Thursday, August 12, 2021
Arizona Workers’ Compensation Claims A to Z
Interactive Web-based Learning – We’re Here for You

7:30 - 7:55………………………………………………………………………………..Log-In
7:55 - 8:00………………………………………………………………………………..The Director’s Welcome
James Ashley, Director

8:00 - 9:00…………………………Session One – Compensability & France v ICA Analysis
Robert Wisniewski, Esq
Todd Lundmark, Esq

9:00 - 9:15………………………..Break

9:15 - 10:15………………………..Session Two – Claims Handling & Issuing Notices
Ruby Tate, ICA Claims Manager

10:15 - 10:30………………………..Break

10:30 - 11:30………………………..Session Three – Establishing the AMW
Audrika Gavins, Assistant Claims Manager
Rebecca Scott, W/C Claims Specialist

11:30 - 11:45………………………..Break

11:45 - 12:45 ……………………..Session Four - Scheduled 106 & Fatality Claims Handling
Melissa Smith, Ombudsman
Sandra Perez, Program Project Specialist I

12:45 - 1:00………………………..Break

1:00 - 2:00 …………………………..Session Five - Unscheduled Closure
Susan Strickler, ARM AIM
Andrea Lester, WCCP
Rebecca Lollich, MA CRC

2:00 - 2:15 …………………………..Closing Remarks

Self-Insured or Out-of-State Adjuster Authorization
To receive authorization, the adjuster must participate in all classes both dates and successfully pass a post-test. When registering for the seminar, be sure to indicate “YES” advising you need authorization from the ICA.
Friday, August 13, 2021

7:30 - 7:55 .................................................................Log-In

7:55 - 8:00 .................................................................The Chairman’s Welcome
          Dale Schultz, ICA Chairman

8:00 - 9:00..............Treatment Guidelines, Preauthorization and Pharmaceuticals –
          What Everyone Should Know.
          Charles Carpenter, Program Manager, Medical Resource Office

9:00 - 9:15 .................................................................Break

9:15 – 10:15.................................ALJ Hearing Process
          Michael A. Mosesso, Esq., Chief Administrative Law Judge
          C. Andrew Campbell, Esq., Vice Chief Administrative Law Judge
          Melinda K. Poppe, Esq., Vice Chief Administrative Law Judge

10:15 - 10:30 .................................................................Break

10:30 – 11:30..........................Good Faith Claims Management
          Allen B. Shayo, Administrative Law Judge
          Stephen C. Baker, Esq
          Eric C. Awerkamp, Esq

11:30 - 11:45 .................................................................Break

11:45 – 12:45..............................Recent Legislation & Court Decisions
          Stephen Ball, ICA, Senior Staff Attorney
          Rachel Brozina, Esq
          Meghann Fawcett, Esq

12:45 - 1:00.................................................................Break

1:00 - 2:00...............Changes Caused by COVID in Safety & Risk Management
          Jessie Atencio, Director- ADOSH
          Hyte Johnson, EH&S Director-Tucson RMS
          Rafael Arellano, Safety Generalist - MI Windows & Doors
          Eric Vogt, Safety Director – Kitchell Contractors of AZ, Inc.

2:00 - 2:15 .................................................................Closing Remarks

General Inquiries & Technical Issues:
Please email seminar@azica.gov with a brief description including a phone number for assistance.
Day 1 Speaker Bios
Thursday, August 12, 2021

Robert E. Wisniewski
Mr. Wisniewski is a claimant’s attorney in Phoenix Arizona. Mr. Wisniewski is a Certified Workers’ Compensation Specialist, Arizona Board of Legal Specialization and a Fellow, The College of Workers’ Compensation Lawyers. He is a graduate of the University of Toledo, College of Law and holds a Masters in Public Administration, University of Oklahoma. Undergraduate, B.A. Political Science, Upsala College, New Jersey. Since 1976, Mr. Wisniewski has devoted his practice to the representation of injured workers across Arizona. He has litigated over 12,000 Arizona industrial workers’ compensation hearings and with his civil practice, has litigated in every county of Arizona. He has a special interest in Arizona Workers’ Compensation lien law, lecturing on this topic for over the past 25 years. He is the author of “Complete Guide to Arizona Workers’ Compensation Lien Law and Practice” ©. Available on PDF at www.Azhurtonthejob.com. He has also lectured and testified as an expert witness on a variety of aspects of workers’ compensation claims, bad faith claims handling, damages and standard of care. He is listed in Best Lawyers of America, is a Super Lawyer, Arizona and Southwest Super Lawyer, and a member of The Arizona Association of Lawyers for Injured Workers. He is also Panel Counsel for the NFL Players Association, (Arizona Cardinals), Panel Counsel for Professional Hockey Players Association (Arizona Coyotes/Tucson Roadrunners), and the Arizona Diamondbacks players. He serves as a board member of Kids’ Chance of Arizona.

