



# 20<sup>TH</sup> ANNUAL CONFERENCE

LEGISLATIVE & EDUCATIONAL FORUM

PRESENTED BY



sedgwick

JUNE 12-14, 2024

Disney's Grand Californian Hotel® & Spa | Anaheim, CA

## AGENDA AT-A-GLANCE

(Subject to change)

### WEDNESDAY, JUNE 12, 2024

8:00 am – 6:00 pm Registration Desk Open

#### 11:15 am – 12:15 pm CONCURRENT SESSIONS I

- Current and Future Use of AI in the Workers' Compensation Industry**  
 This session probes the emerging field of artificial intelligence and its impact on the workers' compensation industry. Particular emphasis is placed on defining the term "artificial intelligence" and discussing how it applies to the management of workers' compensation claims.
- Successful Claims Staffing**  
 Workers' compensation has experienced a heavy hit to staffing since COVID and The Great Resignation. Now, four years later, the industry is still dealing with issues of staffing shortages, diminished quality, and fewer adjusters. This presentation explores how it happened, why it's continuing, and what companies are doing to attract talented people into the field.
- Confronting Discovery Challenges in CA CT Claims: A How-To Guide**  
 This session addresses strategies for challenging CT claims. Content includes the basis of a good faith investigation; the legal, factual, and medical standards required to meet an employee's burden of proof to establish a claim; and an employer's burden of proof on defending claims. Also reviewed are the questions to ask in early investigation and during an applicant's deposition; the information a medical-legal expert needs to properly address injury AOE/COE; and the information a judge needs to address the legal date of injury.

12:15 pm – 1:30 pm Lunch and Expo

#### 1:30 pm – 3:00 pm Opening General Session

##### Legislative and Political Review

It's an election year, and there's new leadership in both houses of the legislature, a huge state budget deficit, a dozen or more initiatives on the November statewide ballot, and another avalanche of at least 2500 newly proposed changes to California law. In this session, CCWC's advocates Jason Schmelzer and Paul Yoder joust with each other and interact with the audience regarding California's most pressing issues, including where the state is headed and the twists and turns of workers' compensation legislation in 2024.

3:00 pm – 3:45 pm Break and Expo

#### 3:45 pm – 4:45 pm CONCURRENT SESSIONS II

- Obscure Case Law**  
 California is a big state with a lot of litigation, and payers need to know about the new arguments that are currently being pursued and what's on the horizon so they can effectively manage their risk. This interactive session surveys the hottest trends in workers' compensation litigation, dispels the one-offs, and provides up-to-the-minute, best-practices guidance on how to navigate new risks and make informed decisions.
- Preserving Social Media and Electronic Communication for Questionable Claims**  
 Today's communication is expanding, leaving digital footprints of where people go and what they do based on social media, calls, texts, geofencing, and more. This presentation offers ways to preserve evidence and properly apply it in defense of claims from sources such as text messages, phone calls, voicemails, and social media.
- The 21st Century Claims Review**  
 The landscape of claim reviews continues to evolve, driven by technological advances in workers' compensation. Progress tracking, conclusion proximity, claim value, and cost assessments are now accessible in real time. This session addresses the use of sophisticated dashboards and scorecards that give insurers and employers a forecast of case duration, anticipated outcomes, and cost drivers, moving the industry beyond mere summaries to statistical analysis. The use of insightful metrics strategically minimizes significant impacts while providing a more statistical basis for evaluating adjusters, attorneys, and vendors.

5:00 pm – 6:00 pm Welcome Reception and Expo

## THURSDAY, JUNE 13, 2024

7:30 am – 4:00 pm Registration Desk Open

7:30 am – 9:00 am Breakfast and Expo

9:00 am – 10:30 am General Session and Tim East Award Presentation

### The Power of Words

The world of industrial injuries is an uncertain and emotional one. This presentation examines the power of words when guiding injured employees on the road to recovery. The ideals, realities, and consequences of conversations – both carefully and carelessly curated – are discussed. The importance of focusing words on optimal outcomes for those who are scared and suffering is also addressed.

10:45 am – 11:45 am CONCURRENT SESSIONS III

- **How to Make Them “Work”: Facilitating the Return to Work**

Many creative methods can be put into play to help people when injury prevents them from returning to their regular jobs. This session reviews methods, opportunities, strategies, and specific examples of ways carriers and TPAs are helping injured employees return to gainful work even as they heal, while also reducing financial exposures and improving the quality of life post injury.

