discuss ways in which organizations can strategically promote, implement, and enhance DEI initiatives and programs in a challenging environment.

**Moderator**

Sabrina Mitchell, *Assistant Vice President, PMA Companies*

**Speakers**

Rosa Royo, *Director of Workers' Compensation and Loss Prevention, Miami Dade County Public Schools*  
 Stacy Stanley, *Director, Workers' Compensation, FirstService Residential*  
 J. Anthony (Tony) Nelson, *Chief Diversity Officer, Custodia Financial, LLC*  
 Ngozi Nnaji, *Founder / Managing Partner, Ako Insurance Consulting*

**3:30 pm – 4:30 pm** Course #1002  
**Empowering Empathy: A Workers' Compensation Claims Study**

Staffing challenges, particularly in retention of talent, can play a role in workers' compensation losses. This safety impact necessitates the adoption of inclusive and employer leadership practices within the workplace. The University of Texas-Dallas, in collaboration with Zurich Insurance, conducted a survey study of individuals who experienced a workers' compensation claim. This study explores the impact of such leadership on workers' compensation claims from the perspective of the employer and the claims handling process, revealing insights into injured worker psychological safety perceptions, post-accident return to work, and leadership effectiveness.

**Moderator**

Sabrina Mitchell, *Assistant Vice President, PMA Companies*

**Speakers**

Elise White, *Officer - Director of Education, Diversity and Talent Alliance, Inc.*  
 Steven Haynes, *Director of Risk Management and Cyber Security, Assistant Professor, University of Texas at Dallas*  
 J. Anthony (Tony) Nelson, *Chief Diversity Officer, Custodia Financial, LLC*

# Top-of-Mind from the C-Suite

Sedgwick Chief Claims Officer Max Koonce will introduce and moderate a series of sessions looking at some of today's more pressing workers' compensation issues.

## 1:00 pm – 4:15 pm

Crystal Ballroom J1

### 1:00 pm – 2:00 pm Course #1100

#### **Data Insights: What Does the Data Tell Us We Need to be Watching?**

Workers' compensation has seen an explosion in data capture and capabilities. Distinct trends and patterns are emerging that can provide profound direction as to what and where resources should be applied. The ability to identify and act on meaningful information can propel and elevate workers' compensation program performance amid an increasingly competitive business environment.

#### **Moderator**

Max Koonce, *Chief Claims Officer, Sedgwick*

#### **Speakers**

Michael Pettit, *Director of Data Analytics, Sedgwick*

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

Kelly Webb, *Senior Director of National Claims, Albertsons Companies*

### 2:15 pm – 3:15 pm Course #1101

#### **Managed Care: Speedy Recovery Strategies**

The workers' compensation process can often feel arduous and complex to injured workers. In this session, find out how you can help reduce frictional pain points while also reducing medical costs and supporting a safe and speedy return-to-work.

#### **Moderator**

Max Koonce, *Chief Claims Officer, Sedgwick*

#### **Speakers**

Andrea Buhl, *President, Managed Care, Sedgwick*

Patti Colwell, *Manager Absence Management - Workers' Compensation, Southwest Airlines Co.*

Beth Burry Jackson, *Managing Director - Managed Care Programs, Careworks*

Eunice Gutierrez, *Assistant Vice President, Davies/AmeriSys*

Kerri Kevlin, *Manager, Workers' Compensation, Safelite*

### 3:15 pm – 4:15 pm Course #1102

#### **Technology Advancements: How AI and Other Tech Innovations Are Impacting the Industry**

Artificial intelligence continues to shape the workers' compensation claims process and redefine injured worker experience. Leveraging advancements while mitigating related risks is essential going forward. Industry experts will describe AI's expanded use in the workers' compensation space and explain how employers can leverage this and other technology tools to increase program performance.

#### **Moderator**

Max Koonce, *Chief Claims Officer, Sedgwick*

#### **Speakers**

Michele Adams, *VP, Walmart Claims Services, Walmart*

Leah Cooper, *Chief Digital Officer, Sedgwick*

Jeffery Williams, *Director, Digital Insurance Leader, Microsoft*

Natasha Sumter, *Director of Claims Compliance & Regulatory Programs, Walmart Claims Services*



# Physical Therapy Breakout

**1:00 pm – 4:15 pm**  
Grand Ballrooms 13-14

**1:00 pm – 2:00 pm** Course #1200

## Convergence of Mental and Physical Healthcare Delivery: Strategies for Enhanced Outcomes

The intersection of mental and physical health is a critical area of exploration, especially within the context of workers' compensation. As healthcare professionals, we recognize that addressing both aspects holistically leads to better outcomes for injured workers. In this breakout session, we will delve into strategies, tools, and collaborative approaches to enhance the integration of mental and physical healthcare delivery. By bridging the gap between mental and physical health, we can enhance outcomes, improve injured worker engagement, and promote overall well-being. Join us to collaborate on a more integrated and compassionate approach to injured worker recovery to drive successful outcomes.

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

Marcos Iglesias, *Chief Medical Director, Travelers*

**2:00 pm – 3:00 pm** Course #1201

## Successful Return-to-Work Strategies

The average cost per lost-time claim has risen over the past several years while nationally, the number of workers' compensation injuries continues to decline due to safer work environments. The rise in claim costs can primarily be attributed to an increased use of medical benefits and duration of disability and worklessness. The longer employees remain out of work, the more wage replacement and medical services are required. This panel discussion will review the workers' compensation cost drivers and the benefits of early symptom intervention in the treatment of an injured worker. The panel will share case studies and perspectives of best practices to lower claim costs including using psychologically informed approaches, risk stratification for high-risk cases, and developing a stay-at-work/return-to-work program. You will hear perspectives from an employer, physician, case manager and physical therapist.

### Moderator

Robyn Lewis, *Physical Therapist, Regional Director WorkStrategies, Select Physical Therapy*

### Speakers

George Zamora, *Managing Director of Human Resources, City Furniture*

Susan Akey, *Founder/Medical Case Manager - Akey Case Management Services, CCMC*

Sophia Davis, *Orthopedic Surgeon, Orlando Orthopaedic Center*

**3:15 pm – 4:15 pm** Course #1202

## "PT" 3: Rise of the Machines

From 2001: A Space Odyssey to the Terminator movie franchise, popular media has often portrayed technology in a negative light. What if I told you that new and emerging technologies like robotics, virtual reality, and AI are actually be used for good and leading to improvements in injured worker outcomes? Come listen to a presentation put on by therapists and technology developers that have teamed up to successfully utilize the latest innovative technologies leading to improved results in the workers' compensation arena. Spoiler alert: There may even be a guest named HAL created by Cyberdyne in attendance.

### Moderator

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

### Speakers

Robert McIver, *Director of Brooks Center for Innovation, Brooks Rehabilitation*

Paesol Veerakitti, *CEO, VEERA Medical*

Joe Robertson, *CEO, Revenite.ai*

Declan Graham, *Patient with experience, Independent*

# Temporary Staffing Breakout

**1:00 pm – 4:20 pm**

Magnolia Rooms 1-3

**1:00 pm – 1:50 pm** Course #1300

## Raising the Sails and Charting Success: Brokers Empowering Staffing Agencies to Captain the Ship

When workers' compensation is involved, temporary staffing agencies are faced with numerous issues. The broker's goal is to help the agency determine the best approach to managing issues such as coverage, reporting, statutory employment and use of Post Offer Medical Questionnaires. Some of the best staffing experts will provide invaluable and proactive adaptive protocols in this panel session.

### Moderator

Joy Hughley, *Vice President of Compliance, Nixer Comp, Inc.*

### Speakers

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

Ray Therrien, *CEO, Delta Group*

Robert Baker, *Attorney, Chartwell Law*

Vicki Romack, *Senior Claims Supervisor, CCMSI*

**1:50 pm – 2:40 pm** Course #1301

## Avoiding Reefs, Rocks and Pirates Following a Workplace Injury: Industry Experts Help Staffing Agencies Navigate Treacherous Waters

Following a workplace injury, temporary staffing employers may encounter some pitfalls. The goal of this session is to address how to overcome pitfalls such as turnover, I-9 verifications, and RTW accommodations. This panel of experts includes employer and claim experts ready to share their experiences.

### Moderator

Michael Wright, *Vice President of Claims, Nixer Comp, Inc.*

### Speakers

Denise Evans, *Director of Claims, Staffmark Group*

James Colquitt, *Attorney, Eraclides Gelman*

Jena Caldwell, *Chief Executive Officer, Creative Comp Solutions*

Kiley Kiddoo, *Claim Consultant, CCMSI*

*“Temporary Staffing Agencies are often forced to navigate treacherous waters. Come meet some of our industry's best staffing experts who will share their tips and tricks on keeping your ship afloat. Join us at WCI Monday August 19th 1-4:20.”*

Joy Hughley

**2:40 pm – 3:30 pm** Course #1302

## Keeping Everyone ONBOARD and Safe: Safety Best Practices Tips and Tricks

It is the role of the temporary staffing agencies to provide a safe workplace environment for their employees. Providing safety and health training and partnering with clients/host employers on specific training to prevent/reduce workplace hazards. Brokers and employers will share their experiences on how to reduce and maintain lower MOD rates.

### Moderator

Andy Kohler, *Vice President - Insurance Broker, Staffing Practice, Marsh McLennan, an Assurance Agency, Ltd.*

### Speakers

Adam Bryant, *Senior Safety Consultant, Insurance Broker*

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

Tawanda Huff, *President/CEO, Absolute Staffing & Consulting Solutions*

**3:30 pm – 4:20 pm** Course #1303

## Getting the Ship Home in the Storm: Controlling Your MOD Before IT Controls YOU!

MOD rate management is key to successful temporary staffing programs. Some items to consider: RTW programs, post-loss claims management post loss, and safety best practices. These are a few ways employers can reduce and maintain lower MOD rates.

### Moderator

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

### Speakers

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

Carol Blaine, *Managing Director, ZOOM Consulting, Brown & Brown Risk Solutions*

Jaclyn Chapman, *Vice President, Claims Consultant, Brown & Brown*

Lisa D'Elia-Shoaff, *Workers' Compensation Supervisor, CCMSI*

# Orthopaedic Breakout

Presented by the Florida Orthopaedic Society

**1:00 pm – 4:30 pm**

Crystal Ballroom C (Entrance to G2)

**1:00 pm – 2:30 pm** Course #1400

## Welcome and Introductions

Aaron Guyer, *Orthopedic Surgeon, Tallahassee Orthopedic Clinic*

## 13th 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.

Aaron Guyer, *Orthopedic Surgeon, Tallahassee Orthopedic Clinic*

## Meniscus Injuries: Is This Acute or Chronic?

In this session, Dr. Rogozinski will discuss meniscal injuries and review the mechanism of injury patterns, patient presentation and pertinent physical exam findings. He will analyze MRI findings suggesting if the tear is acute or chronic, and finally discuss treatment options and rehabilitation protocols.

Zachary Rogozinski, *Orthopedic Surgeon, Rogozinski Orthopedic Clinic*

## Patient Reported Outcomes Measures in Assessing the Injured Worker

What are Patient Reported Outcomes Measures (PROMs) and why are they so important? Which ones should we use and how do we use them? Pain and Functionality: Using PROMs to turn subjective into objective; PROMs for benchmarking and comparison; PROMs for Impairment ratings and MMI assessments. How can I use PROMs in my practice? Are they worth the effort?

Francis McCormick, *Orthopedic Surgeon, McCormick Shoulder and Sports Surgical Specialist*

**2:30 pm – 3:30 pm** Course #1401

## Evidence Based Medicine & Determining Major Contributing Cause (MCC)

Dr. Meli will explore how to determine what is chronic, preexisting, and age-related? The facts and fiction with respect to visco-supplementation, PRP, and Gel shots and the impact of quality and duration of physical therapy will also be discussed.

Paul Meli, *Orthopedic Surgeon & Expert Medical Advisor, Paul Meli Orthopedic Surgery*

## Shoulder Injuries: When to Get an MRI

In this session, Dr. Routman will discuss when are MRI's critical to obtain early? Which findings indicate injury acuity? Why injured workers should avoid Open MRI units.

Howard Routman, *Director, The Palm Beach Shoulder Service at Atlantis Orthopedics*

**3:30 pm – 4:30 pm** Course #1402

## The Carpal Tunnel Express: Reimagining Carpal Tunnel Syndrome Treatment – Live Surgery with Reception Afterwards

Carpal tunnel release is the most clinically and cost-effective treatment for carpal tunnel syndrome. Carpal tunnel release using ultrasound guidance is a minimally invasive technique that allows 75% of patients to return-to-work in 3-5 days, achieving 6-7 times faster results than open or endoscopic techniques. Experience just how quickly and easily carpal tunnel syndrome can be treated and join Dr. Paterson as he performs a live, in-person wide awake ultrasound guided carpal tunnel release done under a local anesthetic.

