

WORKERS' COMPENSATION

• IN A POST-COVID WORLD •

Thursday, November 12, 2020

10:00 am Eastern



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“What a long strange trip it’s been.”

— JERRY GARCIA

As 2020 heads into its home stretch, we look back on all of the things that we’ve missed this year: visiting friends and family, vacations, parties, putting our children on buses and so many other life events. One of the many other things that was lost in the shuffle was our ability to put on our annual educational conference in Philadelphia this October.

Like the rest of the world, we too had to “pivot” and take our conference virtual, meaning that we would not have the chance to enjoy each other’s company, have dinner together and shake hands or hug each other upon arrival. While we were certainly disappointed, this year has taught us all to be grateful for silver linings. As we planned this conference, we realized that this was much more than a silver lining. We have always prided ourselves on cutting edge speakers and a packed conference ballroom, but we realized that this year we had the opportunity to engage speakers that we would never be able to assemble in the same room at the same time. Even more importantly, we are able to reach so many more people and provide them with the educational resources that have been our hallmark for so many years.

Will it be what we expected at the beginning of this year? No. But could we have anticipated having a Director from the CDC, the Senior Contributing Editor for the AMA Guides, Leaders of Industry, the Plaintiffs’ bar and the Judiciary from all over the country participating in our conference this year? No.

Who knows what 2021 will bring us all, but, for now, we are thrilled and excited to bring you the leading workers’ compensation conference of 2020! Walk away with a better understanding of how this year has altered the course of our industry for decades to come and be better prepared to rise up to any future challenges that await us.

SCHEDULE AT-A-GLANCE

TIME	MAIN STAGE	SECOND STAGE
10:00 – 10:05 a.m.	Opening Remarks	
10:05 – 10:55 a.m.	The Future of The Insurance Industry	Legal Side Bar: CA, NV, CO, AZ and UT
10:55 – 11:00 a.m.	Break	
11:00 – 11:50 a.m.	Potential Scenarios and Hazards in the Work of the Future– Leading Perspectives Based on a Systematic Review	Legal Side Bar: FL, AL, NC and SC
11:50 – 11:55 a.m.	Guest Speaker - What I Learned During COVID-19	
11:55 – 1:00 p.m.	Lunch Break	
1:00 – 1:50 p.m.	COVID-19 Presumptions and Beyond	Legal Side Bar: NJ, DE, MA, NY and VT
1:50 – 1:55 p.m.	Guest Speaker - What I Learned During COVID-19	
1:55 – 2:00 p.m.	Break	
2:00 – 2:50 p.m.	The Future of the AMA Guides to the Evaluation of Permanent Impairment	Legal Side Bar: IA, IL, OK, MD and DC
2:50 – 2:55 p.m.	Guest Speaker - What I Learned During COVID-19	
2:55 – 3:00 p.m.	Break	
3:00 – 3:50 p.m.	Living in a Virtual World	Legal Side Bar: MS, KY, WV and TN
3:50 – 3:55 p.m.	Guest Speaker - What I Learned During COVID-19	
3:55 – 4:00 p.m.	Break	
4:00 – 4:50 p.m.	What We Expect Defense Counsel to Know	Legal Side Bar: IN, MI, SD, WY and VA
4:50 – 5:00 p.m.	Break	
5:00 – 5:50 p.m.	How COVID-19 Has Changed Crisis Management	Legal Side Bar: MN, LA, TX and WI
5:50 p.m.	Closing Remarks	

CONFERENCE SESSIONS INFORMATION

CHECK-IN

Welcome to Workers' Compensation in a Post-COVID World!

Location: Virtual Registration Desk

Thomas P. Kieselbach,

Cousineau, Waldhauser & Kieselbach, P.A.
NWCDN Minnesota Member

10:00 - 10:05 A.M.

Opening Remarks

Location: Main Stage

Robert Wilson, President and CEO,
WorkersCompensation.com

Vicki Burkhardt, Executive Director of
Kids' Chance of America*

*Fund-raising partner of the NWCDN

10:05 - 10:55 A.M.

The Future of The Insurance Industry

Location: Main Stage

The panelists will discuss industry trends as a result of the COVID-19 pandemic including premium, rate and claim administration issues affecting carriers and insureds. The panel will address regulatory challenges, technology advances, and predictions for the post-COVID workers' compensation insurance market.

MODERATOR:

H. Dill Battle III, Spilman, Thomas & Battle, PLLC,
NWCDN West Virginia Member

PANELISTS:

James Dodrill, Insurance Commissioner,
State of West Virginia

Jeff Eddinger, Senior Division Executive-
Regulatory Business Management, NCCI

Andy Johnson, Chief Risk Officer - Principal,
Captive Resources LLC

K. Max Koonce, Chief Claims Officer, Casualty,
Sedgwick Claims Management Services, Inc.

10:05 - 10:55 A.M.

Legal Side Bar:

CA, NV, CO, AZ and UT

Location: Second Stage

Top Workers' Compensation Challenges in the COVID World - A State-by-State Examination of Litigation and Recent Trends. Join speakers from California, Nevada, Colorado, Arizona and Utah during this session.

MODERATORS:

Ford Scalley and **David Bridge,**
Scalley Reading Bates Hansen & Rasmussen,
NWCDN Utah Member

PANELISTS:

Ericka Dunn, Hanna Brophy,
NWCDN California Member

Robert Balkenbush, Thorndal, Armstrong,
Delk, Balkenbush & Eisinger, NWCDN Nevada
Member

Paul Drueger, Ritsema & Lyon, P.C.,
NWCDN Colorado Member

Kelly Kruegel, Risema & Lyon, P.C.,
NWCDN Arizona Member

11:00 - 11:50 A.M.

