

What's New in Complex Cancer Management?

Dennis Irwin, MD, Optum Health

This session is an overview of this rapidly changing field that includes new and very expensive targeted therapies. Dr. Irwin will identify those therapies that represent true, therapeutic breakthroughs that have made a real impact on the management of breast cancer, chronic myelogenous leukemia and non-Hodgkin's lymphoma among others, and will discuss the principles behind targeted therapies.

Dr. Irwin is a graduate of Case Western Reserve University School of Medicine and did his internship at the University of Wisconsin and completed his postgraduate training in anatomic pathology and internal medicine at UCLA. He is board certified in internal medicine. Dr. Irwin's major interest is in improving outcomes and managing costs in catastrophic illnesses. Dr. Irwin has developed programs to help achieve the best overall value in other high-cost, low volume areas such as ventricular assist devices and kidney paired donation.

Structured Settlements – How are They Being Utilized in Today's Claim Environment?

Don Engels, Ringler Associates

Don Engels has worked exclusively in the Structured Settlement field since 1997. Don will address how structured settlements are being utilized in today's claim environment. Learn what establishes a structured settlement? What are periodic payments? Why are special needs trusts necessary? How to begin a tort suite and more. Don's background in needs analysis and financial planning has proved to be invaluable in designing and implementing structured settlement plans for injured parties which he will share in this session.

Social Security Disability -Challenges Facing SSA and How They Affect the Disability Industry

Steve Perrigo, Allsup

This very timely discussion will explain the challenges facing the Social Security Administration and the likely impact to members of the disability industry from an insider's perspective. The 2011 Federal budget has contributed to the loss of overtime, hiring freezes, continuing furloughs, low morale, and higher numbers of employees taking retirement. In this discussion, Steve Perrigo, a National Sales Manager with Allsup Company, will describe the financial, staffing, technology and political challenges facing the SSA and share projections on how it will affect Social Security Disability Insurance (SSDI) award rates and processing times. This session will be concluded with a discussion on specific takeaways organizations can implement to counteract these trends and mitigate their impact to claims operations.

MSA's Medicare Set Asides

Sid Wong, Crowe Paradis

Sid Wong, a New Hampshire and Massachusetts attorney, will break down the basics and provide an understanding of MSA's; how an MSA allocation is created from a Worker's Compensation settlement; how it is established from a portion of the settlement amount to pay future medical expenses. Sid will break down the basics and give you a better understanding of MSA's.

Disability and Life Fraud Investigations

Mark Gray, MetLife

Mark Gray, SIU Investigator for MetLife Healthrisk Products will discuss investigations revolving around Disability and Life Insurance Claims. Mark's current responsibilities at MetLife include conducting investigations for the disability claims management specialists as well as Group Life Insurance investigations for the Office of Federal Employees Government Life Insurance. Mark has worked in SIU departments for large and regional property and casualty insurers including CNA Insurance in Chicago. Mark's investigation areas over the past ten years include workers compensation, automobile personal injury and physical damage, commercial and personal property and liability claim investigations.

How to Handle the Difficult Call / Maintaining Customer Loyalty

Nancy Schaul & Cynthia McGinnis- Central States Funds

Nancy Schaul and Cynthia McGinnis will lead an interactive seminar focusing on current customer service challenges that Call Center Managers face. Examples will be provided of good and bad forms of customer service, and methods of expanding the positive and eliminating the negative. Many coaching suggestions will be discussed and ideas shared. There will be discussions on how to improve interdepartmental relations within your own organization, specifically dealing with difficult and uncooperative co-workers (both subordinates and superiors). Join us if you are looking to expand communications within your organization and gain insight into best practices for enhancing your customer

service techniques. We encourage your participation! Time will also be dedicated to discuss "real" situations within your organization and ideas and techniques for resolution.

Employee Engagement – How to Keep Good Employees

Loren Sanders, CVS Caremark

Employee engagement is defined in many ways; usually it is when we see it. "There is hard data that links engaged employees to retention and overall business success. Research shows that highly engaged employees outperform their less engaged coworkers by about 25%. In addition, unhappy employees cost organizations time and money. With all of the recent turmoil in the market place and job market employees are losing faith in their leaders and their companies. Managers want to encourage high success but we all know we are often stuck in a do more with less culture. This session led by Loren Sanders, a training advisor for CVS Caremark, will teach you about employee engagement, give you ideas, rejuvenate you and show you how to keep your talent from walking out the door.