Paul Paterson, *Hand and Upper Extremity Surgeon, Vero Orthopaedics*

# 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.

### Moderator

Lou Stern, *Attorney, McConnaughay, Coonrod, Weaver & Stern, P.A.*

### Speakers

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

Geoff Bichler, *Attorney, Bichler & Longo, PLLC*

Marc Golden, *Attorney, Rosenthal, Levy, Simon & Sosa*

Mark Zientz, *President, Law Offices of Mark L. Zientz*

## 13th 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 together regulators from throughout the country representing more than half the nation to discuss challenges, concerns and issues facing individual jurisdictions in the oversight of the ever-changing workers' compensation industry. It is a forum where regulators share lessons learned and seek timely answers to their most pressing issues. This national forum of state leaders will be open to all WCI attendees representing a unique opportunity for participants and audience alike. Participating states include: Alabama, Arkansas Colorado, Delaware, District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, New Mexico, Oklahoma, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, West Virginia, and Wisconsin.

### Moderator

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

# Tuesday, August 20

Official  
Wi-Fi  
Sponsor

**emperion**

Wi-Fi: Marriott Convention Level

Wi-Fi Password: Emperion

## 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.

## 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

## 8:45 am – 9:45 am Course #2100

### Mystery Live Surgery

Presented by Orlando Health Jewett Orthopedic Institute

Palms Ballroom – Canary

Live From the OR! Experience the intensity and mystery of this year's WCI Conference Live surgery event as the world-renowned Orlando Health Jewett Orthopedic Institute expert surgeons perform life-changing procedures with precision and innovation LIVE FROM THE OR. Be part of the buzz as we unveil groundbreaking techniques and unlock the secrets to successful orthopedic care. The type of surgery is a MYSTERY and will be unveiled to the attendees!

Michael Jablonski, *Orthopedic Surgeon & President, Orlando Health Jewett Orthopedic Institute*

## 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.**



**WCDI** Workers' Compensation  
Defense Institute

## 11:45 am – 2:00 pm

### Inns of Court Judicial Luncheon (By Invitation Only)

Grand Ballrooms 10-12

Florida Supreme Court Justice Meredith Sasso will be the featured speaker.

## 1:00 pm – 2:00 pm Course #2103

### 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.

Timothy Osterhaus, *Chief Judge, First District Court of Appeal*

Ross Bilbrey, *Judge, First District Court of Appeal*

M. Kemmerly Thomas, *Judge, First District Court of Appeal*

## 3:30 pm – 5:30 pm

### Exhibitor Move-Out

Exhibit Hall – Cypress Ballroom

## 8:00 pm – 10:00 pm

### Super Tuesday Soiree

#### Featuring Hall of Famer and Super Bowl Winner Jerome Bettis

Palms Ballroom – Canary 1 & 2

Every year WCI strives to improve the conference experience for our attendees through enhancing educational content, attracting memorable keynote speakers and entertainment, and re-imagining networking and business development opportunities.

Our first-ever Super Tuesday Soiree, will feature football legend and Super Bowl Winner and Hall of Famer, Jerome Bettis. Victor Green, a member of the New York Jets All-Time Four Decade Team will also be a special guest. This intimate affair is something new we are bringing to the conference for a limited number of attendees.

This exclusive networking event will be held on Tuesday, August 20, 8:00 pm – 10:00 pm. This event has limited capacity and is by invitation only, and you can learn more at <https://www.wci360.com/super-tuesday-soiree/>.

# 2024 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/](http://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

**7:45 am – 8:45 am**  
**Breakfast & Registration**

**8:45 am – 9:45 am** Course #2100  
**Mystery Live Surgery**

Presented by Orlando Health Jewett Orthopedic Institute  
Palms Ballroom – Canary

Live From the OR! Experience the intensity and mystery of this year's WCI Conference Live surgery event as the world-renowned Orlando Health Jewett Orthopedic Institute expert surgeons perform life-changing procedures with precision and innovation LIVE FROM THE OR. Be part of the buzz as we unveil groundbreaking techniques and unlock the secrets to successful orthopedic care. The type of surgery is a MYSTERY and will be unveiled to the attendees!

Michael Jablonski, *Orthopedic Surgeon & President, Orlando Health Jewett Orthopedic Institute*

**10:30 am – 11:45 am**  
**Psychophysical Harmony / Behavioral Health**

Join Paul Tauriello for an insightful session delving into the intricate landscape of first responder mental health. In this engaging presentation, we will walk you through a compelling case study, explore cutting-edge treatments, navigate updated laws, and uncover best practices tailored to the unique needs of first responders.

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

**11:45 am – 1:00 pm**  
**Lunch Provided for All Students and Presenters**

**1:00 pm – 2:00 pm**  
**Insurance Compliance – Responsibility & Accountability**

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

**2:00 pm – 2:45 pm**  
**Lessons Learned from Yellow Corp Bankruptcy**

Gary Davis, *Executive Director, SAWCA*

**3:00 pm – 4:00 pm**  
**An Ethical Approach to the Political Challenges & Realities of Agency Leadership**

Join our panel of agency leaders as they share their experiences ... “lessons learned – stories to share” ... while guiding their state’s workers’ compensation system. Learn things to do and possibly not to do...the value of seasoned veterans...recognizing where the “bumpers” are located... and knowing when to trust your own instincts.

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

Jeff Nelson, *Commissioner, Texas Department of Insurance, Division of Workers' Compensation*

Jordan Russell, *Chairman, Oklahoma Workers' Compensation Commission*

**4:00 pm – 4:30 pm**  
**Closing Roundtable**

Wesley Marshall, *Commissioner, Virginia Workers' Compensation Commission*

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

# Attorney Breakout

**8:00 am – 3:15 pm**

Crystal Ballroom M (Entrance Crystal J2)

**8:00 am – 8:45 am**

**FSU School of Law Alumni Breakfast**

Hall of Cities: Boston

**8:45 am – 10:00 am** Course #1700

**Hot Topics for Attorneys**

Presented by E. Robert Williams American Inn of Court

The Attorneys' Hot Topic session is the most popular program devoted exclusively to attorneys. The panel of experts are among the most knowledgeable, interesting, animated, opinionated and experienced practitioners from both sides of the claims divide. It is the essence of a Point-Counter-Point battle of wits between claimant and defense attorneys. The panel will address several of the most controversial appellate and JCC decisions since last year's WCI Conference. They will initially review the facts of each case, the salient holdings, and then debate how the holdings are expected to impact both practice areas. It promises to be lively, fast-paced, informative, and entertaining.

**Moderator**

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

**Speakers**

William Rogner, *Attorney, HR Law, P.A.*

Michael Winer, *Attorney, Winer Law Group*

Christian Petric, *Attorney, Schefer Petric & Simpson*

Michael Horowitz, *Attorney, Matheson and Horowitz*

**10:15 am – 11:30 am** Course #1701

**Attorneys' Fees, Motion Practice and Ethical Pleadings**

Presented by the Judge William Wieland American Inn of Court

The presentation on Attorneys' Fees, Motion Practice and Ethical Pleadings is going to be a practical approach to these issues. The focus on attorneys' fees will be what pleadings and documentation needs to be provided and how to prove up entitlement and amount. It will also provide practical tips for how to accomplish this in an efficient manner. The panel will also discuss motion practice and the practical aspects of motions and what needs to be a well-drafted motion along with the documentation needed. The panel will also present issues and solutions to making sure your pleadings are ethical and follow the rules.

**Moderator**

Neal Pitts, *Judge, Florida Office of Judges of Compensation Claims*

**Speakers**

Wilbur Anderson, *Judge, Florida Office of the Judges of Compensation Claims*

Glen Wieland, *Attorney, Wieland & DeLattre, P.A.*

Frank Wesighan, *Attorney, Dean Ringers*

David Rickey, *Attorney, Morgan and Morgan*

Morgan Indek, *Attorney, Eraclides Gelman*

**2:15 pm – 3:15 pm** Course #1702

**Statutory Employment: Subcontractors, Independent Contractors and the Roles of PEOs**

Presented by the Richard Sicking Inn of Court

Join this panel as it discusses the statutory, legal, and regulatory issues surrounding the treatment of subcontractors, independent contractors and the differences on whether they are engaged construction or non-construction activities. Also, learn about the coverage nuances of these types of employment within the realm of employee leasing arrangements.

**Moderator**

Margret Kerr, *Judge, Florida Office of the Judges of Compensation Claims*

**Speakers**

Ivan Morales, *Attorney, Morales & Cerino, P.A.*

Ileana Marcos, *Attorney, Marcos Rothman Valdes, PLLC*

Leopoldo Garcia, *Attorney, Angones, McClure and Garcia P.A.*

Gloria Garcia, *Attorney, Gloria M. Garcia PA*

*“This year’s breakout for attorneys provides practical information and insight which will include judicial perspectives that will help improve your practice and litigation. Judges and representatives from the Defense Bar and Claimant’s Bar will share their expertise and experiences.”*

Glen Wieland

# OSHA 10-Hour General Industry Training

**8:00 am – 2:00 pm**

Magnolia Ballroom 10

**8:00 am – 9:00 am** Course #1800

## **Personal Protective Equipment (PPE)**

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 (PPE) to reduce hazards in the workplace.

Stephen Frost, *Assistant Director, University of South Florida OSHA Training Institute Education Center*

**9:10 am – 10:10 am** Course #1801

## **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.

Stephen Frost, *Assistant Director, University of South Florida OSHA Training Institute Education Center*

**10:20 am – 11:20 am** Course #1802

## **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 Bernard, *Professor, University of South Florida*

**1:00 pm – 2:00 pm** Course #1803

## **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.

Stephen Frost, *Assistant Director, University of South Florida OSHA Training Institute Education Center*



# Return-to-Work Breakout

**8:30 am – 12:00 pm**

Crystal Ballroom H

**8:30 am – 9:00 am**

## Breakfast

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

**9:00 am – 10:00 am** Course #1900

## Trains, Planes and Automobiles: Return-to-Work in a Transportation Environment

Our panel will address the challenges and solutions in managing employees in a transportation environment. Attendees will get a roadmap to guide them in safely reintegrating drivers into their pre-injury jobs while honoring restrictions to keep our roads and skies safe. Our presenters will address not only physical injuries but also behavioral health programs with successful outcomes. Traditional and new approaches will be shared for RTW in both Occ and non-Occ claims.

### Moderator

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

### Speakers

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

Lisa Gatchell, *Vice President, Risk Management & Associate General Counsel, Brightline*

Lori Newhouse, *VP of Clinical Operations, RTW/Voc Rehab and Carrier Programs, Sedgwick / Careworks*

**10:00 am – 11:00 am** Course #1901

## Early Intervention RTW: The Only Limit is Our Imagination – Effective Insights to Revolutionize Your Program

Join us for a panel discussion where experienced industry experts will unpack and explore impactful early intervention/RTW strategies. Our diverse panel, representing case management, and risk management will provide a holistic view of accelerating the RTW process; discuss innovative approaches and collaborative tactics that not only ensure swift and safe return-to-work outcomes but also emphasize the human element of a worker's recovery. This session is for those seeking to foster a culture of care, injured worker advocacy, reduce litigation rates, and cultivate cost-effective solutions for workers' compensation claims.

### Moderator

Mollie Kallen, *VP of Business Development, MKCM/An IMA Group Company*

### Speakers

Sarah Jane Jara, *Assistant Risk Manager, Red Bull North America, Inc.*

Dave Taylor, *Senior Director, Workers' Compensation, Charter Communications*

Janet Coffey, *Loss Prevention and Manager of Risk and Claims, The Michaels Companies*

**11:00 am – 12:00 pm** Course #1902

## Reenergizing Your Return-to-Work Program

Our experts will have a lively discussion about proven strategies for returning injured employees to work. The panel will discuss creative approaches to achieve management buy in and to mine data to support your case. Building a safety committee within the organization focused on prevention and best practices in claims management and partnering with your medical provider to achieve successful return-to-work outcomes will also be the focus of this session.