Potential Scenarios and Hazards in the Work of the Future – Leading Perspectives Based on a Systematic Review

Location: Main Stage

To help decision-makers identify and mitigate future workplace hazards, a systematic review of the literature was performed. An electronic search of 11 databases identified 36 papers and reports published from 1999 to 2019 describing future of work scenarios or future work-related hazards. The literature described many scenarios involving 'new' or 'exacerbated' psychosocial hazards of work, whereas comparatively fewer discussed physical, chemical, or biological hazards. Pandemics and other mass public health threats, which may accelerate future of work trends, have not been widely considered in the future of work literature. The hazards and mitigation strategies identified in this review will be discussed, along with preventive recommendations that decision-makers can apply to promote healthy work environments addressing the health protection and health promotion needs of an increasingly diverse workforce.

PANELISTS:

Fred Baker, Wimberly Lawson Wright Daves & Jones, PLLC, NWCDN Tennessee Member

Paul Schulte, PhD, NIOSH, Director, Division of
Science Integration, Centers for Disease Control

CONFERENCE SESSIONS INFORMATION *continued...*

11:00 - 11:50 A.M.

Legal Side Bar: FL, AL, NC and SC

Location: Second Stage

Top Workers' Compensation Challenges in the COVID World - A State-by-State Examination of Litigation and Recent Trends. Join speakers from Florida, Alabama, North Carolina and South Carolina during this session.

MODERATOR:

Robert Grace, Jr., Bleakley Bovol Denman & Grace, NWCDN Florida Member

PANELISTS:

Josh Holden, Fish Nelson & Holden, LLC, NWCDN Alabama Member

Elizabeth Ligon, Teague Campbell, Dennis & Gorham, LLP, NWCDN North Carolina Member

Kelly Morrow, Robinson, Gray, Stepp & Laffitte, NWCDN South Carolina Member

11:50 - 11:55 A.M.

What I Learned During COVID-19

Location: Main Stage

GUEST SPEAKER:

Mark Pew, Senior Vice President, Product Development and Marketing, Preferred Medical

1:00 - 1:50 P.M.

COVID-19 Presumptions and Beyond

Location: Main Stage

A discussion of the various presumptions, including COVID-19, that have been emerging as a trend in workers' compensation in recent years and the impact such presumptions can have on the adjusting and litigation of work-related claims.

MODERATOR:

Ericka Dunn, Hanna Brophy, NWCDN California Member

PANELISTS:

Michael Fish, Fish Nelson & Holden, LLC, NWCDN Alabama Member

David Langham, Deputy Chief Judge, Department of Administrative Hearings, State of Florida, Office of Judges of Compensation Claims

Catherine Surbeck, Freedman & Lorry, PC (Claimant's Perspective)

1:00 - 1:50 P.M.

Legal Side Bar: NJ, DE, MA, NY and VT

Location: Second Stage

Top Workers' Compensation Challenges in the COVID World - A State-by-State Examination of Litigation and Recent Trends. Join speakers from New Jersey, Delaware, Massachusetts, New York and Vermont during this session.

MODERATOR:

Andrea Schlafer, Capehart Scatchard, NWCDN New Jersey Member

PANELISTS:

Maria Paris Newill, Heckler & Frabizzio, NWCDN Delaware Member

Thomas O'Reilly, Curtin Murphy & O'Reilly PC, NWCDN Massachusetts Member

Susan Duffy, Hamberger & Weiss, NWCDN New York Member

Keith Kasper, McCormick, Fitzpatrick, Kasper & Burchard PC, NWCDN Vermont Member

1:50 - 1:55 P.M.

What I Learned During COVID-19

Location: Main Stage

GUEST SPEAKER:

Mark Walls, Vice President Communications & Strategic Analysis, Safety National

2:00 - 2:50 P.M.

The Future of the AMA Guides to the Evaluation of Permanent Impairment

Location: Main Stage

This session will explore and debate the future of the *AMA Guides*, featuring opinions and commentary from the Senior Contributing Editor to the *AMA Guides*, Sixth Edition, as well as leaders from the Plaintiff and Defense Bar. Listen in on some of the rationale behind the constitutional challenges to use the Sixth Edition and gain a

CONFERENCE SESSIONS INFORMATION *continued...*

better understanding of where the *AMA Guides* are headed.

MODERATOR:

Chelsie Springstead, Lindner & Marsack, NWCDN Wisconsin Member

PANELISTS:

Christopher Brigham, M.D., Founder, Brigham and Associates, Inc.

Alan Pierce, Pierce, Pierce & Napolitano (Claimant's Perspective)

2:00 – 2:50 P.M.

Legal Side Bar: IA, IL, OK, MD and DC

Location: Second Stage

Top Workers' Compensation Challenges in the COVID World - A State-by-State Examination of Litigation and Recent Trends. Join speakers from Iowa, Illinois, Oklahoma, Maryland and Washington DC during this session.

MODERATOR:

Alison Stewart, Peddicord Wharton, NWCDN Iowa Member

PANELISTS:

Adam Maciorowski, Rusin & Maciorowski, NWCDN Illinois Member

Dean Lott and John Valentine, Lott & Valentine, NWCDN Oklahoma Member

Sarah Lemmert, Franklin & Prokopik, NWCDN Maryland and Washington DC Member

2:50 – 2:55 P.M.

What I Learned During COVID-19

Location: Main Stage

GUEST SPEAKER:

Claire Muselman, Director of Workers' Compensation - Workers' Recovery Unit, Continental Western Group (a Berkley Company)

3:00 – 3:50 P.M.

Living in a Virtual World

Location: Main Stage

Not all of the impacts of COVID-19 work-remotely have been necessarily bad for the industry and its players. Join our panel as they discuss technology and its impact on all aspects of the workers' compensation system, including: work-in-place, keeping home work spaces safe and ergonomically correct, Tele-health, remote claims administration, return to work both in person and virtually and how technology is changing the way we litigate cases.