- **CAA: What Are They Up to Now?**

In an industry with constantly evolving litigation, it’s good to know where and how an applicant’s attorneys are planning to shift their tactics. This presentation discusses the developing trends and strategies and explains how to stay a step ahead.

- **Better Partnerships with Your Carrier**

11:45 am – 1:30 pm Lunch and Expo

1:45 pm – 3:15 pm General Session

### Prosecuting Fraud with Your Local District Attorney

In this session, district attorneys from several Southern California counties explain how collaboration can successfully tackle the fraud that permeates the workers’ compensation industry. They will provide details on how to manage fraud within an organization, expectations when sending in a case for review, and how to set up SIU programs that work. A meet-and-greet session immediately follows the presentation, offering an opportunity to chat with the DAs and schedule a more intimate session for your organization.

3:30 pm – 4:30 pm CONCURRENT SESSIONS IV

- **Is it Working? Continuing a Candid Conversation with the District Attorney**

Representatives from six Southern California district attorneys’ offices present a candid discussion of the current state of fraud reporting, investigation, and prosecution in California. They will present legal requirements and recommended strategies to help all involved in workers’ compensation increase the quality and quantity of fraud referrals for investigation and prosecution.

- **Mock Deposition of a QME: An Interactive Walkthrough**

This is a live enactment of the deposition of a qualified medical evaluator by a prominent applicant’s attorney and a seasoned defense attorney. In addition to showcasing expert medical testimony, the presentation offers insight into how a physician prepares for, and addresses, live questioning from counsel. The attorneys will also share the “what” and “why” behind their approach to examination.

- **Get in the Game and Score Big with Medicare Compliance**

The average age for injured workers in California is increasing, resulting in more settlements requiring the involvement of Medicare. In 2024, many new laws will address Medicare’s protection of the injured employee, the insured, and all parties involved. This session discusses the old laws, new standards, perils, and strategies for properly considering Medicare when setting claims.

## THURSDAY, JUNE 13, 2024

- 4:45 pm - 5:45 pm **CONCURRENT SESSIONS V**
- **Public Entities Roundtable**  
Public entities face a variety of challenges, including unique claims exposures, restricted budgets, and a limited insurance marketplace. In this roundtable, industry leaders from the public sector discuss the latest challenges and potential solutions to topics such as presumptions, working with unions, Section 111 reporting, and Medicare liens and recovery.
  - **Show Me the Money: Subrogation in Workers' Compensation**  
Specific tools can help mitigate financial damages when an employee is injured in an accident that wasn't their fault. This session demonstrates how to properly identify subrogation opportunities and timelines, notify parties of liability, file for damages within statutes of limitations, and recover financial losses.
  - **Workers' Compensation Medical Treatment**  
The goal of medical treatment is simple: to get appropriate care for the injured worker. Yet too often the care is prolonged, sent to UR, or miscommunicated, which leads to delays in treatment. At the core of this problem is communication failure, causing both real and perceived issues that do not support the common goal of prompt injury care. This presentation provides an understanding of the framework for clearer conversations among parties regarding medical treatment, offering examples of effective communication techniques to improve treatment outcomes.
- 6:30 pm - 8:00 pm **Thursday Evening Reception**  
Celebrate the final night of the conference with food and drinks, music and entertainment. The Thursday Evening Reception is the perfect place to connect with colleagues, make new connections, compare notes on what you've learned, and enjoy the festivities.

## FRIDAY, JUNE 14, 2024

- 8:00 am - 11:30 am **Registration Desk Open**
- 8:00 am - 9:00 am **Breakfast**
- 9:00 am - 10:00 am **Bloggers' Panel**  
An informative, interactive staple at CCWC, the Bloggers' Panel provides an educational and entertaining discussion of the state of workers' compensation in California and nationally. Questions are always welcome, and answers are rich with the bloggers' insightful, humorous perspectives.
- 10:00 am - 11:00 am **Wrapping It All Up and Putting It All Together**  
This final discussion is presented by workers' compensation leaders and other industry experts who highlight key themes, momentous moments, and specific takeaways from this year's conference.
- 11:00 am - 11:15 am **Closing Remarks**
- 11:15 am **Conference Adjourns**