### Moderator

Zachary Rosenthal, *Director Of Sales & Marketing, Physicians Health Center*

### Speakers

Stacy Stanley, *Director, Workers' Compensation, FirstService Residential*

Eddie Martinez, *Vice President of Safety and Claims Management, Eastern Insurance Group*

Henry Cabaniss, *Southern Glazers' Wine & Spirits*

Nekitta Tomberlin, *Back2work Liaison, Summit*

*“The Return-to-Work breakout is a lively morning starting with continental breakfast and exploring new strategies to facilitate return to work. Our opening hour focuses on the transportation environment and how you accomplish RTW with Planes, Trains and Automobiles. Our second and third hours provide insights to revolutionize your program – the only limit is your imagination!!!!”*

Maxine Topper

# Workplace Safety and Health Breakout

**8:30 am – 4:15 pm**  
Magnolia Ballrooms 13-15

**8:30 am – 9:30 am** Course #2000  
**Workplace Violence: The What, The Who and The How**

Learn different causes of workplace violence and ideas of what you can do to build an effective program. We will look at different examples of workplace violence; then, identify 3 or 4 things that everyone can do to build your workplace violence program. We will also focus on the healthcare industry and service workers since they are more at risk.

Tanya Parker, *Assistant Vice President - Client Engagement, Safety National Casualty Corporation*

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

**9:30 am – 10:30 am** Course #2001  
**Workplace Violence Awareness: Managing Hostility with De-Escalation Methods**

Hostile interactions are often the precursors to workplace violence. Findings ways to de-escalate can help prevent violent situations and maintain a safe and secure workplace. During this presentation we will provide workplace violence awareness and cover de-escalation techniques useful during confrontational situations in any setting.

Oscar Villanueva, *Managing Partner/Lead Consultant, Vilafor-Security and Risk Consulting*

**10:45 am – 11:45 am** Course #2002  
**OSHA Update: Complying with New Work-Related Injury and Illness Recordkeeping and Reporting Requirements**

When it comes to OSHA's regulations and its internal enforcement policies and emphasis, continual change is one certainty. Participants in this session will learn about OSHA developments and changes to assist them in more proactively preparing for OSHA inspections and ensuring compliance with key standards and regulations. Those in attendance will learn about changes, planned and enacted, in OSHA's requirements for injury and illness recordkeeping and reporting, as well receive updates on OSHA's efforts to promulgate a heat stress standard, recent enforcement activities and practices, and even OSHA's efforts to create other new regulations and expand its reach to address problems such as overdoses in the workplace.

Barry Spurlock, *Attorney, Crump Spurlock*

**1:00 pm – 2:00 pm** Course #2003  
**"Ask the Expert" The Essential Pillars of Effective Workplace Safety and Health Programs**

Join this "Ask the Expert" safety and risk control leader panel for Q&A on the four essential pillars of effective workplace safety and health programs: Rules and Policies, Comprehensive Training, Compliance Assistance, and Program Enforcement.

Jim Smith, *National Risk Control Regional Leader, Arthur J Gallagher*

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

Gary Lopez, *Risk Control, Gallagher*

**2:00 pm – 3:00 pm** Course #2004  
**Managing Risk In Today's Business Climate**

Today's safety/risk professionals must begin to recognize a role change that is taking place from what they have historically considered their job duties. The days of just focusing on employee injuries and illnesses, thinking in terms of "zero accidents" and attempting to stamp out all hazards are no longer the best way to manage your impact to your organization. Managing risks demands a more expanded role of the modern safety/risk professional, expanded metrics to measure success and failure, as well as looking at hazards beyond what standards and codes identify as the controls that need to be in place. This presentation will delve into these changes and what the modern safety/risk manager can use as a new approach.

Gary Lopez, *Risk Control, Gallagher*

**3:15 pm – 4:15 pm** Course #2005  
**Activity Based Incident Analysis and Pareto Charts**

What do foundational analyses of losses typically look like? Incident category, age, tenure, etc. In this session we will discuss the benefits of diving deeper into work activities and how factoring in activity data can provide more clarification on claims trends. Beyond just activity based incident analyses, we will also discuss how to identify your high impact risk reduction opportunities using Pareto charts and the 80/20 principles.

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

# Adjuster Breakout

**8:45 am – 4:15 pm**  
Magnolia Ballrooms 4-6

**8:45 am – 9:45 am** Course #2100  
**Mystery Live Surgery**

Presented by Orlando Health Jewett Orthopedic Institute  
Palms Ballroom – Canary

Live From the OR! Experience the intensity and mystery of this year's WCI Conference Live surgery event as the world-renowned Orlando Health Jewett Orthopedic Institute expert surgeons perform life-changing procedures with precision and innovation LIVE FROM THE OR. Be part of the buzz as we unveil groundbreaking techniques and unlock the secrets to successful orthopedic care. The type of surgery is a MYSTERY and will be unveiled to the attendees!



Michael Jablonski, *Orthopedic Surgeon & President, Orlando Health Jewett Orthopedic Institute*

**Mystery Live Surgery  
Prime Sponsors**

**ORLANDO  
HEALTH®**



**Jewett Orthopedic  
Institute**

**CREATIVE  
COMP SOLUTIONS**

**10:00 am – 11:00 am** Course #2101  
**Obstacles to Settlement**

When should an Employer/Carrier begin settlement negotiations on a claim? What if there is an Employer/Carrier fee demand when none is owed? How should you address MSA's, unrealistic claimant expectations, and other barriers to settlement? This session will discuss how to ethically navigate these challenging issues in order to successfully resolve claims and reduce defense litigation costs in the process.

**Moderator**

Taysha Carmody, *Attorney, McConnaughay, Coonrod, Weaver & Stern, P.A.*

**Speakers**

Marissa Gillock, *Claims Supervisor, Publix Supermarkets*

Veralucia Hill, *Commercial Claims Manager, Advocacy, BKS Partners*

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

**11:00 am – 12:00 pm** Course #2102

**Before, During and After the Petition for Benefits**

A discussion about the three-day, five-day and ten-day statutory provisions, along with strategies for responses to petitions for benefits and avoiding adjuster depositions and attorneys' fees.

**Moderator**

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

**Speakers**

Erik Burch, *Claims Supervisor, CCMSI*

Kathryn Butkus, *Senior WC Claims Manager, FrankCrum PEO*

Michael Laseter, *Claims Team Manager, Liberty Mutual*

**1:00 pm – 2:00 pm** Course #2103

**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.

Timothy Osterhaus, *Chief Judge, First District Court of Appeal*

Ross Bilbrey, *Judge, First District Court of Appeal*

M. Kemmerly Thomas, *Judge, First District Court of Appeal*

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

**2:15 pm – 3:15 pm** Course #2104

**The 120 Day Provision: Challenges and Consequences**

Our chosen topic delves into the challenges and consequences surrounding the 120-day Reservation of Rights. Our focal points include comprehending the 120-day decision, navigating it within the stipulated timeframe, and addressing emerging medical conditions during the course of a workers' compensation claim.

**Moderator**

Michael Grimaldi, *Unit Manager, Travelers Insurance Company*

**Speakers**

Thomas McDonald, *Attorney, Travelers*

Victor Rivera, *WC Claims Manager, Frank Winston Crum Insurance*

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

**3:15 pm – 4:15 pm** Course #2105  
**How to Handle Uncivil Behavior?**

In a world where claims expertise coupled with empathy for the injured worker should be the roadmap to claim resolution success, it appears that this well-intentioned formula does not always lead to the proverbial "yellow brick road." More often than preferred, the road we professionally travel is paved with potholes in the many forms of Workers' Compensation litigation. In this presentation, our panel of industry leaders will share their strategies for navigating the potential conflicts (i.e. "uncivil behavior") associated with this process. Understanding the obligations and intricacies of juggling ethics, business, and a preservation of self- wellness, a focus will be placed on initial claim handling and investigation to best create an environment of respect for all involved and legal/ethical support for all actions, so as to ensure "human and business needs" are equally and expertly cultivated.

**Moderator**

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

**Speakers**

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

Laura Shuman, *Claims Supervisor, Publix Risk Management*

Sharon DelGuercio, *Senior Manager, Workers' Compensation, Walt Disney World Resort*

April Fullford, *Sr. Lost Time Adjuster, Next Level Administrators*

# 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](http://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 #2100

## **Mystery Live Surgery**

Presented by Orlando Health Jewett Orthopedic Institute

Palms Ballroom – Canary

Live From the OR! Experience the intensity and mystery of this year's WCI Conference Live surgery event as the world-renowned Orlando Health Jewett Orthopedic Institute expert surgeons perform life-changing procedures with precision and innovation LIVE FROM THE OR. Be part of the buzz as we unveil groundbreaking techniques and unlock the secrets to successful orthopedic care. The type of surgery is a MYSTERY and will be unveiled to the attendees!

Michael Jablonski, *Orthopedic Surgeon & President, Orlando Health Jewett Orthopedic Institute*

**10:00 am – 10:50 am**

## **Access to Justice: Helping Litigants Navigate the Workers' Compensation Process**

Given most people's unfamiliarity with the workers' compensation process in any particular state, many parties, and in particular self-represented employees, see the workers' compensation system as a daunting challenge with many obstacles. In this session, our panelists will discuss the resources and tools provided by various states to assist parties in effectively navigating the workers' compensation system to ensure all parties have fair and equal access to the dispute resolution process.

Stephanie Kinney, *Judge, Commonwealth of Kentucky/Dep. of Workers' Claims*

Shannon Bruno-Bishop, *Judge, Louisiana Workforce Commission, Workers' Compensation*

Robert Rassp, *Judge, WCAB LA District Office*

Lorraine D'Angelo, *Ombudsman, Virginia Workers' Compensation Commission*

**11:00 am – 11:50 am**

## **The Good, The Bad, and the Ugly: Bizarre, Unusual, and Pivotal Workers' Compensation Cases from 2023 and 2024**

Commissioner Marshall will lead a lively, interactive discussion of bizarre, interesting, and pivotal workers' compensation cases from across the country for 2023 and 2024. 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!

Wesley Marshall, *Commissioner, Virginia Workers' Compensation Commission*

**12:00 pm – 1:00 pm**

## **Lunch**

Grand Ballrooms 1-2

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

Grand Ballrooms 4 - 6, Convention Level

**6:00 pm – 8:00 pm**

**NAWCJ Dinner**

Smokey Bones

**1:00 pm – 2:00 pm**

**Ethics for Workers' Compensation Judges**

Workers' compensation law is often treated like an orphan in the legal world. A specialized area of the law that does not quite fit in with any other areas of practice. In many instances, this isolation carries over to the agencies that adjudicate workers' compensation claims and the foundation of their ethical governance. Some workers' compensation adjudicators fall under an executive agency, others are part of an independent agency, while some fall squarely within the judicial branch. We will discuss origins of judicial governance in different jurisdictions and their application to different hypothetical scenarios.

Iliana Forte, *Judge, Florida Office of the Judges of Compensation Claims*

Steven Minicucci, *Judge, Rhode Island Workers' Compensation Court*

William Culbreth, *Deputy Commissioner, Virginia Workers' Compensation Commission*

Robert Himmel, *Deputy Commissioner, Virginia Workers' Compensation Commission*

**2:10 pm – 3:00 pm**

**Employee Leasing Agreements: General and Special Employers-Peeling an Onion**

Professional Employer Organizations (PEOs) have emerged in the modern economy under the general rubric of "employee leasing." In many industries, such as the entertainment, supply chain logistics, farming, and service industries, the need for labor fluctuates based on operational needs. Workers' compensation professionals have a huge learning curve to understand the relationship between injured workers and the determination of who is responsible for work injuries when the injured worker is a "leased" employee. Sometimes the analysis of workers' compensation liability is like peeling an onion, with many separate entities involved with a given claim. This program unpeels the onion for the audience and explains how insurance laws govern liability for general and special employers.

Robert Rassp, *Judge, WCAB LA District Office*

**3:10 pm – 4:00 pm**

**Expanding Access to Alternative Dispute Resolution**

In some states, the percentage of pro se claims can reach as high as 30% of the docket. Many of these cases could and should be resolved before ever getting to trial. Although various jurisdictions offer some form of ADR services, pro se litigants are often denied the opportunity to participate fully with a trained mediator. This panel will discuss ways to provide ADR services, including settlement conferences, to pro se litigants through limited scope appointments and other mechanisms.

William Culbreth, *Deputy Commissioner, Virginia Workers' Compensation Commission*

David Langham, *Deputy Chief Judge, Florida Office of Judges of Compensation Claims*

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

Jason Cording, *Deputy Commissioner, Virginia Workers' Compensation Commission*

# Focus on First Responders

**9:00 am – 12:00 pm**

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

**9:00 am – 10:00 am** Course #2200

## Walking in Their Shoes: Compassionate Care for Police Officers and Firefighters

This session explores what it takes to work as a police officer or firefighter. The first step to providing adequate care for injured workers is to understand the demands and stresses of their jobs. Join us as we explore the grueling demands of working the streets to the existing nuances of police and fire culture, understanding PTSD, and its relationship to chronic pain and undiagnosed brain injuries, in addition to other considerations for this cohort of injured workers. Ultimately, the panel will issue a call to action for risk management and public safety officials to strengthen their partnership to care for this injured worker population.