MODERATOR:

Elizabeth Smith, Verrill, Dana, NWCDN Maine Member

PANELISTS:

Adam Drake, Senior Vice President, Sales and Development, Akos MD

Matthew Harmon, Senior Vice President, Claims, MEMIC

Janice Van Allen, Senior Director, Risk Management, WalMart

Robert Wilson, President and CEO, WorkersCompensation.com

3:00 – 3:50 P.M.

Legal Side Bar: MS, KY, WV and TN

Location: Second Stage

Top Workers' Compensation Challenges in the COVID World - A State-by-State Examination of Litigation and Recent Trends. Join speakers from Mississippi, Kentucky, West Virginia and Tennessee during this session.

MODERATOR:

Jennifer Scott, Wise, Carter, Child & Caraway P.A., NWCDN Mississippi Member

PANELISTS:

H. Douglas Jones, Jones Howard Law PLLC, NWCDN Kentucky Member

Charity Lawrence, Spilman, Thomas & Battle, PLLC, NWCDN West Virginia Member

Fred Baker, Wimberly Lawson Wright Daves & Jones, PLLC, NWCDN Tennessee Member

3:50 – 3:55 P.M.

What I Learned During COVID-19

Location: Main Stage

GUEST SPEAKER:

Hon. R. Karl Aumann, Chair, Maryland Workers' Compensation Commission

CONFERENCE SESSIONS INFORMATION *continued...*

4:00 – 4:50 P.M.

What We Expect Defense Counsel to Know

Location: Main Stage

A timely opportunity for panelists to share their likes and dislikes when it comes to partnering with defense counsel and insurance experts to resolve difficult workers' compensation disputes. The panel will explore their expectations for defense counsel and suggest ways to have the most productive relationship with each other while still watching the bottom line.

MODERATOR:

Nicholas Dibble, Capehart Scatchard, NWCDN New Jersey Member

PANELISTS:

Paul Brandel, Risk Manager, US Foods

Marilyn Heard-Thompson, Claims Manager, ADP

Toney Stroud, In-House Counsel, Encova Insurance

4:00 – 4:50 P.M.

Legal Side Bar: IN, MI, SD, WY and VA

Location: Second Stage

Top Workers' Compensation Challenges in the COVID World - A State-by-State Examination of Litigation and Recent Trends. Join speakers from Indiana, Michigan, South Dakota, Wyoming and Virginia during this session.

MODERATOR:

Diana Wann, Jackson Kelly PLLC, NWCDN Indiana Member

PANELISTS:

Brian Richards, Charfoos Reiter Hebert, P.C. NWCDN Michigan Member

Charles Larson, Boyce Law Firm, LLP, NWCDN South Dakota Member

Douglas Stratton, Ritsema & Lyon, P.C., NWCDN Wyoming Member

Lynn Fitzpatrick, Franklin & Prokopik, NWCDN Virginia Member

5:00 – 5:50 P.M.

How COVID Has Changed Crisis Management

Location: Main Stage

COVID-19 has provided risk professionals with unique challenges and obstacles include timing, communications, policies and much more. Learn how the risk profession has evolved during the "COVID-era" and how it will likely continue to develop well beyond COVID.

MODERATOR:

Albert Randall, Jr., Franklin & Prokopik, NWCDN Maryland, Virginia and Washington DC Member

PANELISTS:

Lance Ewing, EVP Global Risk Management & Client Services, Cotton Holdings, Inc.

Thomas Johnson, Jr., VP, Marsh Advisory

Jeff Marshall, Claims Manager, Mars International

5:00 – 5:50 P.M.

Legal Side Bar: MN, LA, TX and WI

Location: Second Stage

Top Workers' Compensation Challenges in the COVID World - A State-by-State Examination of Litigation and Recent Trends. Join speakers from Minnesota, Louisiana, Texas and Wisconsin during this session.

MODERATOR:

Mark Kleinschmidt, Cousineau, Waldhauser & Kieselbach, NWCDN Minnesota Member

PANELISTS:

Sidney Degan, Degan, Blanchard & Nash PLC, NWCDN Louisiana Member

Jane Stone, Stone, Loughlin & Swanson, LLP, NWCDN Texas Member

Melissa Stone, Lindner & Marsack, S.C., NWCDN Wisconsin Member

5:50 P.M.

Closing Remarks

Location: Main Stage

Albert Randall, Jr., Franklin & Prokopik, NWCDN Maryland, Virginia and Washington DC Member

SPEAKER BIOGRAPHIES

Hon. R. Karl Aumann

Appointed Commissioner of the Workers' Compensation Commission in March 2005, R. Karl Aumann was subsequently named as Chairman in October 2005. Immediately prior to this appointment, he served as Maryland's Secretary of State. He earned a Bachelor of Arts from Loyola University in Maryland in 1982. Chairman Aumann received his J.D. in 1985 from the University of Baltimore, School of Law and was admitted to the Maryland Bar in 1986. He was an associate with the Towson firm of Power & Mosner and later with the Baltimore office of Miles & Stockbridge. In 1991, President George H.W. Bush appointed him Counsel and Senior Policy Advisor to the Appalachian Regional Commission. From 1994 until 2003, Chairman Aumann served as Chief Administrator and District Director for Congressman Robert Ehrlich. Chairman Aumann served as president of the Southern Association of Workers' Compensation Administrators and is co-chair of the Adjudication Committee of the International Association of Industrial Accident Boards and Commissions. He has served since 2010 as a board member of the National Association of Workers' Compensation Judiciary, and since 2006 as a board member of the Maryland Workers' Compensation Educational Association.