Life and Disability Litigation – Death, Lies and Videotape

Melissa Cowan, Burke, Williams & Sorensen

Calling for Disability Claims Personnel! Are your star players tired of gambling with tough disability questions? Is your winning streak less than stellar? Get back into the winners' circle in this interactive discussion, where you will learn about the best disability issues sweeping the nation with a seasoned litigator. The facilitator for this session is Melissa Cowan, a partner with Burke, Williams & Sorensen in Los Angeles. Her areas of expertise include ERISA, bad faith, and fraud. Not only will you gain insight into recent legal rulings and trends, but you will walk away with valuable tips for anticipating, avoiding and minimizing losses on your claim decisions

Thursday:

May 17, 2012

11:45 – 12:45 P.M.

Vertebral Subluxation and the Nervous System.

Dr. Rae Taylor, DC, CPC, Humana Insurance Company

Vertebral subluxation is a vertebra that is malpositioned in relation to neighboring vertebra. Because of physiological and mechanical relationship between the spinal column and spinal nerve roots there is potential for nerve impairment or function. There are 5 components to the Subluxation Complex, which includes kinesiopathology, myopathology, neuropathology, histopathology and pathophysiology. Dr. Rae Taylor, DC, CPC, from Humana Insurance Company in Greenbay, Wisconsin, will lead this session. Come join in and learn how our body works with the spine the importance of spine care.

Accidental Death Claims – The Challenging Issues That Haunt Every AD&D Claim

Melissa Cowan, Burke, Williams & Sorensen

Drowning, drinking, drugs and more – you see it all in accidental death claims. Join Melissa Cowan a partner and seasoned litigator with Burke, Williams & Sorensen in Los Angeles, for a lively discussion of how to address the challenging issues that haunt every AD&D claim, as well as the bizarre court decisions that often result when faced with the varied and unique ways insured's die. You don't want to miss it!

Subjective Claims – How To Assess Functionality and Validity

Dr. David Fisher, PsyBar LLC

In this presentation, Dr. David Fisher, a psychologist Diplomate in Clinical Psychology, will help participants understand how psychologists and psychiatrists evaluate psychologically based limitations in claimants with subjective illness. These disorders include chronic pain, chronic fatigue, and fibromyalgia, and require a considerable level of doctor sophistication, as well as the use of specialized objective psychological tests, to assess functionality and validity. These diseases also present special challenges to the doctor who is asked to determine the psychological versus physical causes of illnesses. Participants will be able to take this information to obtain higher quality IMEs and file reviews for their cases.

How To Improve Your Safety through Better Accident Understanding

Christy Jennings, SafeMetrics, LLC

World-class companies adopt safety as a core value and demonstrate this value through their safety culture. These companies have a clear vision that is shared by everyone from the CEO to the most junior staff member. Safety is viewed not as a cost, but as an opportunity to achieve superior business performance. Christy Jennings, ARM, OHC, is a Sr. Health and Safety Consultant for the Midwest Region for SafeMetrics, LLC. She will in this session, reveal the secrets of highly successful safety cultures

including identifying key accident review strategies that leaders use to evaluate performance, along with practical strategies and techniques used by organizations that have turned their safety cultures around. Join us to talk about executing field safety and air quality services, and administering Worker's Compensation performance standards,

US Department of Health & Human Services – Enforcement Activities

Agent Glen W. Pehl, U.S. Department of Health & Human Services

Glen W. Pehl has been a Special Agent in the Office of the U.S. Department of Health & Human Services for over 15 years. Information will be provided on how private health insurance entities can work with the HHS/OIG to identify fraudulent behavior; how referrals to federal authorities are accomplished and what one can expect during the federal investigative process. Examples of case studies will be shared, some of which have resulted in total recoveries exceeding \$50 million. The session will also include a question and answer portion to allow attendees to explore areas of their specific interest.

Personalized Customer Service

Linda L. Amburn, Health Care Services

How can I customize my company's customer service program? How do we shift our culture from a transaction-based customer service process to a relational customer experience through a customized and personalized approach? Linda L. Amburn is a Vice President and Inquiry Process Steward for the Subscriber Services Division at Health Care Services Corporation and will present how her company delivers a seamless service experience across the organization and subsidiaries. Linda has over 20 years of experience in the health insurance industry and over 30 years of experience in customer service. She is currently responsible for the claims and customer service operations in two service centers. Come learn the answers to these questions and more and leave this session knowing how to build customer loyalty through employee education.

Building and Motivating Effective Claims Teams.

Ronald D. Miller, Disability Group Incorporated

Ronald D. Miller is presently the Managing Director of Disability Group, Incorporated, a national law firm representing disabled clients in obtaining benefits under US Social Security Laws. This session will provide successful methods for recruiting, building, inspiring and measuring results of claims teams.