### Moderator

Yvonne Guibert, *Vice President, Education Strategy, Institutes Of Health*

### Speakers

Joseph Sousa, *Workers' Compensation Program Manager, City of San Diego*

Sarah Creighton, *Director, Law Enforcement Services, Institutes of Health*

David Picone, *Battalion Chief, San Diego Fire-Rescue Department*

Michael Branch, *Director, First Responder Clinic, Institutes of Health*

*"I am really excited to be participating on a panel with industry experts dealing with the complex nature of presumption claims for First Responders. The application of presumptive laws continues to be one of the most interesting and contentious areas in the workers' compensation arena, and many times we lose sight of the important public policy imperatives that provide necessary context in applying the law. This discussion will provide an important opportunity to consider the broader consequences of how presumptive claims are managed."*

Geoff Bichler

**10:00 am – 11:00 am** Course #2201

## Litigation of Presumptive Claims Involving First Responders: Are We Missing The Forest For The Trees?

Presumptive claims for First Responders related to PTSD, heart disease, and cancer in fire service, have become one of the most difficult and contentious areas of law for adjusters and risk managers handling public sector entities. With each state individually addressing the specific problems related to this population of public servants, there is a lack of uniformity in approach to these claims, and a great deal of uncertainty about coverage. Additionally, because many presumptive laws are relatively new, there is not a body of case law defining the parameters of coverage or interpreting ambiguities in the law. As a consequence, presumptive claims are often quite contentious and technical denials are frequently asserted without regard for the secondary costs associated with same. This panel will discuss the current litigation/claims environment surrounding First Responder presumption claims, and explore secondary costs associated with the denial of presumption claims for public sector employers like police and fire departments. The focus will be on trying to get the proper balance between honoring the public policy imperatives behind presumptive laws, and denial of claims in appropriate cases.

### Moderator

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

### Speakers

Marguerite Jonak, *Attorney, Manning Kass*

Greg McKenna, *National Practice Leader, Public Sector, Gallagher Bassett*

Geoff Bichler, *Attorney, Bichler & Longo, PLLC*

**11:00 am – 12:00 pm** Course #2202

## What is a Condition or Impairment of Health Caused by Heart Disease or Hypertension?

Section 112.18 F.S. provides a rebuttable presumption of workers' compensation compensability when firefighters, law enforcement officers, correctional officers or correctional probation officers suffer "any condition or impairment of health caused by tuberculosis, heart disease or hypertension resulting in total or partial disability or death". Those who practice, work or handle section 112.18 claims, prior to North Collier Fire Control and Rescue District v. Harlem, and other recent First DCA decisions thought they knew what was covered by the law. The focus will be on what has changed since the Harlem Decision.

### Moderator

Paolo Longo, *Attorney, Bichler & Longo, PLLC*

### Speakers

George Helm III, *Attorney, Bolton, Helm & Augustine, LLP.*

Megan Oliva, *Attorney, Bichler & Longo, PLLC*

Steven Borzak, *Cardiologist, Medical Specialists of the Palm Beaches*

David Perloff, *Cardiologist, CVA-USA*

# Top-of-Mind from the C-Suite

## Achieving Superior Outcomes by Leveraging Service-Focused Partnerships

**9:00 am – 12:00 pm**

Crystal Ballroom J1

**9:00 am – 10:00 am** Course #2300

### More Than a TPA: The Benefits of Partnering with Service-Focused Claims and Risk Management Experts

Partnering with claims and risk management experts, who take a comprehensive, service-focused approach to managing risk through a wide range of services beyond conventional administrative tasks, can help organizations enhance operational efficiency, deliver actionable insights, and drive superior outcomes. Hear examples of how dedicated experts provide strategic advice and tailored solutions to improve risk mitigation and reduce total cost of risk.

#### Moderator

Greg McKenna, *National Practice Leader, Public Sector, Gallagher Bassett*

#### Speakers

Rich Rabs, *Vice President, Risk Management, Lakeshore Recycling Systems*

Jill Alfano, *Claims Manager, Victoria's Secret & Co*

Gabrial Hayes, *Branch Manager, Gallagher Bassett*

**10:00 am – 11:00 am** Course #2301

### Empowering Your People: Providing the Tools to Deliver Superior Service and Outcomes

Delivering a seamless, world-class service experience for clients and claimants requires providing claims professionals with the decision-support tools and resources necessary to improve claims processing accuracy, reduce administrative burdens, and provide real-time access to critical data for informed decision-making. Learn how leveraging a claims and risk management partner who invests in an industry-leading set of quality service standards and systems translates into claims professionals making better, more informed decisions in areas like reserving, clinical intervention, litigation avoidance, and fraud detection for organizations. From enhanced training and resource platforms to oversight management tools that streamline workflows and ensure service quality, our experts will outline how partnering with a dedicated team of empowered claims professionals who take a one-size-fits-none approach can enhance the client service experience at every touchpoint in the claims life cycle, protect reputation, and positively impact TCOR.

#### Moderator

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

#### Speakers

Anita Kiehne, *Area Vice President Claim Management, Arthur J. Gallagher and Co.*

Beth McCubbins, *Director of Claims, Safety & Risk Management, Trilog Health Services, LLC*

Curt McCray, *GBCARE Advisor, Gallagher Bassett Services*

**11:00 am – 12:00 pm** Course #2302

### How Service Drives Success: Stories of Superior Outcomes for Partners

Leaders in organizations across all industries are increasingly realizing the importance of exceptional client service as a crucial factor for driving success. By tapping into the expertise of partners, utilizing tools, and measuring key data points, leaders can leverage actionable insights that quantify the impact of service on outcomes to make more informed decisions and ultimately drive better results. Hear how partnering with dedicated, service-focused claims and risk management professionals can help organizations streamline operations and successfully showcase improved program outcomes related to cost savings, reduced claims cycle time, and enhanced customer experience.

#### Moderator

Danielle Hill Lamoureux, *Senior Client Services Manager, Gallagher Bassett*

#### Speakers

Megan Angus, *Western Senior Claims Manager, Sodexo*

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

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



# 16th Annual National Workers' Compensation Review

**9:00 am – 5:00 pm**  
Grand Ballroom 8A

**9:00 am – 10:30 am** Course #2400

## Revolutionizing Workers' Compensation: Harnessing Innovation for Unprecedented Outcomes

Healthcare providers, employers, attorneys, and claims professionals: are you ready to be at the forefront of a transformative upheaval? Gain a deeper understanding of the pivotal role played by the AMA Guides in upholding medical objectivity and be among the first to explore the most recent revisions that are shaping the future of workers' compensation.

### Moderator

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

### Speakers

Connor Atchison, *Founder & CEO, Wisedocs*

David Langham, *Deputy Chief Judge, Florida Office of Judges of Compensation Claims*

Ben Nwachukwu, *Chief Executive Officer, Best In Class MD*

Joel Raedeke, *Chief Technology and Data Science Officer, Broadspire*

Karen Yotis

Ken Eichler, *Health Solutions, American Medical Association*

**10:30 am – 12:00 pm** Course #2401

## State of the States: Case Law Highlights from Around the Nation

Whether you are an attorney, claims professional, risk manager, or employer, this session is essential for anyone seeking to stay ahead of the curve in the rapidly changing world of workers' compensation. By attending this session, you will gain the knowledge, tools, and perspectives necessary to navigate the national case law landscape with confidence and agility. We employ a specially-prepared template of elemental categories, thus enabling WC stakeholders of every description to develop a coherent sense of WC winds of change in every litigable area of concern. In short, we've worked hard to afford attendees an unbeatable return on their 90-minute investment.

### Moderator

George Kagan, *Attorney, H. George Kagan, P.A.*

### Speakers

Timothy Furman, *Attorney, Downey & Lenkov, LLC*

Michael Haynie, *Attorney, Manier & Herod*

Steve Tipton, *Attorney, Flahive, Ogden & Latson*

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

Cathy Surbeck, *Attorney, Surbeck Law*

David Langham, *Deputy Chief Judge, Florida Office of Judges of Compensation Claims*

**1:00 pm – 2:00 pm** Course #2402

## Don't Let it End This Way: Compassionate Claims Management in Times of Greatest Stress

Attendees will gain a deeper understanding of the psychological and emotional challenges that injured workers may face, including depression, anxiety, and feelings of hopelessness. We will explore how these mental health concerns can be exacerbated by the claims process, particularly when claims are prolonged, disputed, or result in significant financial strain. From effective communication strategies to timely access to mental health resources, attendees will learn how to proactively address the risk of suicide and foster a culture of understanding and support.

### Moderator

Yvonne Guibert, *Vice President, Education Strategy, Institutes Of Health*

### Speakers

Geralyn Datz, PhD, MP, *CEO, Southern Behavioral Medicine*

Carlos Luna, *Chief Executive Officer, New Reign Capital*

**2:15 pm – 3:15 pm** Course #2403

## Navigating the Ethical Landscape of AI and Technology in Workers' Compensation Claims

Our exceptional panel will expand your horizons and address your concerns over the coming ethical implications of AI in your office and at your desk. Attendees will gain insights into the ethical obligations of attorneys in the context of technological advancements, focusing on competence, the responsible use of technology, and the prevention of fraud, such as deep fakes. We will also examine the role of faith-based elements in navigating these complex ethical terrains.

### Moderator

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

### Speakers

Rob Lewis, *SVP, Innovation, Verisk*

Pamela Langham, *Attorney, Pamela E. Langham, P.A.*

Karen Yotis

Kayvon Deldar, *VP of Partnerships, Voxel*

**National Workers' Compensation Review (Continued)**

Grand Ballroom 8A, Convention Level

**3:30 pm – 5:00 pm** Course #2404

**Industry Trail Blazers and Women Ceiling Breakers  
Workshop: Empowering and Elevating Leaders through  
Mentorship and Sponsorship**

Women Ceiling Breakers and Workers' Compensation Industry Trail Blazers, together with their Mentees and those they have professionally sponsored for career development and advancement, will discuss their secrets to leadership and success.

**Moderator**

Jennifer Morris Jones, *Attorney, Cranfill Sumner LLP*

**Speakers**

Caryn Siebert, *Director - Carrier Engagement; Vice President - Carrier Practice, Gallagher Bassett*

Amy Cooper, *Founder & CEO, RISE*

Tammy Boyd, *Chief Revenue Officer, Lakeside Neurologic*

Jackie Jackson, *Manager of Business Operations, Colorado Division of Workers' Compensation*

Sabrina Mitchell, *Assistant Vice President, PMA Companies*

Caty Wynn, *Senior Global Analyst, Whole Foods Market*

Deedee Gasch, *Attorney, Cranfill Sumner LLP*

Daphyne Daniels, *Regional Claims Manager, PMA Companies*

# Professional Employer Organization (PEO) Breakout

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

**9:00 am – 2:45 pm**

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

**9:00 am – 10:00 am** Course #2500

## Carriers and PEO Hot Topics

With an ever-changing and increasingly challenging workers' compensation insurance market, the wisdom of industry leaders is crucial to the success of our industry. Come join us as we 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 artificial intelligence in insurance, carrier appetite for coverage and the challenges of a 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.

### Moderator

Torben Madson, *Deputy General Counsel of FAPEO, The PEO Law Firm, LLC*

### Speakers

Dave Brodsky, *Chief Underwriting Officer, Sunz Insurance*

Rob Morris, *PEO Portfolio Manager, Zurich North America*

Chris Palmer, *Vice President of Sales and Marketing, Prescient National®*

Cindy Howard, *SVP, Claims, Normandy Ins. Co.*

Michael Gilmartin, *Area Vice President, Key Risk*

Todd Richardson, *Vice President of Underwriting, Service Insurance Companies*

Morgan Lynch, *Director of Legal Operations, SouthEast Personnel Leasing, Inc.*

**10:15 am – 11:15 am** Course #2501

## AI: An Evolving Opportunity in Co-employment

Any conversation regarding evolving workers' comp can't begin without a discussion regarding the impact of AI in the workplace. This panel will discuss AI in the claim adjudication and underwriting process.