Fred Baker

Fredrick R. Baker is a Member in the Cookeville, Tennessee, office of Wimberly Lawson Wright Daves & Jones, PLLC, which he joined in 2001. His law practice includes an emphasis in workers' compensation and employment discrimination, as well as ADA and FMLA compliance. Fred is the Editor of the Tennessee Workers' Compensation Handbook, published by M. Lee Smith Publishers. He is also Legislative Co-Chair of the Upper Cumberland Society of Human Resource Management and is Tennessee's representative for the National Workers' Compensation Defense Network. Fred has an AV Preeminent® Rating - which is the highest possible rating given by Martindale-Hubbell, the leading independent attorney rating entity. He is also listed in The Best Lawyers in America® in the field of Workers' Compensation Law/Employers, and listed in Mid-South Super Lawyers® in the area of Workers'

Compensation. He received his Bachelor of Arts degree in Philosophy, summa cum laude, from Transylvania University and his law degree, magna cum laude, from the University of Tennessee.

H. Dill Battle III

H. Dill Battle III is a Member in Spilman Thomas & Battle's Charleston, West Virginia office and Chair of the firm's Workers' Compensation practice group. His primary areas of practice are workers' compensation, employment relations and counseling, product liability litigation, and commercial litigation. In his workers' compensation practice, he defends employers in workers' compensation claims related to workplace injuries, occupational disease, occupational pneumoconiosis, and hearing loss. Mr. Battle is a Fellow and Member of the Board of Directors of the College of Workers' Compensation Lawyers. He is also on the Board of Directors and Membership Committee Chair of the National Workers' Compensation Defense Network. He has been recognized by Martindale-Hubbell and The Best Lawyers in America for his workers' compensation practice, including being named the Best Lawyers 2020 "Lawyer of the Year" for Workers' Compensation Law--Employers in Charleston, West Virginia. Mr. Battle is a member of the West Virginia Board of Advisors for United Bankshares, Inc. He is also Vice President of the Board of Directors for HospiceCare of West Virginia, Inc. Mr. Battle earned his bachelor's degree at the University of Virginia and his law degree at West Virginia University College of Law.

Paul Brandel

Paul Brandel is the Risk Manager US Foods®. US Foods is one of America's great food companies and a leading foodservice distributor, partnering with approximately 300,000 restaurants and foodservice operators to help their businesses succeed. With nearly 28,000 employees and more than 60 distribution centers, we provide our customers with a broad and innovative food offering and a comprehensive suite of e-commerce, technology and business solutions. The company also operates over 70 wholesale warehouse

SPEAKER BIOGRAPHIES *continued...*

stores and 14 processing facilities. These include 12 Stock Yards® facilities that provide high-quality center of plate, custom cut and packaged to customer specifications; Freshway Foods, a fruit and vegetable processor, re-packer and distributor; and Save On Seafood, a seafood processor and distributor.

Paul began his career in 1999 as multi-line claims adjuster for Marriott International. Following Marriott International, he held multiple positions with Gallagher Bassett servicing both captive and self-injured clients. In 2007, Paul accepted the Claims Manager position with Hyatt Hotels Corporation and then accepting a Risk Manager position with Rockford Mass Transit District in 2010 and Waterton in 2014. Prior to his current position with US Foods, Paul served as the Risk Manager for Eby-Brown from 2016-2019.

Mr. Brandel serves as a Workers' Compensation Practice Group Advisor for the USLAW Network. He is a past President of RIMS Chicago Chapter (2018) and past chair of the Risk & Safety Committee for the International Foodservice Distributors Association (2016-2019).

Christopher Brigham, M.D.

Christopher R. Brigham, MD is a thought leader on human potential and disability whose goal is to have all of us, including those who are injured and ill, experience joyful and productive lives. He is Editor of the AMA Guides Newsletter and Casebook, and Senior Contributing Editor for the AMA Guides to the Evaluation of Permanent Impairment, Sixth Edition. Chris is the author of Living Abled, has written nearly 300 peer-reviewed articles, is a professional speaker who has spoken at over 350 events, has consulted extensively in the United States and internationally, and is skilled in the use of web-based technologies. He is a Stephen Minister and a founder of the Faith Based Claims Association, an ecumenical organization where faith and profession intersect.

Chris received his Medical Degree from the Washington University School of Medicine – St. Louis, Master of Medical Science from Rutgers Medical School, and Certificate in Human Resources Management from the University of Southern Maine. He is Board-Certified in Occupational Medicine

(ABPM), a Founding Director of the American Board of Independent Medical Examiners, a Fellow of the American College of Occupational Environmental Medicine, and a Fellow of the International Academy of Independent Medical Evaluators. Chris loves to sail, kayak, road bicycle, travel, and most of all be with his family, he is married, has 3 daughters and 4 grandchildren. He resides in Hilton Head Island, South Carolina and Falmouth, Maine.

Nicholas Dibble

Mr. Dibble focuses his practice in the representation of employers, self-insured companies, and insurance carriers in workers' compensation defense matters. Prior to joining Capehart Scatchard, Nicholas served as a Judicial Law Clerk to The Honorable Benjamin C. Telsey in the Superior Court of New Jersey.

James A. Dodrill

Commissioner James A. Dodrill is responsible for the overall regulation of the West Virginia insurance market as well as protection of the State's insurance consumers. He oversees the mission of the Offices of the Insurance Commissioner in promoting a healthy, competitive and solvent insurance market with ample consumer protections as well as consistent administration of the insurance laws and regulations of West Virginia.

Commissioner Dodrill is a 1982 graduate with honors (Summa Cum Laude) of Marshall University, with a Bachelor of Arts degree in Political Science. He earned his Juris Doctorate degree from the West Virginia University College of Law in 1985, where his class ranking was 18th out of 119 graduates.

From 1985 until 1999, Commissioner Dodrill was in private practice and served as an assistant prosecutor in West Virginia, during which time he tried dozens of felony and misdemeanor criminal cases and civil cases in the state and federal courts of West Virginia. Commissioner Dodrill also participated in numerous appellate matters in multiple state and federal appellate courts that resulted in eight published appellate decisions. Commissioner Dodrill is admitted to the practice of law before the United States Supreme Court, the U. S. Courts of Appeal for the Fourth and Sixth Circuits, the U. S. District Courts

SPEAKER BIOGRAPHIES *continued...*

for the Northern and Southern Districts of West Virginia and the Southern District of Ohio, and the West Virginia Supreme Court of Appeals.