R. Todd Lundmark
Todd has been a member of the State Bar of Arizona since 1981. He received his B.A., summa cum laude, from the University of Arizona in 1978, and his J.D. in 1981 from Arizona State University College of Law. Certified by the Arizona Bar as a workers’ compensation specialist since 1991, he is a co-editor and co-author of the Arizona Workers’ Compensation Handbook (State Bar of Arizona, 1992).

Ruby Tate
Manager, ICA Claims Division
Ruby has been the Claims Manager of the Claims Division of the Industrial Commission of Arizona since February of 2018. She has over 15 years’ experience in Arizona Workers’ Compensation, having worked her way through the tiers of workers’ compensation claims adjusting. Ruby’s experience includes several years as an IEA instructor teaching Basic and Advanced Workers’ Compensation (WCCA and WCCP designations).

Audrika Gavins
Assistant Manager
Audrika is the Assistant Manager of the Awards Team in the Claims Division at the Industrial Commission of Arizona. Audrika is passionate about her work in the Arizona Workers’ Compensation industry with over 30 years’ experience. Audrika enjoys leading several committees in her church, and spending time with her children and grandchildren.

Rebecca Scott
ICA Compliance Claims Specialist
Rebecca Scott is a Compliance Claims Specialist. She has been at the ICA for 10 years. She was with the Insurance Department for a number of years before continuing on in the Compliance Department for the last 4 years. She does assist other Departments such as Average Monthly Wage. She is always eager to

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learn new aspects of Workers’ Compensation so she can provide the best information to clients and coworkers alike.

Melissa Smith  
ICA Ombudsman  
Melissa Smith is currently the Ombudsman at the Industrial Commission of Arizona. She has had many positions at the Industrial Commission and has served over half her life in the Arizona workers’ compensation industry. She has been helpful to all interested parties in her tenure with the ICA, with expertise in compliance and insurance processes. In her spare time, she is an active mother, grandmother, and foster parent spending time fishing, camping, and participating in family activities. It’s all about her very diverse family.

Sandra Perez  
ICA Program Project Specialist I  
Sandra (Sandy) Perez - is the Program Project Specialist at the Industrial Commission Claims Division. Sandy has been with the Industrial Commission for close to 30 years. Sandy is passionate about her job and enjoys helping all interested parties. Sandy also does training for new employees in the Claims Division as well as Insurance Representatives and different agencies interested in learning about the Industrial Commission processes.

Susan Strickler, ARM AIM  
With over 30 years’ experience in workers’ compensation, Susan Strickler has worked for insurance companies, third-party administrators, and self-insured employers. During her tenure with the State of Arizona, she was instrumental in transitioning over 80,000 state employees from a fully-insured group health plan to a self-insured program. She later became Vice President for Fiserv, Inc. and was appointed by the Maricopa County Board of Supervisors as Chairperson for the Maricopa County Benefits Trust. In 2010, Governor Jan Brewer appointed Ms. Strickler as Commissioner to the Industrial Commission for a 5-year term. In September 2019, she was appointed by the Arizona Senate as a member of the Ad Hoc Committee for Minimizing Contaminant Risk and Exposure for First Responders. Ms. Strickler is currently the Workers’ Compensation Claims Manager for the Arizona Counties Insurance Pool. Ms. Strickler is also an instructor and claims auditor. Through her work with the Arizona Self-Insurers Association, she is actively involved in workers’ compensation policy and legislation. In 2016, Ms. Strickler published “The Adjuster’s Guide to Workers’ Compensation in Arizona,” a practical guide for Arizona workers’ compensation claims and legal issues.