### Moderator

Abram Finkelstein, *President, StaffLink Outsourcing, Inc - a PrestigePEO company*

### Speakers

Eric Foster, *Managing Principal, PEO Velocity by Compass/PRM*

Princy Jain, *Chief Revenue Officer, Mulberri, Inc.*

Paul Hughes, *Principal, Libertate*

Sam Mooney, *Executive Vice President & CTO, CCMSI*

**11:15 am – 11:45 am** Course #2502

## Workers' Compensation Legal and Legislative Changes Impacting PEOs

Kristin Baldwin, *Director, State Government Affairs, National Association of Professional Employer Organizations*

**11:45 am – 12:30 pm**

## Lunch sponsored by Normandy Insurance Company

*"The PEO Breakout Session is proud to have been a part of the WCI Workers' Compensation Conference, the preeminent workers' compensation and risk management conference in the country, for over 25 years.*

*This Conference gives all stakeholders the opportunity to explore the unique features of workers' compensation and risk management as it pertains to the PEO Industry, including all of the developing trends and legal and regulatory changes.*

*This year is no different: The staff has put together a great program with industry experts that will be discussing all of these topics in a fun and entertaining way.*

*We cannot wait to see you in Orlando and invite you to bring your experience and perspective to our session!"*

Abram Finkelstein

**Professional Employer Organization (PEO) Breakout  
(Continued)**

Grand Ballroom 7B, Convention Level

**12:30 pm – 1:30 pm** Course #2503

**The PEO Model: Current Trends and Best Practices in  
Claims Management**

This panel includes representatives from the PEO industry, their carrier partners and the legal field who 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.

**Moderator**

Torben Madson, *Deputy General Counsel of FAPEO, The PEO Law Firm, LLC*

**Speakers**

Hector Cano, *Director of WC Claims, Frank Winston Crum Insurance*

Ruth Chapman, *Claim Advocate, Stonehenge Insurance Solutions a Gallagher Company*

Ann Kensy, *Director, Workers' Compensation Claims, Justworks*

Carrie Rath, *Senior Program Manager, Next Level Administrators*

Kristen Handley, *Risk Management - Director of Claims, Peoplease*

**1:45 pm – 2:45 pm** Course #2504

**Risk Management Challenges and Opportunities**

This panel will discuss and evaluate the ever-changing and evolving role of a risk manager in a PEO. As the industry continues to expand and evolve, the role of the Risk Manager has changed with it, from merely workers' compensation risk to include all the forms of risk in which the enterprise engages. These include Workers' Compensation, Employer Practices, Financial Risk and even the risk associated with technology. Moreover, the Risk Management role now contributes significantly to the profitability of the organization. The panelists in this session will focus on the changing role of the Risk Manager in the day-to-day operation; with respect to budgeting; and in the mergers and acquisition process. In addition, as the current Risk Managers mature, the panel will discuss how best to recruit, train and groom the next generation of team members to take the industry into the future.

**Moderator**

Abram Finkelstein, *President, StaffLink Outsourcing, Inc - a PrestigePEO company*

**Speakers**

Scott Johnson, *PEO Safety Manager, Paychex, Inc.*

Julie Cirillo, *Chief Risk Officer, EngagePEO*

Harry Campbell, *Retired EVP, Director of Risk Management of Decision, Decision HR USA, Inc.*

John Holbach, *Sr. Risk Manager, Resourcing Edge*

# Risk Managers Breakout

**10:00 am – 3:15 pm**  
Grand Ballroom 7A

**10:00 am – 11:00 am** Course #2600  
**Breaking Down Silos**

Our panel will discuss how safety, claims, HR and risk functions are sometimes presented with challenges within organizations to drive best-in-class processes and connectivity. The panel will present findings and recommendations as a result of collaborative efforts in improving connectivity to drive better outcomes.

#### Moderator

Matthew Long, *Senior Risk Consultant, Aon Casualty Risk Control*

#### Speakers

Heather Barnes, *Senior Claims Manager, Liberty Mutual*

Jason Wheeler, *Vice President, National Sales & Account Management, CorVel Corporation*

Spencer Cohen, *Director Sales and Client Solutions, TRISTAR*

Kapil Mohan, *EVP - Risk Management, Gallagher Bassett*

Deborah Weigand, *Managing Director, Aon*

**11:00 am – 12:00 pm** Course #2601  
**Hot Topics for Risk Managers**

Our panel of leading Risk Managers will discuss their top challenges, and the steps they take to transform those challenges into opportunities. The panel will be tackling subjects such as: workplace violence and the de-escalation process; utilization of AI from a Risk Manager's and TPA's perspective; the impact of claim frequency due to labor shortages and inexperienced workers; mitigating unintended risks in return-to-work strategies; and leveraging the outcomes of successful claims' investigations.

#### Moderator

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

#### Speakers

Max Koonce, *Chief Claims Officer, Sedgwick*

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

Lloyd Brown, *Casualty Claims Manager - Risk Management & Safety, Wawa, Inc.*

**1:00 pm – 2:00 pm** Course #2602

**Workers' Compensation Severity: Are Injury Claims More Severe Today Than in the Past?**

Key to resolving any issue is asking the right questions and understanding the complexities surrounding response. The industry is currently grappling with determining whether workers' compensation injuries are more severe today than in the past. If so, what is driving this change? There are many layers to this discussion that are best addressed by incorporating multiple perspectives and experiences. Join us as we explore the impact such issues as comorbidities, mental health, generational variances, and employee attitudes can have on workers' compensation severity matters.

#### Moderator

Max Koonce, *Chief Claims Officer, Sedgwick*

#### Speakers

Teresa Gunter, *Director-Risk Management, Adecco Group*

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

Nicole Patterson, *Director, Workers' Compensation & Risk Management Operations, Aramark*

Megan Adkins, *Director, Workers' Compensation, Dollar Tree*

**2:15 pm – 3:15 pm** Course #2603

**Perspectives in Risk Management – The Eras**

Risk Management is having a moment! Whether it is Fearlessly venturing into AI, feeling a bit in the Red with higher costs and exposures, or managing through Evermore changes than in years past, it is an exciting era for Risk Management leaders. You will not want to miss this discussion where panelists take you on a world tour as they share their perspectives about the past, present and future of risk. Our panel includes two employers and a broker, come hear them Speak Now.

#### Moderators

Michele Adams, *VP, Walmart Claims Services, Walmart*

Natasha Sumter, *Director of Claims Compliance & Regulatory Programs, Walmart Claims Services*

#### Speakers

Leslie Batterson, *Director, Claims and Business Partner Solutions, Aon*

Joan Vincenz, *Managing Director - Corporate Safety, United Airlines*

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

**10:00 am – 4:00 pm**

Grand Ballrooms 13-14

**10:00 am – 11:00 am** Course #2700

## OWCP Updates

This session will address the latest updates with the OWCP personnel, administrative notices, and trends relating to Longshore and Defense Base Act claims.

### Moderator

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

### Speaker

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

**11:00 am – 12:00 pm** Course #2701

## Evidentiary Issues for Foreign National Claims

With an established practice of employers hiring foreign nationals and the Defense Base Act serving as the exclusive remedy for civilian contractors, evidentiary issues in the securing and submitting of evidence from outside the United States are here to stay. This breakout will discuss steps claimant and defense attorneys may take to prepare their respective cases, retain experts, and secure necessary evidence. Additional insight will be provided into the relevant and applicable rules and regulations impacting evidence preparation.

### Moderator

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

### Speakers

Javier Ruiz, *Attorney, Jo Ann Hoffman & Associates, P.A.*

Rafaela Bani, *Attorney, Brown Sims*

**1:00 pm – 2:00 pm** Course #2702

## OALJ Consideration and Procedure for Foreign Claims

This breakout will focus on the OALJ's approach to the issues raised in dealing with foreign national claims under the Defense Base Act. How does the OALJ evaluate how to best navigate the obstacles presented in terms of securing records and testimony while ensuring the expeditious adjudication of claims? The discussion will include weighing the applicability of the Hague Convention versus the Federal Rules of Civil Procedure and Rules of Practice and Procedure for Administrative Hearings Before the Office of Administrative Law Judges while balancing the interests of the involved parties.

### Moderator

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

### Speakers

Paul Almanza, *Judge, U.S. Department of Labor, OALJ*

J. Christopher Larsen, *Judge, U.S. Department of Labor*

Heather Leslie, *Judge, U.S. Department of Labor*

Jonathan Beiser, *Attorney, Beiser Law Firm*

Christian Berchild, *Attorney, Thomas Quinn, LLP*

**2:00 pm – 3:00 pm** Course #2703

## Hearing Loss Claims and Audiograms

This topic will explore the process of an audiological evaluation for determination of hearing loss including the elements of an audiogram and applicable rating under the AMA guides for impairment. The expert will also address best practices of administering audiological examinations and discuss the efficacy of studies such as otoacoustic emission testing, auditory brainstem response testing, electrocochleography and tympanometry.

### Moderator

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

### Speaker

David Barras, *President of Valley IME, Inc. and Managing Partner of Valley ENT, Valley Independent Medical Examinations, Inc. and Valley ENT*

**3:00 pm – 4:00 pm** Course #2704

## Integrity in the Handling of Foreign Claims

This panel will explore best practices for attorneys and insurance carriers involved in handling foreign national claims with examples of concerning trends and recommended solutions to protect all stakeholders' interests. Identity verification and banking/funding schemes will be discussed as well how to ensure overseas documents and medical records are genuine and reliable.

### Moderator

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

### Speakers

Rick Rohn, *CEO, Inspectre Solutions International (ISI)*

Timothy Pedernana, *Attorney, Flicker, Garelick & Associates, LLP*

Christy Johnson, *Attorney, Mainstay Law*

# Medical Issues Breakout

**1:00 pm – 4:15 pm**

Crystal Ballroom C (Entrance to G2)

**1:00 pm – 2:00 pm** Course #2800

## Emerging Trends in Medical Treatment

Are your claims still not progressing and you're asking what's emerging in the industry to help advance your files? Is there anything new? Come join this discussion where the panelist will provide an insight to the latest treatments in rehabilitation. The panel will discuss emerging treatment, cost savings, technology, and medical regulatory issues. These topics will help you find alternatives to what your claims are missing!

### Moderator

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

### Speakers

Jill Rosenthal, *Chief Medical Officer, Zenith Insurance*

Michael Choo, *Chief Medical Officer, Senior Vice President, Paradigm*

Zack Craft, *Vice President of Complex Claims- Rehab Engineer, MTI America*

Andrei Dokukin, *Medical Director, Zynex*

**2:00 pm – 3:00 pm** Course #2801

## Oh the Nerve – Improving the New Normal for Amputees

Phantom pain is a debilitating condition that amputees face. What can be done to help this condition and become more functional? In this session you will gain the latest vision into the medical issues faced by amputees. The panel will discuss the up-to-date trend in targeted muscle reinnervation. Learn how this procedure will help the injured worker.

### Moderator

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

### Speakers

Ivica Ducic, *Director, Washington Nerve Institute*

Chrystal Woodard, *Senior Vice President, Casualty Claims Team Leader, Marsh*

Helen Hui-Chou, *Associate Professor, University of Miami Department of Orthopedics*

*“This year’s medical sessions are dynamic as we are discussing everything from emerging trends in medical treatment, to major contributing cause to burns and trauma. These sessions are designed to help adjusters, nurse case managers and the industry deal with complex medical situations that we are all faced with on a daily basis.”*

Michael Bunte

**3:15 pm – 4:15 pm** Course #2802

## Medical Factors Impacting Major Contributing Cause: What are Chronic, Preexisting Age-Related Conditions to be Aware of?

How do we establish an injured employee's baseline to determine the need for treatment after the injury? The history, physical exam and diagnostic testing can help identify what is chronic, pre-existing, age related, any co-morbidities and whether the injury may or may not be work related. Join our panel of industry experts to learn how these items can be used to construct the baseline and the critical pieces of documentation that allow us to support these decisions.

### Moderator

Cori Repp, *Director of Medical Operations, Concentra*

### Speakers

Paul Meli, *Orthopedic Surgeon & Expert Medical Advisor, Paul Meli Orthopedic Surgery*

Ken Stein, *Radiologist, Stand Up MRI Centers*

Mariam Yanes, *Attorney, MKRS Law*

# Medicare Secondary Payer Compliance Breakout

**1:00 pm – 4:00 pm**  
Crystal Ballroom G1

**1:00 pm – 2:00 pm** Course #2900  
**Medicare Secondary Payer History**

Medicare has been a fact of every working American's life since 1965. We all have a sense of how it works and that it will be our medical insurer once we turn 65. The Medicare Secondary Payer Act has been part of the Medicare statutory scheme since 1980. How many of us know how it works and the important role it plays in preserving Medicare funds when a workers' compensation claim settles with a claimant who has Medicare exposure? This session lays the foundation for your understanding of the Medicare Secondary Payer Act and how important it is to all who settle cases with Medicare exposure.

**Moderator**

Paul Sighinolfi, *Senior Managing Director, Ametros*

**Speakers**

Jacqueline Cipa, *Deputy Director, Division of Medicare Secondary Payer Program Operations, The Centers for Medicare & Medicaid Services*

John Barringer, *Attorney, Manier & Herod*

Sidney Wong, *Vice President of Policy, Verisk*

**2:00 pm – 3:00 pm** Course #2901  
**Pre-Settlement Considerations**

CMS protects the Medicare Trust Fund through Section 111 reporting, Medicare Set-Asides, and Medicare Conditional Payments. However, compliance with these requirements can present a stumbling block to settlement. This panel will provide the latest updates on MSP compliance and guidance on how to navigate the maze of requirements to reach the settlement finish line.

