



# 2018 ICA Workers' Compensation Claims Seminar

Arizona's Premier Workers' Compensation Education Event

JW Marriott Camelback Inn Scottsdale

August 9 & 10, 2018

Register Now At: [ICA Claims Seminar](#)

Thursday, August 9, 2018

7:30 - 8:30

Check-in/Continental Breakfast

8:30 - 9:30

Session One

**Scheduled Permanent Disability Awards\***

- Robert Galyen, Ombudsman
- Room TBD

**Claims Adjusting Overview\***

- Ruby Tate, Claims Manager
- Room TBD

**ADOSH Record Keeping Update**

- Javier De Echavarri
- ADOSH Consultant
- Room TBD

**★ Rule Update: Evidence-Based Medicine (EBM) Treatment Guideline Process**

- Jacquie Kurth
- Medical Resource Office
- Room TBD

9:30 - 10:00

Refreshment Break

10:00 - 11:00

Session Two

**Unscheduled Permanent Disability Awards\***

- Gregg Morgan
- Asst Claim Manager
- Room TBD

**Average Monthly Wage Determinations\***

- Frank Lopez & Audrika Gavins
- Claims Division
- Room TBD

**ADOSH Record Keeping Update**

- Javier De Echavarri
- ADOSH Consultant
- Room TBD

**★ Rule Update: Evidence-Based Medicine (EBM) Treatment Guideline Process**

- Jacquie Kurth
- Medical Resource Office
- Room TBD

11:00 - 12:30

Lunch served in Lincoln Restaurant

12:30 - 1:30

Session Three

**Scheduled Permanent Disability Awards\***

- Robert Galyen, Ombudsman
- Room TBD

**Claims Adjusting Overview\***

- Ruby Tate, Claims Manager
- Room TBD

**The ALJ Division Hearing Process**

- Michael Mosesso, ICA Chief ALJ
- Allen Shayo, Vice Chief ALJ
- Aryka Radke, Vice Chief ALJ
- Room TBD

**★ New Claims System - Community**

- Hands On Live Demo
- Complete Notices, RFH, & More
- Room TBD

1:30 - 2:00

Refreshment Break

2:00 - 3:00

Session Four

**Unscheduled Permanent Disability Awards\***

- Gregg Morgan
- Asst Claims Manager
- Room TBD

**Average Monthly Wage Determinations\***

- Frank Lopez & Audrika Gavins
- Claims Division
- Room TBD

**The ALJ Division Hearing Process**

- Michael Mosesso, ICA Chief ALJ
- Allen Shayo, Vice Chief ALJ
- Aryka Radke, Vice Chief ALJ
- Room TBD

**★ New Claims System - Community**

- Hands On Live Demo
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\* Satisfies training requirements for out-of-state claims processors (4 separate classes)



**New & Important Changes to Arizona Claims Processing**



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### Thursday Only

## Visit the ICA Community Room

Explore the ICA's new state-of-the-art interactive Salesforce-based claims system  
Formerly known as the 'Portal'

Learn *Community's* new ENHANCED features, including hands on guidance on how to:

- Explore a claim file and documents
- Complete & submit a Notice of Claim Status directly into *Community*
- Complete & submit a Request for Hearing directly into *Community*

Meet the great ICA Claims staff in person as they show you how to use *Community* to help you work smarter and faster in your daily work!

This experience will benefit Adjusters, Employers, Attorneys, and their teams.

***Taking required classes? Stop by during any break for a quick tour.***

## Out of State Adjusters

Are you a Non-Arizona Adjuster requiring Certification or renewal?

On Thursday, participate in the following classes, complete the tests after the session, & turn them in for credit. ICA will contact you directly post seminar with Arizona certification:

Claims Adjusting Overview  
Average Monthly Wage Determinations  
Scheduled Permanent Disability Awards  
Unscheduled Permanent Disability Awards



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## Friday, August 10, 2018

7:30-8:00

Check-In/Continental Breakfast

General Assembly.....Gregg Morgan, Assistant Claims Manager

8:00-8:15

Welcome Activity ..... ICA Claims & Special Fund Divisions

8:15 – 9:15

State of the ICA .....Dale Schultz, ICA Chairman  
James Ashley, ICA Director  
Karen Fann, State Senator Legislative District 1

9:15 - 10:15

Recent Legislation & New Rules for Evidence-Based Medicine Treatment Guidelines  
.....Jason Porter, ICA Chief Counsel  
Dale Schultz, ICA Chairman  
Jacquie Kurth, MRO Program Manager

10:15 - 10:45

Refreshment Break

10:45 - 11:45

Recent Court Decisions .....Christopher S. Norton, Esq.  
Ben Manion, Esq.

11:45 - 1:00

Luncheon - Lincoln Restaurant

1:00 - 2:00

"Your Words Can Change Outcomes" Part 1  
.....Jennifer Christian, MD, MPH, FACOEM

2:00 - 2:30

Refreshment Break

2:30 – 3:30

"Your Words Can Change Outcomes" Part 2  
.....Jennifer Christian, MD, MPH, FACOEM

3:30 Closing Remarks & Prize Drawing