From 1999 to 2019, Commissioner Dodrill was Corporate Claims Counsel for The Progressive Group of Insurance Companies, responsible for corporate claims litigation and risk management as well as supervision of high exposure/special complexity insurance-related legal matters involving conflicts of law, multi state/multi party claims, appellate actions, and bad faith/extra-contractual institutional litigation nationally, as well as government relations and legislative affairs.

Commissioner Dodrill retired as a Lieutenant Colonel from the U. S. Air Force and Air National Guard and has continued to serve in the Civil Air Patrol (CAP), the official auxiliary of the U. S. Air Force. Commissioner Dodrill's uniformed service totals more than 40 years.

Commissioner Dodrill and his wife, Terri Payne Dodrill, reside in Putnam County, West Virginia. They have three children and three grandchildren.

Adam Drake

Adam Drake has 21 years of leadership experience in the workers' compensation, cost containment, liability/injury prevention, employee benefits, health/telehealth and insurance industries. His resume includes valuable tenures at several large and well known leaders of the workers' compensation industry, such as Kemper Insurance, Specialty Risk Services, Concentra, Coventry Healthcare, Medical Consultants Network and Alaris.

Adam's ability to lead administrators, sales teams and claims adjusters while working hand-in-hand with managed care experts sets him apart in the telemedicine service space. Adam has worked closely with insurance carriers, employers, third party administrators (TPA's), brokers, PPO networks, cost containment companies, providers and physicians throughout his career.

Adam Drake is a graduate of Lycoming College of Williamsport, Pennsylvania, receiving his B.A. in Business and Economics. He is also a member of the Society for Claims Law Associates and a licensed insurance broker in the states of Pennsylvania, New York, New Jersey and Delaware.

Ericka Dunn

Ericka D. Dunn is the current managing partner of the San Francisco office, and has been affiliated with the San Francisco office since 2002, where she has defended various employers as well as insurance carriers in workers' compensation litigation. She appears regularly at multiple Workers' Compensation Appeals Board locations, including San Francisco, Oakland, San Jose, and Salinas. Ericka also has experience in defending alleged violations of Labor Code section 132a. Prior to joining Hanna Brophy, Ms. Dunn worked in a general-practice law firm where she focused on personal injury and criminal defense, writing several habeas corpus briefs as well as various other trial motions, pleadings, and appeals.

Jeff Eddinger

Jeff started his career at NCCI in the Actuarial Division, where he spent more than 25 years. For 10 of those years, he was responsible for the production and oversight of all Rate Filings and ratemaking research. Jeff joined the Regulatory Division in 2012. In his current role, Jeff works with national organizations that include insurance carriers, insurance regulators, labor boards, legislators, insurance agents, and others that partner with NCCI to examine actuarial matters and study industry trends.

He is a Fellow of the Casualty Actuarial Society and a Member of the American Academy of Actuaries.

Lance J. Ewing

Lance J. Ewing has extensive executive experience in the field of risk management and insurance including his role as EVP Global Risk Management for Cotton Holdings, Inc. including risk finance, risk management and employee benefits.

Previously he was the VP Industry Practice Group Leader at AIG with a portfolio of \$1.4B of GWP. Prior to this position he served in senior risk management capacities for Caesars Entertainment, GES Exposition Services/VIAD and for the City of Philadelphia School District. Mr. Ewing additionally

SPEAKER BIOGRAPHIES *continued...*

worked for various insurance companies including Lumbermen's Underwriting Alliance, Pennsylvania Hospital Insurance Company (PHICO) and New York Lumberman's Insurance Trust in HPR risk engineering, underwriting and risk control capacities. He also was President of three insurance captives.

Mr. Ewing received his Master's degree in Law & Justice from the University of Pittsburgh and completed his second Master's degree in Occupational Safety Engineering. In addition to his Associate in Risk Management (ARM) designation and his International Certified Risk Manager (CRM) designation, he is a matriculated Chartered Property Casualty Underwriter (CPCU) candidate and has completed his Enterprise Risk Management Professional designation (ERMP).

Lance was National President 2003-2004 for the Risk & Insurance Management Society (RIMS) and was also their Chief Risk Officer (CRO). He teaches risk finance and risk management as a faculty member for the National Alliance for Insurance Education & Research. He also served as a Board member for the Certified Insurance Counselor (CIC). He serves on the University of Mississippi Business School (Risk Management) Advisory Board, where an endowment was created in his name "Ewing Endowment for Business Excellence in Risk Management and Insurance".

Mr. Ewing was the keynote speaker for the Asia CEO Forum in 2015. He was honored as the Real Estate Insurance Leader 2014-2015 for Globe Street and was the 2008 Risk Innovator of the Year. In 2007, Lance was named Risk Manager of the Year (Business Insurance). He has authored several articles on insurance, risk management, crisis management, captives and workers' compensation. He is a frequent speaker on Enterprise Risk Management (ERM), global claims, disaster recovery and risk financing topics. Mr. Ewing is an expert witness as part of the Insurance Expert Network (IEN).

Lance has spoken and worked internationally to promote insurance and risk management in China, Philippines, Japan, Macau, Hong Kong, India, Croatia, Romania, Kosovo, Spain, Germany, Portugal, Italy, Canada, Mexico, Australia, Bermuda, the United Kingdom and Uruguay. Mr. Ewing continues to be a strong and forthright supporter of global risk management, claims and insurance.

Michael Fish

Mike Fish is a founding member of the Birmingham insurance defense law firm of FISH NELSON & HOLDEN, LLC. He is AV rated which is the highest possible rating under the Martindale-Hubbell attorney certification system. He received his BA degree from The University of Georgia and his J.D. degree from Cumberland School of Law at Samford University where he was one of only eight students selected by the faculty for the academic honor of Order of Barristers.