**Moderator**

Dan Anders, *Chief Compliance Officer, Tower MSA Partners*

**Speakers**

John Kane, *Vice President of Strategy, Ametros*

Brian Broznowicz, *Health Insurance Specialist, CMS*

Jarrold Zea, *Settlement Consultant, Ringler*

Kristi Montoya, *Director of Claim Operations, UPS*

**3:00 pm – 4:00 pm** Course #2902  
**MSA and Post Settlement Realities**

In this session we will discuss some of the post settlement realities. We will cover what everyone involved with these settlements needs to understand, and what strategies and tactics will help produce the best outcomes for all stakeholders post settlement. Finally, we will share the trends CMS is seeing post settlement that will provide important learning for stakeholders to improve on their pre settlement strategy.

**Moderator**

Brad Cantwell, *CEO, Arcadia Settlements Group*

**Speakers**

Porter Leslie, *CEO, Ametros*

Kim Syfrett, *Attorney, Syfrett, Dykes & Furr*

Virginia Johnson Stanley, *Senior Vice President, ECS*

John Jenkins, *Health Insurance Specialist, The Centers for Medicare & Medicaid Services*

*“During the MSP Breakout attendees will hear from some of the leading professionals in the field from a variety of perspectives. We will discuss multiple topics and hear from leaders at CMS, claims professionals, structured settlement consultants, plaintiff attorneys, defense attorneys, professional administrators and MSA consultants on all the things needing consideration. The panels will cover the history of Medicare Secondary Payer compliance, pre settlement considerations and post settlement realities.”*

Mark Doherty



# Wednesday, August 21

Official  
Wi-Fi  
Sponsor



Wi-Fi: Marriott Convention Level  
Wi-Fi Password: Emperion

## 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

### Conference Registration and Information

Palms Foyer, Convention Level

# Florida Division of Workers' Compensation Breakout

## 8:30 am – 11:30 am

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

### 8:30 am – 9:30 am Course #3000 Regulatory and Legislative Update

Brittany O'Neil, Assistant Director for the Florida Division of Workers' Compensation, will update the attendees on significant regulatory and legislative changes impacting Florida's workers' compensation system in addition with any relevant administrative rule activity and other Division projects or initiatives.

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

## 9:30 am – 11:30 am Course #3001

### The Division's Perspective on How Workers' Compensation Claims are Administered and the Impact on Injured Workers

A panel of Division employees will review the statutory and regulatory responsibilities for funding claims, informing parties of claim changes and acquisitions, pursuant to s. 440.41, F.S., and 69L-24 and 69L-5, F.A.C., resolving reimbursement disputes under s. 440.13(7), F.S., and receiving calls on the injured worker hotline as prescribed in s. 440.191, F.S. The panel will also review statutory and regulatory responsibilities for determining compensability and reporting of forms to the Division, pursuant to s.440.15, F.S., and 69L-3 and 69L-56 F.A.C, touch upon stories of non-compliance, delve into the Medical Billing and Reporting Rules in 69L-7.710 - 7.750, 69L-8.071 – 8.074, F.A.C.. The panel will discuss automation of reporting and what the Division does with the data it receives.

*Michelle Carter, Operations and Management Consultant Manager, Florida Department of Financial Services, Division of Workers' Compensation*

*Sarah Rutherford, Regulatory Analyst Supervisor, Florida Department of Financial Services, Division of Workers' Compensation*

*Ryan Gagne, Government Analyst II, Florida Department of Financial Services, 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](http://www.allianceofwomen.org)

**7:30 am – 11:00 am**

Crystal Ballroom H

**7:30 am – 8:30 am**  
**Registration & Breakfast**

**8:30 am – 8:45 am**  
**Welcome & Opening Comments**

Jennifer Ryon, *Chief Revenue Officer, ForzaCare*

Julie Neil, *Senior Director Sales, P&C, Gradient AI*

**8:45 am – 9:30 am** Course #3100  
**Keynote Address – Moving the Dial**

Join us for an engaging morning of networking, learning, connection, and conversation! The Alliance of Women in Workers' Compensation is honored to present Mike Hessling, CEO, North America at Gallagher Bassett as our keynote speaker this year, followed by an Industry Fireside Chat with collaborative and experienced leaders. Together, their stories will set the stage for moving the dial on one's person journey, as a leader, and within a corporation. We will address talent acquisition and retention; building inclusive teams; and as industry leaders, how we can better help move the dial.

Mike Hessling, *Chief Executive Officer- North America, Gallagher Bassett*

**9:30 am – 10:30 am** Course #3101  
**Industry Fireside Chat – Moving the Dial**

Join us for an engaging morning of networking, learning, connection, and conversation! The Alliance of Women in Workers' Compensation is honored to present Mike Hessling, CEO, North America at Gallagher Bassett as our keynote speaker this year, followed by an Industry Fireside Chat with collaborative and experienced leaders. Together, their stories will set the stage for moving the dial on one's person journey, as a leader, and within a corporation. We will address talent acquisition and retention; building inclusive teams; and as industry leaders, how we can better help move the dial.

**Moderator**

Kimberly George, *Global Chief Brand Officer, Sedgwick*

**Speakers**

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

Nicole Cabreriza, *Senior Consultant, Business Consulting, Nationwide*

Sharon Scott, *SVP Medical Programs, ESIS*

**10:30 am – 11:00 am**  
**Raffle & Closing Remarks**

We will close the session with a raffle drawing, and the opportunity to win incredible prizes!

# Breakout on Multi-State Workers' Compensation Laws

Sponsored by the Workers' Compensation Defense Institute (WCID)

**WCID GOES TO SPACE . . .  
IF YOU HANDLE A CLAIM IN SPACE  
CAN ANYONE HEAR YOU?**

**8:00 am – 1:20 pm**  
Grand Ballrooms 7A & 7B

**8:00 am – 8:05 am**  
**General Session: "3-2-1 Blast Off"**  
Grand Ballroom 7A

Welcome Earthlings to WCID in Space! The Multi-State's mission is to explore the differences between states, to seek knowledge on handling claims in each state and to boldly go where claims have not gone before! Start the day with us as Mission Control Moderator Regan Ankey Cobb covers some announcements and introduces Attorneys and Regulators.

Regan Ankey Cobb, Attorney, Holder Padgett Littlejohn + Prickett, LLC

*"Attention all insurance adjusters and risk managers! Don't miss our upcoming conference session: 'Multi-State Workers' Compensation Laws: WCID GOES TO SPACE... IF YOU HANDLE A CLAIM IN SPACE CAN ANYONE HEAR YOU?' Explore the complexities of workers' comp laws across state lines as we rocket into the expansive universe of claims. Beam into Grand Ballroom 7A on Wednesday for insights that are out of this world!" #WorkersComp #SpaceClaims #InsuranceInsights #WCID2024 #WCID #WeAreTheMultiState*

Regan Cobb

**8:05 am – 10:05 am** Course #3200  
**General Session: "Orlando, We Have a Problem"**  
Grand Ballroom 7A

All WCID states will have an in-depth discussion regarding the difficulties of handling claims in multiple states including communication with injured workers, employers, other attorneys and doctors. This panel will also feature guest speaker Kermit Jones, Jr., PCC.

**Moderator**

Rich Lenkov, Attorney, SERMA

**Speakers**

Claudia Piechota, Attorney, Holder, Padgett, Littlejohn & Prickett

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

Daniel Culpepper, Attorney, Anderson, Crawley & Burke, PLLC

Donnie Niehaus, Attorney, Walton Niehaus Law PLLC

Hanna Williams, Attorney, McConnaughay, Coonrod, Weaver & Stern, P.A.

Abigail Ilivoci, Attorney, Downey & Lenkov LLC

Jennifer Morris Jones, Attorney, Cranfill Sumner LLP

Kermit Jones, Executive Coach and Leader Development Strategist, Kamel Alliance

Leah Keele, Attorney, LKL

Marguerite Jonak, Attorney, Manning Kass

Matt Putfark, Attorney, Juge Napolitano

Michael Haynie, Attorney, Manier & Herod

Paul Stone, Attorney, Flahive, Ogden & Latson

Sarah Thomas, Attorney, Jones Jones LLC

Timothy Furman, Attorney, Downey & Lenkov, LLC

Stephen Christie, Attorney, Miller, Christie & Kinney

Chris McCue, Attorney, McConnaughay, Coonrod, Weaver, Stern, P.A.

**10:15 am – 11:00 am** Course #3201

**General Session:**  
**"Intergalactic Mingle at the WCID Cantina"**

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

Join the WCID Multi-State attorneys in space and enjoy out of this world food and a galaxy of fun. Tables around the room will be labeled with state names. Attendees are encouraged to sit at tables of interest to continue discussions with attorneys actively practicing in those jurisdictions while enjoying snacks in space.

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

Grand Ballrooms 7A & 7B, Convention Level

**11:05 am – 12:05 pm** Course #3202

**Break Out Session #1: "Mission to M.A.R.S."**

Grand Ballroom 7A

State Panel Discussions with Regulators and Attorneys – Join the WCDI Multi-States for a discussion on Mediation, Resolution and Settlement. States will be divided into two breakout rooms. Attendees are welcome to attend either session and should feel free to move between rooms. States: Alabama, Georgia, Indiana, Kentucky, New York, Tennessee, South Carolina

**Moderator**

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

**Speakers**

Donald Walton, *Attorney, Walton Niehaus*

Hanna Williams, *Attorney, McConnaughay, Coonrod, Weaver & Stern, P.A.*

John Alfieris, *Attorney, Holder Padgett Littlejohn + Prickett, LLC*

Kirsten Kaiser Kus, *Attorney, Downey & Lenkov*

Sarah Reisner, *Attorney, Manier & Herod*

Sarah Thomas, *Attorney, Jones Jones LLC*

Blake Staten, *Attorney, Swift Currie*

**11:05 am – 12:05 pm** Course #3203

**Break Out Session #1: "Mission to M.A.R.S."**

Grand Ballroom 7B

(Entrance through corridor between Grand Ballrooms 7 & 8)

State Panel Discussions with Regulators and Attorneys – Join the WCDI Multi-States for a discussion on Mediation, Resolution and Settlement. States will be divided into two breakout rooms. Attendees are welcome to attend either session and should feel free to move between rooms. States: California, Florida, Illinois, Louisiana, Mississippi, North Carolina, Oklahoma, Texas

**Moderator**

Jeffrey Napolitano, *Attorney, Juge Napolitano*

**Speakers**

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

David Rhoades, *Attorney, Cranfill Sumner & Hartzog LLP*

Jason Doshi, *Attorney, Manning Kass*

Jennifer Finley, *Attorney, Latham, Keele, Lehman, Ratcliff, Carter & Clarke P.C.*

Paul Stone, *Attorney, Flahive, Ogden & Latson*

Rich Lenkov, *Attorney, SERMA*

Thomas Ruli, *Attorney, Juge, Napolitano, Ruli, Putfark & Pittman*

Chris McCue, *Attorney, McConnaughay, Coonrod, Weaver, Stern, P.A.*

**12:15 pm – 1:15 pm** Course #3204

**Break Out Session #2: "Mission to M.A.R.S."**

Grand Ballroom 7A

Repeat of State Panel Discussions with Regulators and Attorneys – This is a repeat of the earlier breakout session allowing attendees a chance to visit the other breakout and hear information on other states they did not hear in Session #1. States: Alabama, Georgia, Indiana, Kentucky, New York, Tennessee, South Carolina

**Moderator**

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

**Speakers**

Clayton Stone, *Attorney, Walton & Niehaus*

Hanna Williams, *Attorney, McConnaughay, Coonrod, Weaver & Stern, P.A.*

James Tucker, *Attorney, Manier & Herod*

Abigail Iliovici, *Attorney, Downey & Lenkov LLC*

Kyle Kinney, *Attorney, Miller, Christie & Kinney, P.C.*

Simeon Stamm, *Attorney, Jones Jones LLC*

Thea Nanton-Persaud, *Attorney, Swift, Currie, McGhee & Hiers*

John Alfieris, *Attorney, Holder Padgett Littlejohn + Prickett, LLC*

**12:15 pm – 1:15 pm** Course #3205

**Break Out Session #2: "Mission to M.A.R.S."**

Grand Ballroom 7B

(Entrance through corridor between Grand Ballrooms 7 & 8)

Repeat of State Panel Discussions with Regulators and Attorneys – This is a repeat of the earlier breakout session allowing attendees a chance to visit the other breakout and hear information on other states they did not hear in Session #1. States: California, Florida, Illinois, Louisiana, Mississippi, North Carolina, Oklahoma, Texas

**Moderator**

Chris McCue, *Attorney, McConnaughay, Coonrod, Weaver, Stern, P.A.*

**Speakers**

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

Jason Doshi, *Attorney, Manning Kass*

Jerri Simmons, *Attorney, Cranfill Sumner & Hartzog LLP*

Keith Pittman, *Attorney, Juge, Napolitano, Ruli, Putfark and Pittman*

Leah Keele, *Attorney, LKL*

Paul Stone, *Attorney, Flahive, Ogden & Latson*

Timothy Furman, *Attorney, Downey & Lenkov, LLC*

**1:15 pm – 1:20 pm**

**Closing Session: "Splashdown"**

Grand Ballroom 7A

Door Prize Giveaways and Distribution of the 2024 Multi-State Workers' Compensation Laws, Rules, Regulations & Forms.