Andrea Lester, WCCP  
Andrea is the Senior Workers’ Compensation Claims Adjuster for Maricopa County with 18 years of experience in workers’ compensation on both the policy and claims side of the business. Andrea has worked for insurance companies, TPA’s, and self-insured self-administered employers. She got her start in claims at Copperpoint Mutual, formerly SCF Arizona, where she was trained by some of the best in the business. She then branched out to the TPA side where she’s had the opportunity to work with municipalities, national clients, and large local businesses. Andrea received an Extended Bachelor of Science in Psychology from Northern Arizona University in 2002. She then went on to obtain, and still maintains a producer’s license and an adjuster’s license. She holds a WCCP designation and WCCA certification from Insurance Educational Association. Andrea is currently working on her AIC. Andrea has been on the ASIA board since 2018. She has served as Treasurer, Vice President, and is current President of AWCCA.
Rebecca Lollich, MA, CRC
Gecko Vocational Consulting, LLC
Ms. Lollich has been a vocational consultant and labor market expert in the state of Arizona for over 21 years. She provides expert vocational testimony in loss of earning capacity proceedings at the Industrial Commission of Arizona, conducts job placement and related career management evaluations, labor market research, as well as conducting job analysis to determine vocational appropriateness. Ms. Lollich’s work history includes being a human resource manager for over 500 employees in multiple locations. Ms. Lollich received her Bachelor of Science in Business Administration, emphasis on Marketing/Management, from Northern Arizona University and a Master of Arts in Human Resources, emphasis on Professional Counseling, from Ottawa University. She is a Certified Rehabilitation Counselor (CRC). Ms. Lollich currently serves on both the Executive Board of the Arizona Workers’ Compensation Claims Association (AWCCA) and the Arizona Chapter of the International Association of Rehabilitation Professionals (IARP) as Secretary. She is also Co-Chair of the Membership Committee of AWCCA. Ms. Lollich previously served as Vice President of Scholarships with Kids’ Chance of Arizona. She has also been a member of the Society for Human Resource Management (SHRM) since 1998.

Day 2 Speaker Bios
Friday, August 13, 2021

Charles Carpenter
Medical Resource Office Manager
While he has only been with the Industrial Commission for a year and a half, Charles has been involved in healthcare for over 23 years. He owned and operated a chiropractic clinic for over 12 years in Phoenix where he gained valuable experience working with patients, payers, and a wide variety of healthcare providers. Additionally, he gained an appreciation of public health while working with the Maricopa County Department of Public Health on strategies and initiatives that address chronic disease in healthcare settings. His public health programs have received national awards from the National Association of Counties (NACo) and the National Association of County and City Health Officials (NACCHO).

Michael A. Mosesso
Chief Administrative Law Judge
Michael A. Mosesso is the Chief Administrative Law Judge with the Industrial Commission of Arizona, was Vice Chief Administrative Law Judge from 2011 through February 15, 2016, and an administrative law judge since 1994. He was an attorney in the Industrial Commission Legal Division from 1992 to 1994. Previously he worked in private practice as an associate attorney representing injured workers and plaintiffs in personal injury matters and performed contract legal work. His primary focus has been in Workers’ Compensation since joining the Industrial Commission. Prior to becoming licensed to practice law, he worked as an exploration economic geologist in the mining industry involved in gold, silver, copper, lead, zinc, barite, and fluorite exploration in the Western United States. He was also a mine geologist in an underground lead-zinc mine in Austinville, Virginia. He received a B.S. degree in geology, an M.S. degree in geoscience and a J.D. from the University of Arizona. He is co-chair of the Bench and Bar Committee of the Workers’ Compensation Section. He is a member of the Arizona Bar and the United States District Court for the District of Arizona.
C. Andrew Campbell  
**Vice Chief Administrative Law Judge**  
C. Andrew Campbell, an Administrative Law Judge with the Industrial Commission since 2014, serves as a Vice Chief Administrative Law Judge in Phoenix, Arizona. Prior to joining the Industrial Commission, he worked in private practice in Arizona for thirteen years and has served as a Judge Pro Tem for the Maricopa County Superior Court, presiding over civil calendars, settlements conferences, and other alternative dispute resolution matters. He is a graduate of Presbyterian College (B.A. 1996) and the University of South Carolina School of Law (J.D. 1999).