Fish is a past Chair of the American Bar Association Workers' Compensation and Employers' Liability Committee and the immediate past President of the National Workers' Compensation Defense Network. The NWCDN is a nationwide and Canadian network of independent law firms created to provide an organization where reputable law firms of the highest reputation and expertise could form a comprehensive network to provide employers and insurers access to the highest quality representation in workers' compensation and related employer liability fields.

Fish was selected by his peers as Birmingham Business Journal's "Best of the Bar" for Workers' Compensation in 2005 and 2006 and "Top 40 under 40" in 2009. He was selected as one of LexisNexis' "Workers' Compensation Notable People for 2010" and was only one of two defense attorneys selected in the nation. In 2012, 2013, and 2016 Fish was selected by his peers as one of Birmingham Magazine's "Top Attorneys" in the field of workers' compensation. Most recently, Fish was inducted into the prestigious College of Workers' Compensation Lawyers. The College was established to honor those attorneys who have distinguished themselves in their practice in the field of workers' compensation. Fish is only the fourth Alabama lawyer to ever be inducted.

Matthew Harmon

Matt Harmon has served as the Senior Vice President of Claims for The MEMIC Group since 2015. In this role he is responsible for all claim-related activities for MEMIC across 40+ jurisdictions. Matt brings more than 25 years

SPEAKER BIOGRAPHIES *continued...*

of workers' compensation claims experience to his position.

Matt began his insurance career in 1994 after graduating from the University of Maine with a degree in Business Administration. He worked in various claim handling assignments until 2002 when he was promoted to Regional Claim Manager. Over the next decade he progressed through various claim management responsibilities at MEMIC at the Director and Vice President levels.

Active in his community, Matt currently serves on the Board of Directors for the American Red Cross of Southern Maine, and Boots2Roots. Matt is a 2019 graduate of Maine Development Foundation's Leadership Maine program, and is a current MBA candidate at the University of Maine.

Marilyn Heard-Thompson

Marilyn Heard-Thompson is the Workers' Compensation Claims Manager for ADPTS. She received a Bachelor of Arts degree from Spelman College in Atlanta, GA. Her primary responsibilities involve workers compensation program management and oversight of the ADPTS Central Territory. She has been employed with ADPTS for five years. Prior to ADPTS, she was employed as Claims Manager with a national self-insured home health provider. She has also held various workers compensation claim management positions with major Insurance Carriers and Third-Party Administrators.

Andrew Johnson

Andy Johnson oversees CRI's safety and claims professionals, and manages loss prevention and claims management services provided to client companies by outside vendors.

Thomas Johnson, Jr.

Tom Johnson is Sr. Vice President at Marsh, a global leader in insurance broking and risk management, and leads the mid-Atlantic claims advocacy teams. Tom brings nearly 30 years of claims and risk management experience

to his role. He began his career as a claims adjuster for Progressive Insurance and later held technical and leadership roles at Travelers involving both commercial and personal lines claims. He spent a few years at Willis/HRH as a claims consultant/advocate before deciding to move to the client side of the house. For 13 years, Tom held the title of Risk Manager, most recently for Bowlero as Vice President of Risk Management and Safety where he was responsible for the planning and execution of risk financing, claims oversight and the design and placement of worldwide coverage for over 300 bowling alleys across the U.S., Mexico and Canada. Tom holds a B.A. in English, both the ARM and AIC designations and is a licensed P&C broker.

K. Max Koonce

Mr. Koonce is the Chief Claims Officer, for Sedgwick. In this role, Koonce is responsible for product development and innovation, industry analysis and thought leadership, best practices and compliance standards, legislative and regulatory relationships, and continued involvement in client programs for Sedgwick's U.S. lines of business.

Prior to his current role, Koonce was the Managing Director responsible for Sedgwick's casualty retail business unit in which he oversaw program results and service execution across the company's retail customer base. This included use of innovation and technology to improve client outcomes and customer experience.

Prior to joining Sedgwick, Koonce was senior director of risk management for Walmart Stores, Inc., the nation's largest private sector employer. In this role, he managed the retailer's domestic property and casualty claims program. He simultaneously served as president of Claims Management, Inc., Walmart's wholly owned third party administrator.

An attorney by trade, Koonce was previously an administrative law judge for the Arkansas Workers' Compensation Commission and an appellate court justice for the Arkansas Court of Appeals. Koonce has served on various state self-insured association boards, as well as the National Council of Self Insurers (NCSI), and National Unemployment and Workers' Compensation (UWC).

SPEAKER BIOGRAPHIES *continued...*

He continues to serve as a member of several local non-profit boards and industry risk management advisory boards.

Koonce earned his BBA degree in economics from Harding University and his JD degree from the University of Arkansas in Little Rock. He is licensed to practice law in the State of Arkansas and is a member of the American and Arkansas Bar Associations.

David Langham

David W. Langham is Florida Deputy Chief Judge of Compensation Claims, a position he has held since 2006. His legal experience includes workers compensation, employment litigation, and medical malpractice. He has delivered in excess of 1,200 professional lectures, published over 40 articles in professional publications, and has published over 1,100 substantive blog posts regarding the law, technology, and professionalism. David is a student, a teacher, a critic, a coach and a leader. He lives in Pensacola, Florida with his wife Pamela Langham, Esq.

Jeff Marshall

Jeff Marshall likes to describe his position as claims manager for Mars as the sweetest job ever. Yes, in part because he gets to sample M&Ms, Snickers bars and Wrigley gum fresh off the line, but he is also quick to point out that since Mars is the largest producer of pet food, he also regularly gets to sample that product as well. Jeff's enthusiasm for his program is that based on his company's simple premise that, "if one of our associates gets injured producing the best product in the marketplace, they deserve nothing less than the best care in the marketplace."