Regan Ankey Cobb, *Attorney, Holder Padgett Littlejohn + Prickett, LLC*

# Medical Issues Breakout

**8:30 am – 11:30 am**

Crystal Ballroom C (Entrance to G2)

**8:30 am – 9:30 am** Course #3300

## Injury Prevention and Treatment: Make Your Workplace the Happiest Place on Earth

It doesn't take a magic wand to improve the success of your injury prevention and management programs – only a little planning ahead for that first touch. Join our panel of experts who will discuss the importance of partnerships in the workers' compensation system to avoid preventable injuries and make that first injury visit set the tone for successful management. We will review points of entry into the system, including the advantages of telemedicine, onsite providers and different levels of care to meet your needs.

### Moderator

Cori Repp, *Director of Medical Operations, Concentra*

### Speakers

Stephen Dawkins, *Medical Director, Caduceus*

Jeffrey Kirkpatrick, *Clinical Director of Customer Success - Onsite Health, Concentra*

Jeffery Solomon, *Past President, Florida Chiropractic Association*

**9:30 am – 10:30 am** Course #3301

## Trauma and Burns: Critical Workplace Injuries

Navigating a trauma and burn case can be daunting! The main point of entry for these patients are through an ER; however, sending patients to a trauma and burn center may prevent delays and worse outcomes. This session describes examples of when poor outcomes can be expected, new promise in acute trauma care management, and how to navigate a continuum of care. Our medical experts will also showcase new tools, preventative solutions, and what to consider for these cases. A show and tell of trauma, burns, TBI, heat stroke, active shooter, chemical exposures, electric shocks, and other types of injuries will be presented.

### Moderator

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

### Speakers

Jason Wilson, *Chair of Emergency Medicine, USF; Chief of Emergency Medicine, TGH, University of South Florida/Tampa General Hospital*

Jared Troy, *Assistant Professor of Plastic Surgery, Tampa General Burn Center Director, University of South Florida*

Thomas Zaydon, MD FACS, *Medical Director, Plastic Surgery Institute of Miami*

**10:30 am – 11:30 am** Course #3302

## The New "PPO" – Physical Pharmacy Outcomes: Don't Give Up on Current and Emerging Legacy Pain Management Cases

Long term pain management cases cost up to 10 times as much as their initial treatment spend. Integrating innovative solutions including the combination of pharmaceutical and physical treatment can improve outcomes on these cases, driving a material impact on legacy claim outcomes. Additionally, using advanced algorithms, we can identify potential problem pain management claims earlier in the process allowing for mitigation sooner. Moving patients from healing to healthy!

### Moderator

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

### Speakers

Mina Nakhla, *Director, Managed Care, Amtrust*

Brian Peers, *Vice President, Clinical Services and Provider Management, MedRisk*

Julie Black, *Senior Clinical Account Executive, MyMatrixx*

Holly O'Dell, *President/ CEO, Montana State Fund*

# Technology and AI Breakout

**8:30 am – 12:30 pm**

Grand Ballrooms 10-12

**8:30 am – 9:30 am** Course #3400

## Tech That Empowers Injured Worker Recovery

Technology plays a significant role in workers' compensation in several ways. Be it in incident reporting, claims processing, claims management and injured worker engagement and recovery. While tech is quite entrenched in the claims process, injured worker engagement and recovery is seeing a lot of technological innovation. This session explores the tech we see today in the market. These include driving improved patient engagement, generating bio-psycho-social data and delivering tangible claims benefits including maximizing the impact of the medical spent and enabling quicker return to work.

### Moderator

Robert Wilson, *President, WorkCompCollege.com*

### Speakers

Raja Sundaram, *CEO, Plethy*

Jeremy Yingling, *Director - Workers' Compensation, Compass Group North America*

Sarah Meyer, *SVP of Client Experience and Network Expansion, Bardavon*

Greg Hamlin, *Senior Vice President, Chief Claims Officer, Berkley Industrial Comp*

**9:30 am – 10:30 am** Course #3401

## Mythbusters: Common myths surrounding the use of AI

Myths surrounding the adoption of AI. Attendees will walk away with a clear understanding of current AI use cases in workers' compensation, develop a framework with which to build their own AI roadmap, and understand common myths of AI.

### Moderator

Mark Pew, *Provost, WorkCompCollege.com*

### Speakers

Stan Smith, *CEO, Gradient AI*

Eric Yen, *Co-Founder & CEO, Stream*

*“Rapid advances in technology are impacting the workers' compensation industry more than ever before. Keeping abreast of the changes, challenges and opportunities will be critical for anyone, technical and non-technical alike, in the workers' compensation space. The WCI Technology Track will take on some of the most impactful developments affecting our industry, and help answer everyone's overriding question, ‘What does it all mean for me?’”*

Robert Wilson

**10:30 am – 11:30 am** Course #3402

## Tech Innovations in Claims: A Discussion on People, Process and Technology in Workers' Compensation

Traditionally, the insurance industry, particularly workers' compensation, has been resistant to change, with traditional processes impeding progress; however, today the digital world will only favor those who innovate and adapt quickly. In this discussion, the presenters will provide an overview of the industry's current state, analyzing the operational transformation of the Workers' Compensation Claims industry through the impact of technology. Embracing change can be challenging, but if you don't act quickly, you will be left behind; join us in learning how to navigate the upcoming challenges and capitalize on opportunities as we plan for a tech-forward future of Workers' Compensation Claims.

### Moderator

Donald Abrams, *Executive Vice-President for Business Development, WorkCompCollege.com*

### Speakers

James Benham, *CEO & Co-Founder, Author, and Podcast Host, JBKnowledge, Terra, The InsurTech Geek Podcast*

Greg Hamlin, *Senior Vice President, Chief Claims Officer, Berkley Industrial Comp*

Cyndee Morton, *Chief Operating Officer, Safety National Casualty Corporation*

**11:30 am – 12:30 pm** Course #3403

## The Technology Roundtable: Frank Discussions on Technology Today and Tomorrow

Our technology track caps off with a frank and open discussion from our specialists about where technology will take the workers' compensation industry in the future. What is coming down the road next? What is the next “big” thing? And what must people do to be prepared for the continually evolving world of technology? Attend and tune in to find out!

### Moderator

Robert Wilson, *President, WorkCompCollege.com*

### Speakers

Raja Sundaram, *CEO, Plethy*

Stan Smith, *CEO, Gradient AI*

Eric Yen, *Co-Founder & CEO, Stream*

James Benham, *CEO & Co-Founder, Author, and Podcast Host, JBKnowledge, Terra, The InsurTech Geek Podcast*

Cyndee Morton, *Chief Operating Officer, Safety National Casualty Corporation*

# Workplace Safety and Health Breakout

**8:30 am – 12:00 pm**

Crystal Ballroom J1

**8:30 am – 9:00 am**

**Breakfast**

**9:00 am – 10:00 am** Course #3500

## The Impact of Fatigue in the Workplace

Fatigue is sometimes an overlooked contributor to an increased risk of workplace injuries. Extended shifts, evening shifts, and longer working hours per day can lead to higher rates of musculoskeletal injury. Fatigue also can lead to mental lapses and reduced alertness causing errors with potential catastrophic consequences. Join our panel as they explore the impacts of fatigue from a workers' compensation, injured worker, mental health, and legal perspective.

### Moderator

Adam Lopez, *Director of Loss Control and Safety, Insurance Office of America*

### Speakers

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

Yvonne Guibert, *Vice President, Education Strategy, Institutes Of Health*

Clayton Fielder, *Attorney, Hennessy & Roach, P.C.*

**10:00 am – 11:00 am** Course #3501

## From Surviving to Thriving: Improving Mental Health Outcomes for Workers in the PostPandemic Era

Mental health is a crucial aspect of employee safety and well-being, especially in the context of the COVID-19 pandemic and its aftermath. This presentation will explore the challenges and opportunities for

employers to support the mental health of their workers, both in terms of preventing and treating mental illness, and promoting mental wellness and resilience. We will draw on insights from psychology and neuroscience to provide practical strategies and tools for creating a culture of psychological safety, fostering employee engagement, and enhancing mental-emotional and mental-cognitive health.

### Moderator

Tammy Bradly, *Senior Director, Enlyte*

### Speakers

Libby Reed, *Senior Risk Solutions Specialist, Markel*

Michael Lacroix, *Medical Director, The Hartford Ins. Co.*

**11:00 am – 12:00 pm** Course #3502

## Wellness Programs and Their Impact on Workers' Compensation Claims

This session will provide practical examples of how wellness programs can positively impact not only workers' compensation claims but organizations as a whole. While reducing risk and indemnity are key factors, we will also discuss the correlation of employee health and happiness to retention. We will also share examples of different types of wellness activities that can contribute to the positive impact on claims.

### Moderator

Tammy Lynn, *Senior Marketing Manager, Events, Bardavon*

### Speakers

Marsha Wood, *Director of Environmental, Health and Safety, Occupational Health and Medical Management, Rivian*

Jen Henry, *Director, Clinical Oversight and Engagement, Bardavon Health Innovations*

Carmen Penney, *Manager, Workers' Compensation, US Xpress, Inc.*

# OSHA 10-Hour General Industry Training

**10:00 am – 11:00 am** Course #3501

Crystal Ballroom J1

## From Surviving to Thriving: Improving Mental Health Outcomes for Workers in the PostPandemic Era

Mental health is a crucial aspect of employee safety and well-being, especially in the context of the COVID-19 pandemic and its aftermath. This presentation will explore the challenges and opportunities for employers to support the mental health of their workers, both in terms of preventing and treating mental illness, and promoting mental wellness and resilience. We will draw on insights from psychology and neuroscience to

provide practical strategies and tools for creating a culture of psychological safety, fostering employee engagement, and enhancing mental-emotional and mental-cognitive health.

### Moderator

Tammy Bradly, *Senior Director, Enlyte*

### Speakers

Libby Reed, *Senior Risk Solutions Specialist, Markel*

Michael Lacroix, *Medical Director, The Hartford Ins. Co.*

# Fraud Breakout

**9:00 am – 12:00 pm**

Crystal Ballroom G1

**9:00 am – 10:00 am** Course #3600

## Not All Claims Are Fraudulent; Do You Know the Difference; Do You Know How to Handle Them When They Are?

This panel will discuss the elements of workers' compensation fraud; when it should and should not be raised; how it can impact an insured when successfully raised; and how it can negatively impact a carrier when defeated.

### Moderator

Gene Donnelly, *Assistant Vice President, National Anti-fraud Program, Zenith Insurance Company*

### Speakers

John Sargent, *Senior Vice President, Delta Group*

Glen Wieland, *Attorney, Wieland & DeLattre, P.A.*

Kimberly Fernandes, *Attorney, Kelley Kronenberg, P.A.*

**10:00 am – 11:00 am** Course #3601

## Premium Fraud Schemes and Strategies to Prevent Them

This panel will examine the impact on carriers and workers when employers misclassify workers or intentionally hide payroll. Current premium fraud trends will be reviewed, along with ways to identify and address premium fraud before, during, and after a workers' compensation policy is issued.

### Moderator

Karen Phillips, *General Counsel, FUBA Workers' Comp*

### Speakers

Eric Jones, *AVP Premium Audit, Summit*

Matthew Capece, *Representative of the General President, United Brotherhood of Carpenters & Joiners of America*

Melissa Leigh, *Director of Operations, Insurance Services Group of the Southeast*

*“Because workers’ compensation insurance premium is computed using payroll, some employers, especially in the construction trades, try to hide their true payroll. Cheating on workers’ comp premiums gives them an unfair advantage over their competitors. This panel will teach you how to recognize these schemes that hurt insurance carriers, workers, legitimate businesses, and the workers’ comp system as a whole.”*

Karen Phillips

**11:00 am – 12:00 pm** Course #3602

## Health Care Provider Fraud: From Overutilization to Unscrupulous Billing Practices

This panel will discuss various provider fraud schemes perpetrated in the workers' compensation system and how they can impact the proper and timely treatment of injured workers, increase the cost of services, and increase premiums to all insureds if carriers pay for fraudulent services.