Melinda K. Poppe  
**Vice Chief Administrative Law Judge**  
Melinda K. Poppe, a Vice Chief Administrative Law Judge at the Industrial Commission of Arizona where she has also served as the Deputy Director, Chief Administrative Law Judge, and Claims Manager. Ms. Poppe has extensive workers’ compensation legal experience representing self-insured employers, policyholders, and insurance carriers in workers’ compensation and subrogation matters. She is a Certified Specialist in Workers’ Compensation Law and is a member of the College of Workers’ Compensation Lawyers. Ms. Poppe is a past co-chair of the Workers’ Compensation Section of the State Bar of Arizona and has served as both chair and co-chair for workers’ compensation seminars at the State Bar convention and the workers’ compensation fall seminars. Ms. Poppe is also a co-author of the Arizona Workers’ Compensation Handbook (State Bar of Arizona, 1992). Ms. Poppe received her B.S. in Nursing from the University of Arizona in 1981 and her J.D. from Arizona State University in 1987. She speaks frequently on workers’ compensation topics.

Allen B. Shayo  
**Administrative Law Judge**  
Allen B. Shayo is an Administrative Law Judge with the Industrial Commission of Arizona. He first joined the ICA in 2011. Prior to that, Judge Shayo served as Chief Bar Counsel and General Counsel for the State Bar of Arizona and has been engaged in the practice of law in the public and private sectors since 1980.

Stephen C. Baker, Esq.  
Stephen C. Baker graduated with High Distinction from the University of Arizona College of Law in 1983. While in law school, Mr. Baker was a member of the National Moot Court Team, was named Best Second Year Advocate and received American Jurisprudence awards in torts, civil procedure, conflicts and remedies. He also received the Law School Association Scholastic Award, the Arco Academic Achievement Award, and became a member of the Order of the Coif. After graduation from law school, Mr. Baker served as a Lieutenant in the United States Navy’s Judge Advocate General’s Corps. During that time, Mr. Baker was Senior Defense Counsel and later served as Senior Prosecutor. Mr. Baker was honorably discharged in 1986. Since then, Mr. Baker has been in private practice and primarily involved in insurance defense, with an emphasis in workers’ compensation. Mr. Baker represents insurance carriers and self-insured employers before the Industrial Commission on a regular basis. Mr. Baker is the managing owner in the law firm of Jardine, Baker, Hickman and Houston P.L.L.C. He is admitted to practice in Arizona and before the United States District Court.

Eric C. Awerkamp, Esq.  
Eric C. Awerkamp received his B.A., summa cum laude, in Accounting from Arizona State University in 1986. He received his J.D. from J. Rueben Clark Law School in 1989 and was a member of law review. Upon graduation, Mr. Awerkamp joined the law firm of Beus, Gilbert & Morrill as a litigation associate. In 1993, he joined the law firm of Brown, Arenofsky, Squire & Sacco and practiced in the areas of workers’ compensation and personal injury. In 1997, he opened the Law Office of Eric Awerkamp and continues his practice in the areas of workers’ compensation and personal injury. He is a certified specialist in workers’ compensation, a member of the Arizona Association of Lawyers for Injured Workers, and a member of the Arizona Association for Justice. He is a past co-chair of the workers’ compensation section.
of the State Bar of Arizona. He has successfully represented thousands of injured persons in workers' compensation and personal injury claims. He serves on AALIW's ICA Claims Division liaison committee.

Stephen D. Ball
ICA Senior Staff Attorney

Stephen is a senior staff attorney with the Legal Division of the Industrial Commission of Arizona and focuses his practice primarily on workers' compensation litigation and prosecuting citations on behalf of the Arizona Division of Occupational Safety and Health ("ADOSH"). Stephen grew up in Minneapolis, Minnesota and received his B.A. (History)(1996) from the University of Minnesota and his J.D. from Hamline University School of Law (2001). After moving to Arizona, he began practicing general civil litigation with a small law firm in Phoenix. In 2006, he joined the Arizona Attorney General's Office and practiced in the Bankruptcy & Collections Enforcement Section. He has been with the Industrial Commission since 2010.