Federal Requirements for Claim Review, Appeals & External Reviews under PPACA.

Liz O'Brien, The Trustmark Companies

Since the enactment of the Patient Protection and Affordable Care Act of 2010 (PPACA), federal regulators and state insurance departments have issued thousands of pages of regulations and guidance on the topic of claim appeal and external review processes applicable to medical plans. Liz O'Brien is Chief Compliance Officer of the Trustmark Companies, and has 16 years of experience in the insurance industry with a focus on federal regulations governing group health plans. Liz will lead this session and explain the federal requirements under PPACA, with discussion of the interaction between federal and state requirements, and identify some of the key operational considerations presented by these requirements.

Thursday:

May 17, 2012

2:00 P.M. – 3:00 P.M.

Trends in Transplantation – What is Driving Utilization and Cost?

Dennis Irwin, MD, Optum Health

This session will provide an overview of what is driving utilization and cost in the field of organ transplantation, both solid organ and stem cell transplants. The presentation explores the historical utilization of transplantation and how this may change in the future. New technologies such as Ventricular Assist Devices, alternative donors and new indications for transplant will be presented by Dr. Dennis Irwin, a graduate of Case Western Reserve University School of Medicine, and UCLA. He is board certified in internal medicine. Dr. Irwin's major interest is in improving outcomes and managing costs in catastrophic illnesses

Stranger Owned Life Insurance (STOLI) – How to Prevent Fraudulent Cases from Hitting Your Books.

Daniel T. Marsano, Prudential Insurance Company

With the recent emergence of STOLI, the life insurance industry finds itself faced with new challenges. While the STOLI concept itself is not fraudulent, it does present a greater risk for fraudulent behaviors due to the potential financial benefits for multiple participants in this transaction. Daniel T. Marsano, Vice President, Special Investigations for Prudential Insurance Company, where he has been employed for

more than 30 years. In this session we will discuss what STOLI is and why early identification of the intent to settle a life contract at the time of application is crucial to preventing fraudulent cases from getting on the books.

Managing Psych Claims – Closing Difficult Psychological and Psychiatric Cases

Dr. David Fisher, PsyBar LLC

In this presentation, Dr. David Fisher, psychologist Diplomat in Clinical Psychology help participants understand how to get the information they need to make the right decisions regarding psychological and psychiatric claims. He will also discuss information that insurance professionals should look for in medical records that signal valid and invalid claims, as well as effective methods of treatment. Further, he will explain the use of various psychological assessment techniques, such as in IMEs, including specialized objective psychological tests to assess validity, causation and functionality. Participants will be able to use this information to obtain higher quality IMEs and file reviews, and better prepare for psychological case management.

Interesting Forensic Cases

Dr. Ernest P. Chiodo, M.D., J.D., M.P.H., M.S., C.I.H.,

With his vast experience in forensic analytics, Dr. Chiodo will share many findings in his forensic cases, recent and old. You will learn how a claim is examined and how a determination is made on whether the facts of the patient's health records are in line with the nature and procedures his health insurance just paid for. The veracity of such claims will be reviewed. Dr. Chiodo is a physician with board certification in internal medicine, occupational and environmental medicine, public health, general preventive medicine, and industrial hygiene, family medicine, and public health from Wayne State University as well as an adjunct assistant professor of industrial hygiene and industrial toxicology.

Successful Healthcare Fraud Investigation and Prosecution

Deyar Jamil, US Department of Labor

Deyar Jamil has been a Special Agent with the US Department of Labor, Office of Inspector General, and Office of Labor Racketeering and Fraud Investigations since 2003. She conducts criminal investigations in 2 general areas: (1) Labor Racketeering and (2) Program Fraud. She will walk you through the entire process by which an allegation of healthcare fraud is made, investigated by law enforcement, presented for prosecution by the US Attorney's Office, indicted, and either convicted or pled out. The workshop will cover sources of healthcare fraud complaints, "the eyes and ears" of healthcare fraud investigators. You will learn how the veracity of allegations are confirmed and how a case becomes a full fledged investigation. We will also discuss pitfalls at each stage in the process, and ways to overcome those pitfalls.

Understanding The Value of Quality Customer Service – How to treat Yourself and the Customer

Nancy Schaul & Cynthia McGinnis- Central States Funds

Nancy Schaul has been a Division Manager in the Call Center at Central States for 10 years Cynthia McGinnis has been a TF Call Center Department Manager since 2006. These two ladies will share with you in this session their expertise in dealing with the employees of a customer service department and how important they are to the success of the department. Also addressed will be some of the most common customer complaints, the importance of keeping promises, valuing your opportunity to serve while having fun and enjoying your work!!