Prior to his present position, Jeff spent 25 years as a litigating attorney including managing an in house counsel's northern NJ workers' compensation department. Shortly after 9-11, Jeff helped calculate the carrier's loss reserves for the tragedy. Jeff was also certified by the NJ Supreme Court in Workers' Compensation Law. In 2004, Jeff left the practice of law to become the Deputy Director of State of New Jersey's Bureau of Risk Management.

Thereafter, he became the Director of Risk Management for the School District of Philadelphia before assuming his duties at Mars.

.....And then there were the stops along the journey to serve as mayor and moonlighting as a stand-up comic (though not at the same time).

Jeff has also appeared in print in Risk Magazine, District Administrator Magazine, New Jersey Municipality Magazine and The Risk Management Guy blog. He has served as Chair of the Council of Great City Schools' ad hoc risk management committee, has participated in numerous webinars and has presented to numerous trade groups. A few universities have also been subjected to his musings on risk management and workers' compensation matters as guest lecturer.

Claire Muselman

Claire is the Director of Workers' Compensation and founder of the first ever Workers' Recovery Unit (WRU). Using her knowledge with over 16 years of direct claims experience, Claire designed a new approach to Workers' Compensation. Claire built The Workers' Recovery Unit by combining a solid technical foundation with her passion for creating a better experience through emotional intelligence, empathy, and customer centricity, ultimately, making good things happen for people. This innovative approach to claims handling has provided new value to both Continual Western Group and their insureds. Claire now speaks nationally on the topic of Humanity in Claims looking to change the industry one insurance professional at a time and on The Transitions discussing the generational talent gap upon us.

Claire has earned her SCLA Gold, as well as other industry designations including an AIC, AIC-M, AIM, AIS, AINS, ACS, CLP, and CLMP. She is the recipient of the 2019 Distinguished SCLA Designee Award, 2019 IAIABC NextGen Award, 2019 Insurance Business America Young Guns Award, recognized as an Honor Roll recipient for the 2019 Comp Laude Award, is a 2020 Des Moines Business Record Forty Under 40 and is part of the 2020-2021 West Des Moines Leadership Academy. She also holds a Bachelor's degree from University of Iowa, a Master's of Public Administration and a

SPEAKER BIOGRAPHIES *continued...*

Specialist's of Educational Leadership in Business from Drake University, and is finishing her Doctor of Education focused on Organizational Leadership in Business from Grand Canyon University. She is an Adjunct Professor at Drake University in the College of Business & Public Administration and the College of Education, furthering young minds about to enter the workforce. Claire heads the Iowa Chapter as an Ambassador for the Alliance of Women in Workers' Compensation, is a member of the International Association of Insurance Professionals, a member of Rising Insurance Star Executives, and in her free time, mentors high school students through the National Leadership Academy (NLA) and Elevate & Evolve. She also serves on the SFM Foundation: Kids Chance of Iowa Board of Directors and the Workers' Compensation Community Board for Claims and Litigation Management Alliance (CLM).

Mark Pew

Mark Pew, senior vice president of product development and marketing for Preferred Medical, is a passionate educator and agitator. Mark is a recognized thought leader in workers' compensation and award-winning speaker, blogger, author and jurisdictional advisor. Also known as the RxProfessor, he is focused on the intersection of chronic pain and appropriate treatment, particularly as it relates to the clinical and financial implications of prescription painkillers, non-pharma treatment modalities and the evolution of medical marijuana. He is a strong champion for the industry to #PreventTheMess and #CleanUpTheMess with a specific focus on the BioPsychoSocialSpiritual treatment model.

Alan Pierce

Alan Pierce is a founding member of the Salem Massachusetts law firm of Pierce, Pierce & Napolitano which represents employees in workers' compensation claims.

Alan is past president of WILG, the workers' injury law and advocacy group, past president of the Massachusetts Academy of Trial Attorneys, past

chair of the ABA TIPS workers' compensation section and past chair of the Massachusetts Bar Association workers' compensation section.

He served 9 years as an appointed member of Massachusetts Workers' Compensation Advisory Council and in 2007 was named a Fellow of the College of Workers' Compensation Lawyers.

He is a member of NASI, the national association of social insurance.

His podcast Workers' Comp Matters can be heard on the Legal Talk Network.

Albert Randall, Jr.

Bert Randall is the President of Franklin & Prokopik, a regional law firm with offices covering Maryland, Virginia and Washington, D.C., and he is based out of the Baltimore, Maryland office.

Bert's marketing director would add that he is a former President of the National Workers' Compensation Defense Network, is a fellow of the College of Workers' Compensation Lawyers, serves on the Larson's National Workers' Comp Advisory Board, and has been recognized by Best Lawyers in the WC and Employment Law practice areas. Additionally, she says that he has testified before the Maryland General Assembly and serves as General Counsel to some of Maryland's largest trade associations. She also says that he talks a lot.

Bert, however, says he likes long walks on the beach, hates rude people, and has never inhaled. He would also like to clarify that "talks a lot" means that he lectures extensively across the country and has been quoted in many legal and trade publications. His co-workers, family, and friends say that "talks a lot" means something entirely different.

Paul Schulte, PhD, NIOSH

Paul A. Schulte, Ph.D., is an epidemiologist and Director of the Division of Science Integration and co-manager of the Nanotechnology Research Center. Dr. Schulte has over 40 years in occupational safety and health with particular focus on risk assessment and worker well-being.

SPEAKER BIOGRAPHIES *continued...*

Elizabeth Smith

Elizabeth Connellan Smith practices in the areas of workers' compensation, labor, and employment law counseling and litigation. Her articles on workers' compensation law have appeared in various local and national publications and she regularly lectures on employment law topics. Beth's practice includes representing clients with diverse employment-related concerns, including in proceedings pending before the Maine Human Rights Commission, the Maine Unemployment Commission, the Maine Workers' Compensation Board, and the Maine Supreme Judicial Court. Beth was graduated cum laude from Bowdoin College in 1987, and was graduated in 1992 from the University of Maine School of Law.