### Moderator

Gene Donnelly, *Assistant Vice President, National Anti-fraud Program, Zenith Insurance Company*

### Speakers

Meghan Welte, *Claims Manager, Service Insurance Companies*

Melissa Snider, *SIU Supervisor, Summit*

Ralph Douglas, *Attorney, McConnaughay, Coonrod, Weaver & Stern, P.A.*



# 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](http://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**

## **Judges' Perspectives on Courtroom Management and Security**

Workers' compensation judges often face different challenges in the courtroom compared to traditional courts, particularly when it comes to security and other staffing issues. This panel will lead an interactive discussion on courtroom management and security issues commonly faced by workers' compensation adjudicators. We will discuss these concerns and share tools that we can use to effectively manage our courtrooms and address security concerns.

Jason Cording, *Deputy Commissioner, Virginia Workers' Compensation Commission*

Heide Mallon, *Judge, Office of Worker's Compensation, Division of Hearings and Appeals, Wisconsin*

Shannon Bruno-Bishop, *Judge, Louisiana Workforce Commission, Workers' Compensation*

**10:00 am – 10:50 am**

## **Ensuring Justice is Not Lost in Translation**

We live in an ever-growing multilingual society. For those with limited English proficiency or with a hearing impairment, communication barriers impact all facets of their lives. To guarantee their access to justice, we must ensure interpreters are available so language and communication difficulties do not prevent injured workers from pursuing their compensation claims. This panel will discuss the challenges and best practices for working with interpreters and injured workers.

Colleen Bero-Lehmann, *Judge/Mediator, Wisconsin Office of Workers' Compensation*

Lynne Ferris, *Deputy Commissioner, Virginia Workers' Compensation Commission*

Victor Hertz, *President & CEO, Legal Language Services*

**11:00 am – 11:50 am**

## **Mental Health/Mindfulness for Judges**

The session will explore the stress attendant to being a legal professional (or judge), potential problems that can be caused by the natural stress response that is innate to all humans, and ways that legal professionals can achieve greater success, happiness and fulfillment by prioritizing self-care to any degree.

John Lesko, *Outreach & Interventions Representative, Florida Lawyers Assistance*

Melissa Distler, *Judge, Flagler County Court*

**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 – 12:10 pm**

Grand Ballroom 8A

**9:00 am – 10:00 am** Course #3700

## Successive Claims and Related Legal Issues

A trend has arisen whereby claimants who have settled prior claims such as PTSD or orthopedic injuries have come back with second or third claims for hearing loss, pulmonary issues, cancer or other injuries. This panel will delve into the legal basis and defenses of these cases and how the parties can potentially work together to mitigate them where possible to avoid successive litigation.

### Moderator

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

### Speakers

Diego Arredondo, *Attorney, Sioli Alexander Pino*

Michael Sprain, *Attorney, Sprain Law Firm, P.C.*

Candi Gainer, *Head of Claims Operations - West Coast and Defense Base Act, Signal Mutual*

**10:10 am – 11:10 am** Course #3701

## Pulmonological and Respiratory Claims

Respiratory conditions such as Chronic Obstructive Pulmonary disease, asthma, pulmonary Fibrosis and even Lung Cancer are being pursued in relation to environmental exposures to those employed abroad under the Defense Base Act and domestically for shipyard workers and other employees covered under the Longshore Act. This topic will walk the audience through the elements of a pulmonological evaluation and explain the diagnostics and testing which supports ultimate diagnosis, etiology and treatment.

### Moderator

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

### Speaker

Ali Mansour, MD FCCP, *Albert Einstein Montefiore Medical Center*

**11:10 am – 12:10 pm** Course #3702

## Case Law Update

We have saved the best for last! The Benefits Review Board and District Courts have been busy addressing issues impacting jurisdiction, compensability and credibility. This panel will present an interesting and compelling analysis of significant cases impacting the Longshore and Defense Base Acts as well as other Act extensions.

### Moderator

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

### Speakers

Eric Stockel, *Attorney, SBSB-Eastham*

Mark Riordan, *Attorney, The Gillette Law Firm*

# Marriott Parking Map

**1 Orlando World Center Marriott (OWCM)**

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

Valet (\$50.00 plus tax/daily) and self-parking (no charge) is available at the host hotel, the Orlando World Center Marriott on Sunday, August 18 through Wednesday, August 21. 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.

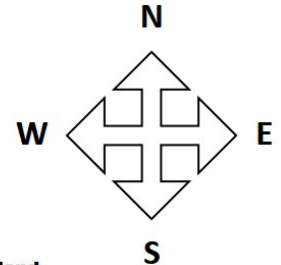
See <https://www.wci360.com/wci-conference-accomodations/> for Hilton/Waldorf resort maps.

**JW Marriott Orlando Bonnet Creek Resort & Spa**

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

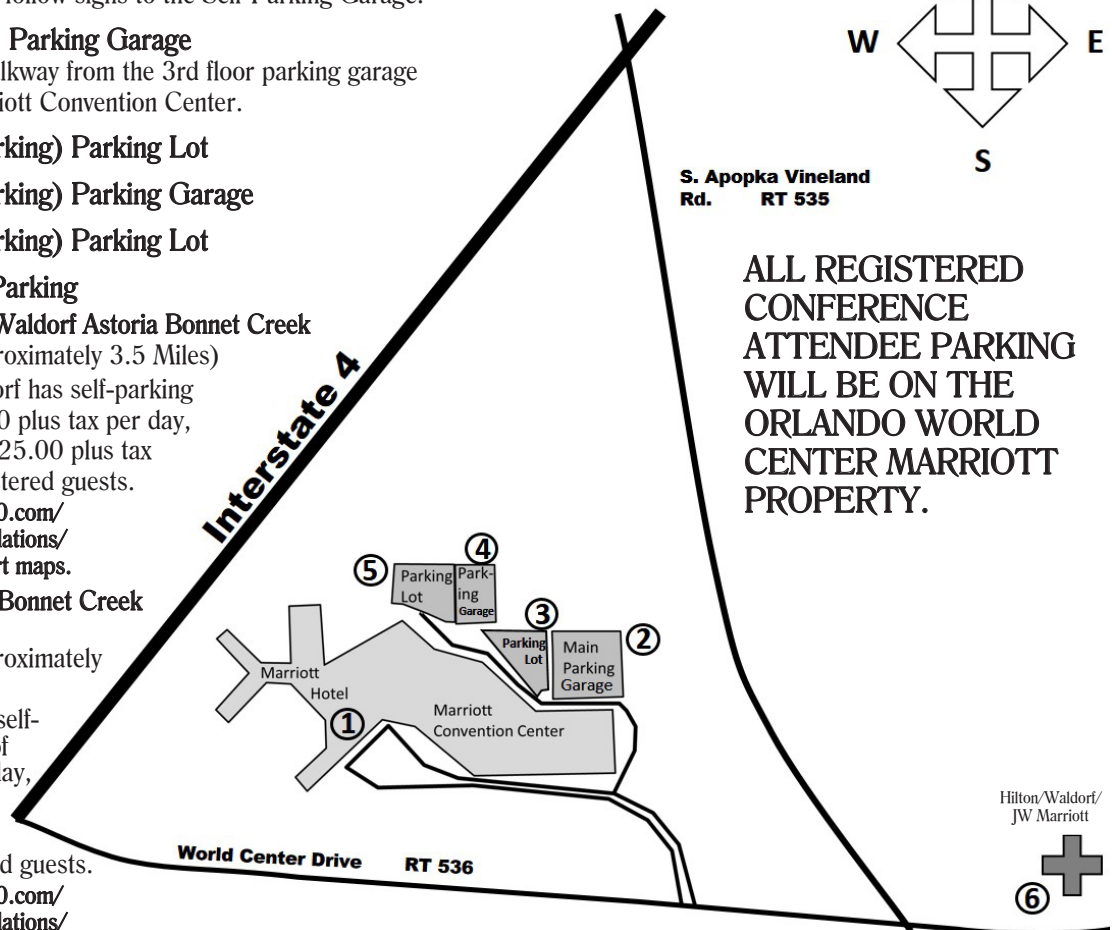
The JW Marriott has self-parking for a charge of \$15.00 plus tax per day, and valet parking at \$20.00 plus tax per day for WCI registered guests.

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



S. Apopka Vineland Rd. RT 535

**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**

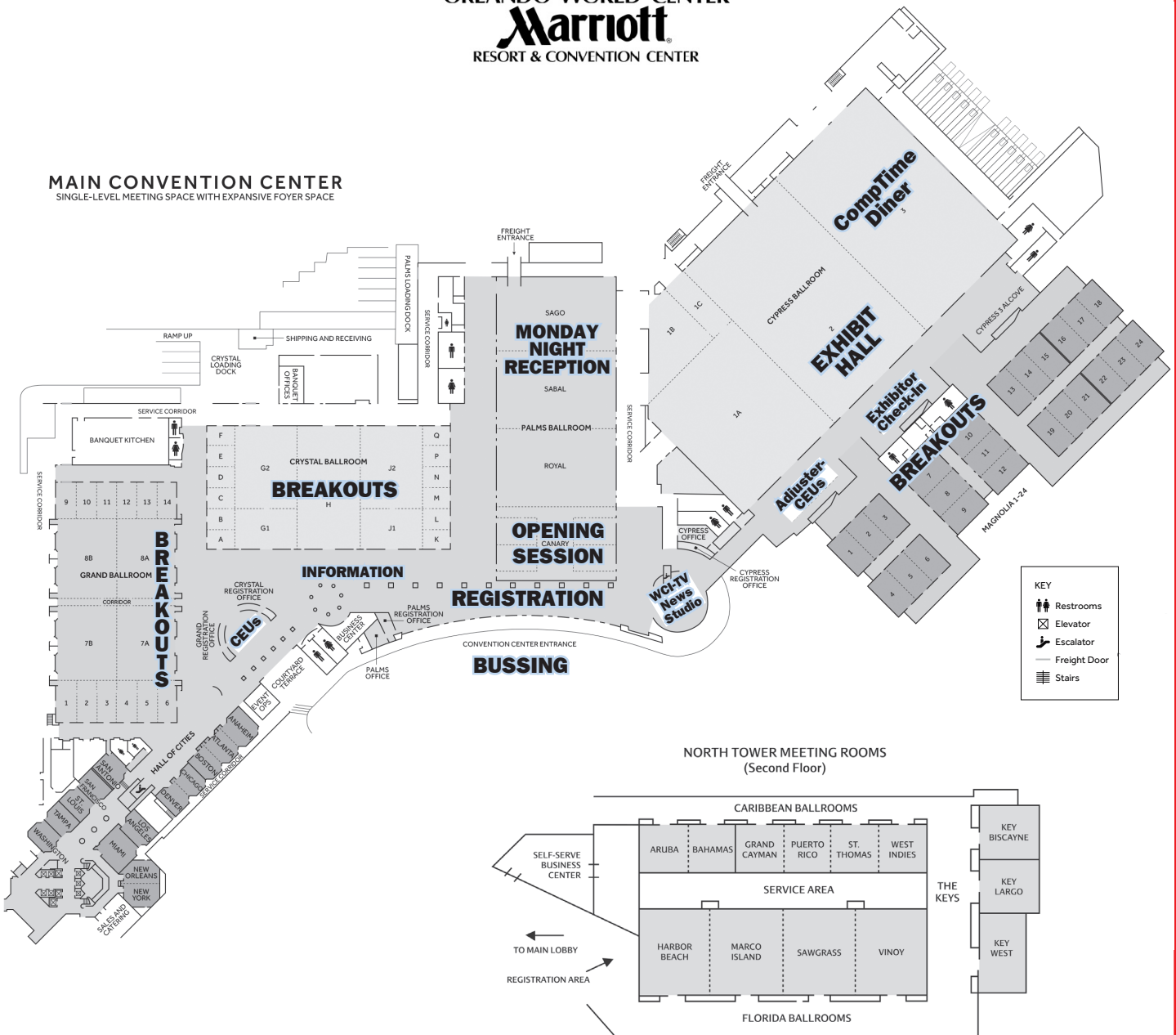
Transportation via a courtesy shuttle will be provided between the **Signia Hilton Bonnet Creek/Waldorf Astoria Orlando/JW Marriott** and Marriott World Center from Sunday – Wednesday based on the WCI program agenda peak times. Check information posted in the hotel lobby for exact schedule.

# 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.