Twitter, Linked-In – Uncover the Practical Business Uses

Kevin D'Aprile – Consultant

Kevin D'Aprile is a subject matter expert in employment recruitment. His expertise includes 13 years of hands-on recruiting in key roles at some of the most respected and largest companies throughout North America and is a master of leveraging social media, databases, associations and search engines to uncover talent, and is highly skilled at building networks. This session help you uncover practical business uses of a social media system, such as recruiting and other activities using the internet. Come prepared to roll into a new world using social media skills.

Illinois/Indiana/Wisconsin/Ohio Health State Laws

Michele Liggett, The Trustmark Companies

State legislation affects health plans by requiring mandated benefits or claim payment guidelines to fully insured and non-ERISA self-funded plans. This session addresses our interpretation of state legislation affecting health plans in the states of Illinois, Indiana, Ohio, and Wisconsin. Michele Liggett, is an Executive Trainer/Auditor with the Trustmark Companies and is the presenter for this session. She has 11 years of experience training staff on insurance procedures including state legislation, which sometimes

requires manual procedures to be in compliance with the states' requirements. You will leave this session with a clear understanding of how the state laws affect what we do in the workplace.

Thursday:

May 17, 2012

3:30 P.M. – 4:30 P.M.

Orthopaedics – Knee Injuries

Dr. Joseph D'Silva, Illinois Bone and Joint Institute

Dr. Joseph D'Silva is a Board Certified Orthopedic Surgeon out of Illinois Bone and Joint Institute who has been practicing in the Chicago area for over 20 years. He brings innovative patient care for conditions of the hip and knee through ground-breaking techniques such as minimally invasive hip replacement, minimally invasive knee replacement and the hip osteonecrosis implant. Dr. Joseph D'Silva will explore lower extremity and "Cumulative Trauma Disorders". Dr. D'Silva's presentation will include the definition of work place musculoskeletal disorders, features, history, risk factors and examples. He will cover present day experiences and touch on future treatment.

Foreign Death Claims

Richard McCarty, Altima Information Services

Richard McCarty who works for Altima Information Services in Pompano Beach, Florida will discuss the key guidelines and strategies for uncovering life insurance fraud in foreign claims. You will also learn about the issues surrounding international privacy laws and how they impact foreign investigations. This session will also examine international trends and the growing volume of claims that are being received. Come learn about new tools to assist you in your investigations from a subject matter expert.

Medical Subrogation – Ensure Recovery from Carriers, Attorneys and Participants.

Mike McGuire, Gregorio & Associates

Mike McGuire received his Juris Doctorate from The John Marshall Law School. While in law school he concentrated in labor and employee benefits. Mike will lead a brief overview of what all plans need to include in their subrogation policies and procedures to ensure maximum recovery from third parties and participants. We will also take a look at the special rights multi-employer ERISA covered plans enjoy while pursuing medical subrogation relating to third party accidents. We will take a look at the underlying workers compensation statute as it relates to liens and some strategies on how plans can protect themselves and ensure recovery from carriers, attorneys, and participants. This presentation will also include a review of current Illinois and Federal laws regarding medical reimbursement and subrogation. We will cover new cases and statutes of note and what they mean for plans, and how plans can maximize recovery.

OSHA Recordkeeping - Ensuring Your Records are Compliant.

Christy Jennings, SafeMetrics, LLC

OSHA standards require employers to perform many safety related activities including training, performing safe procedures, identifying hazard through assessments or monitoring an employee's exposure to chemicals. Often the expectation to document these safety activities is not codified into the OSHA standard, but if written documentation is unavailable it is difficult to prove compliance with the OSHA standard. In this session, Christy Jennings, ARM, OHC, of SafeMetrics, LLC. will highlight some common recordkeeping practices, including common compliance forms such as the OSHA 300 and 301 forms, PPE Hazard assessment form as well as other records required by the OSHA standards. Compliance requirements such as how long certain records should be retained and current best practices for records retention will also be discussed.

Current Standards and Guidelines for Physical Medicine Providers

Dr. David Boll – Comprehensive Chiropractic Services

Dr. Boll, a native of Cedar Lake, WI completed his undergraduate work at the University of Wisconsin – Oshkosh. What are the current standards and valid guidelines for physical medicine? What is their validity? How are valid guidelines set up? What are the current trend models? How does the case manager/reviewer determine when proper case management and documentation standards are being met? This session will also assist in determining when outlier activity is present. Come and be a part of this interactive and very informative session.