Rachel P. Brozina, Esq.

Rachel is a shareholder at Norton & Brozina, P.C. She is a certified specialist in workers' compensation and her practice is focused on defending workers’ compensation insurance carriers, self-insured employers, uninsured employers, and third-party administrators before the Industrial Commission of Arizona. Ms. Brozina obtained her undergraduate degree in Creative Writing from the University of Arizona in 2005, and graduated from the University of Idaho College of Law in 2009. She is licensed to practice in Arizona. Ms. Brozina was the co-chair for the State Bar of Arizona Workers’ Compensation Section for 2019/2020 and the year 2012/2013, she serves as a board member for Kids’ Chance of Arizona, is on the Workers’ Compensation Advisory Committee through the State Bar of Arizona Board of Legal Specialization, and is active with the Arizona Workers’ Compensation Claims Association.

Meghann Fawcett, Esq.

Meghann is a Senior Associate Attorney with Matt Fendon Law Group where she represents injured workers before the Industrial Commission of Arizona. She was born and raised in Canada, and has lived in several Canadian provinces including Ontario, Vancouver, Saskatchewan, and Alberta. After graduating from the University of Saskatchewan with a Bachelor of Arts Degree in Sociology with a minor in Crime, Law, and Justice Studies, she moved to Phoenix, Arizona, where she earned her law degree from Arizona Summit Law School. Currently, she is a member of the Arizona Association of Lawyers for Injured Workers, the New Mexico Women’s Bar Association, and is licensed to practice law in both New Mexico and Arizona.

J. Hyte Johnson, CIH, CIAQP, SGE

Hyte is the Director of environment, health and safety, for Raytheon Technologies (NYSE: RTX), Missiles and Defense business unit with 2020 sales of 16 billion. RMD is a technology and innovation leader specializing in defense, and homeland security for US and Allied forces across the globe. With headquarters in Waltham, Mass., Raytheon Technologies employs 145,000 people worldwide. Mr. Johnson joined Raytheon Technologies in 1996. His experience has included 9 years with the legacy United Technologies, Goodrich Aircraft Interior Products and Turbo Machinery Products. While at AIP, Mr. Johnson was responsible for Explosive Safety at UPCO Phoenix and Fairfield California manufacturing sites. In addition, Mr. Johnson was responsible for aircraft evacuation slide testing, development, and manufacturing programs in support of FAA TSO C69c and is a recognized expert in aircraft evacuation safety. Mr. Johnson also worked for General Electric Aircraft Engines, Hooksett New Hampshire and for Arthur D. Little, Inc., providing environmental health, safety and audit consulting services. Mr. Johnson has a Bachelors of Science in Public Health and Industrial Hygiene from Utah State University, Logan, Utah. In addition, he holds professional certifications from the American Board of Industrial Hygiene (CIH) and from the Association of Energy Engineers as a Certified Indoor Air Quality Professional (CIAQP). He has achieved Special Governmental Employee (SGE) status with the U.S. Department of Labor and has performed VPP assessments with Region VIII and Region IX and AZ OSHA. Mr. Johnson helped attain OSHA VPP star status for all Missiles and Defense sites (28 Sites) since 2007 and has been successful in achieving and maintaining the largest VPP Star site in Region IX and the 5th largest VPP site in the United States (RMD Airport). Mr. Johnson was the recipient of the 2010
and 2021 President's Award from Dr. Taylor Lawrence, and Wes Kremer President, Raytheon Missile Systems. During Mr. Johnson’s tenure, Raytheon Missiles and Defense was honored with recognition from multiple professional safety, environmental and regulatory organizations including: the American Society of Safety Engineers (ASSE) “Southern Arizona Community Leadership in Safety”, as the Arizona large business “Recycler of the Year”, as the National Safety Council “Site Excellence” award and recognized by EHS magazine as one of “the 16 Safest Companies in America” in 2013 and again in 2018. Environmental recognitions include: EPA “Climate Leader” and from the New Mexico DEQ with the “Green Zia” award. Mr. Johnson is the father of six and regularly enjoys racquetball, running, wake boarding and surfing. In addition, he composes and publishes choral works and other music on hytemusic.com.