Beth is the Maine member of the National Workers' Compensation Defense Network, and is Board Secretary of that organization. Beth is currently Chair-Elect of the ABA Tort, Trial & Insurance Practice Section's Workers' Compensation Standing Committee and she is a Fellow of the College of Workers' Compensation Lawyers.

Chelsie Springstead

Chelsie D. Springstead is a shareholder with the law firm of Lindner & Marsack, S.C. Ms. Springstead's current practice is focused on defending worker's compensation claims for the insurance industry and self-insured employers, along with handling health care subrogation and Medicare issues. Prior to joining Lindner & Marsack, Ms. Springstead was an associate at Cermele & Associates, S.C. where she represented law enforcement officers in worker's compensation claims, grievance appeals, citizen complaints, first amendment issues and claims under the FMLA and FLSA.

Ms. Springstead received her law degree from Marquette University Law School where she also earned a Certificate in Dispute Resolution and her undergraduate degree from the University of Illinois where she double majored in English and Speech Communication.

Ms. Springstead is licensed to practice law in the State of Wisconsin and is admitted to practice in the United States District Courts in the Eastern District of

Wisconsin. She is a member of the Wisconsin Bar Association, the Wisconsin Association of Worker's Compensation Attorneys (WAWCA), the Milwaukee Insurance Adjusters Association (MIAA), the National Worker's Compensation Defense Network (NWCDN) and a member of the Kids' Chance of Wisconsin board. She is also currently the President of the Wisconsin Worker's Compensation Forum Board and a founding member of the Wisconsin Alliance of Women in Workers' Compensation.

Ms. Springstead is a frequent speaker and lecturer on worker's compensation and Medicare topics and also provides training to employers and insurance carriers in these areas. She is a member of the Lindner & Marsack worker's compensation defense team which received a 'first tier' ranking by U.S. News and World Reports and she has been named as a "Rising Star" by Wisconsin Super Lawyers, published by Law & Politics. Attorneys chosen as "Rising Stars" undergo an extensive peer review process and constitute the top 2.5% of attorneys in Wisconsin under the age of 40.

Toney Stroud

Toney Stroud currently works as an attorney in the legal department at Encova Insurance. Prior to joining Encova, Stroud was a partner in the labor and employment department of Steptoe & Johnson where he focused his career on the defense of workers' compensation claims, occupational disease claims, black lung claims and employment litigation. Stroud joined Encova in 2013 where he currently provides legal support for Encova's Energy and North Team, Midwest Team and the Pennsylvania team. In addition, he oversees Encova's third party litigation and provides defense for black lung claims. Stroud is very active in the community, serving on the St. Mary's Medical Center Foundation Board, Leadership West Virginia Board and the Marshall University Alumni Board. He is currently chairman of the Huntington Regional Chamber of Commerce and was recently appointed to the Marshall University Board of Governors.

SPEAKER BIOGRAPHIES *continued...*

Catherine Surbeck

Catherine Tanaka Surbeck has extensive experience representing plaintiffs and defendants in all aspects of workers' compensation litigation and mediation including appearing before Workers' Compensation Judges, the Workers' Compensation Appeal Board and the Commonwealth Court of Pennsylvania; conducting depositions of medical experts, fact witnesses and vocational experts; and drafting Findings of Facts, Conclusions of Law with Brief to Workers' Compensation Judge, and Briefs to Workers' Compensation Appeal Board, Commonwealth Court of Pennsylvania and Pennsylvania Supreme Court.

Janice Van Allen

Janice Van Allen is the Senior Director of Walmart's Risk Management responsible for Workers' Compensation. In this role, Ms. Van Allen is responsible for the management of Workers' Compensation claims for all divisions of Wal-Mart Stores, Inc., including Walmart Stores, Sam's Club, and Walmart's Logistics, and Transportation operations.

Ms. Van Allen came to the risk management business with a solid understanding of Walmart's operations, having worked for 15 years in store management, store training, and in the Optical Division. During her 14 years in Walmart's Risk Management, she has also had responsibility for directing the General Liability, Auto Liability, Druggist Liability, and Workers' Compensation claims management teams.

Ms. Van Allen is an active board member of the Louisiana Association of Self-Insured Employers and New York Self-Insured's Association.

Mark Walls

Mr. Walls is currently the vice president of communications and strategic analysis with Safety National, where his focus is on industry education and monitoring workers compensation issues nationwide. In this role, he oversees thought leadership activities and external communications, including developing content for white papers, social media, webinars, and speaking engagements.

The majority of his 25-year career has been on the claims side, giving him perspective into the day-to-day challenges faced by employers, insurers, and third-party administrators. In between jobs with Safety National, Mr. Walls served as workers compensation market research leader of Marsh's Workers' Compensation Center of Excellence.

Mr. Walls is also the founder of the Work Comp Analysis Group on LinkedIn. With over 25,000 members, it is the largest online discussion community dedicated exclusively to workers compensation issues. In addition, he is co-host of the "Out Front Ideas" educational series, is a frequent speaker at industry conferences, writes columns for a variety of sources, and is quoted regularly in multiple media outlets.

Robert Wilson

Bob Wilson is a founding partner, President & CEO of WorkersCompensation.com, based in Sarasota, Florida. He has presented at seminars and conferences on a variety of topics, related to both technology within the workers' compensation industry, and bettering the workers' comp system through improved employee/employer relations and claims management techniques. He is the author of "From Bob's Cluttered Desk", a blog repeatedly named as a top workers' compensation blog by LexisNexis. Additionally, he has been named as one of the "50 Most Influential People in Workers' Comp" by the SEAK National Workers' Compensation and Occupational Medicine Conference. With an extensive business management and human resource background, Bob brings a strong employer and corporate voice to the workers' compensation arena. Known for an extraordinary sense of humor, his presentations reflect both entertaining and practical advice for both people managing claims and the people "picking up the tab".

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