Managing Diversity – Looking at Things Differently and Appreciating the Differences

Loren Sanders, CVS Caremark

This topic is so broad that most of us can't get our arms around what it means. Often times business leaders may tell us that it takes too much time away from the business of doing business when we focus on the physical differences that people bring to the table. This session led by Loren Sanders, a training

Advisor for CVS Caremark, will touch on the advantage of stopping and taking the time to look at things differently and appreciating the difference. Join this session to learn how you can make a difference and have a positive impact on diversity.

Health Savings Account – High Deductible Health Plan – IRS 2012.- How Do They Work?

Cynthia G. Motley-Wilson, Elser, Moskowitz, Edelman & Dicker LLP.

Cynthia G. Motley is an attorney in the Chicago Regional Office of Wilson, Elser, Moskowitz, Edelman & Dicker LLP. Ms. Motley has also represented clients in appellate matters before the Seventh and Eighth Circuits and handles litigation matters throughout Illinois, and in Wisconsin, Indiana, Michigan, Minnesota, Missouri, Ohio, Iowa, California, South Carolina, Florida and the American Arbitration Association. The Health Savings Account/High Deductible Health Plan – 2012 workshop will discuss how they work, what the IRS requirements are, and what the advantages are for participants, and health plans, as well as potential legal changes.

Friday:

May 18, 2012

10:15 A.M. – 11:15 A.M.

A Medical Director's View – Right Care, Right Member, Right Provider along with Abuse, Fraud and Poor Billing Practices.

Dr. Nelson Braslow, Dean Health Plan

Dr. Nelson Braslow joined Dean Health Plan in 2010 as a Senior Medical Director of Medical Management. This session will focus on: Achieving the rights – right care, right member, right provider; what claims and services are covered under the member certificate – medical necessity, experimental verses investigational services; editing claims for correct coding – automation software options for claims payment systems, practice of coding within a managed care health plan; red flags and pattern recognition of aberrant billing – abuse, fraud and poor billing practices, pre-payment verses post payment, data mining and data analysis and social responsibility to be responsible stewards of scarce societal resources. This is one roll of the dice that will leave you hitting the jackpot!!

Friday:

May 18, 2012

11:30 A.M. – 12:30 P.M.

ICD-10 Implementation

MaryAnne L. Watson, Segal Company

MaryAnne L. Watson, HIA, MHP vast experience as a group benefit analyst and auditor for the Segal Company, combined with her prior experience as a claims examiner, enables her to provide clients with a clear understanding of employee benefits and an administrative office's responsibilities and workflow. This presentation provides an introduction to the new diagnosis coding structure and explores the added value to claims administration procedures. System modifications and how to ensure the accuracy in benefit adjudication and management reports will be discussed as well as suggestions on how to possibly roll out these changes in your organization.

Friday:

May 18, 2012

10:15 A.M. – 12:30 P.M.

Jeopardy!!!

Be part of our studio audience as our expert panel battles it out during Workers Comp / Disability Jeopardy. The show will star Andrew Rane from Garofalo, Schreiber, Hart & Storm, Chartered. Our contestants will include Marc Cairo from Garofalo, Schreiber, Hart & Storm, Chartered, Deborah Daniels a Claims Manager at Tower Group and Dr. Peter Hoepfner from IL Bone and Joint. Some of the categories discussed will include: Claims 101, Up in Arms and Oh How "Lawful"! The panel participants are:

Dr. Peter Hoepfner who works at Illinois Bone and Joint Institute in Hand and Upper Extremity Orthopaedic Surgery in Libertyville, Illinois: **Andrew L. Rane**, joined the firm of Garofalo, Schreiber, Hart and Storm, chartered upon graduation from Law School in 1994. His primary practice area is Worker's Compensation where he represents employers and carriers before the Illinois Workers' Compensation Commission; **Marc J. Cairo**, has always focused his practice in the area of Workers' Compensation and related employment areas. After starting his practice as an advocate for injured workers, he realized his skills and personal interests were better suited to represent management interests. Marc joined Garofalo, Schreiber, Hart and Storm, Chtd in 2007. He focuses his practice on defense through litigation and negotiation of workers' compensation cases and consulting business clients in human resources and employment issues; and **Deborah Daniels** who works for the TWR group. This interactive discussion will be facilitated by **Melissa Mowery** of the Integrity Company. This is one jeopardy moment that you will want to take a gamble on!!