

ICA CLAIMS SEMINAR



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About Us

The Industrial Commission's mission is to work collaboratively with industry, labor, and employers to efficiently administer and effectively oversee all applicable laws related to the protection of life, health, safety, and welfare of employers within the state to safeguards improved outcomes for Arizona's workforce.



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How to get the most out of your Seminar

1. Join the WIFI: ICA2024



2. We are paperless! Download your copy of the Claims Manual with this QRC Code

3. Thursday Classes - Choose Your Own Adventure! See the color-coding guide to help select your courses that best fit your career needs!

4. Meet People! Say Hi, Introduce Yourself, Get to know your AZ Community

5. Grab an icebreaker card at the lunch table and start a fun conversation

6. Need Help? Find an ICA Staff Member wearing the rainbow lanyard

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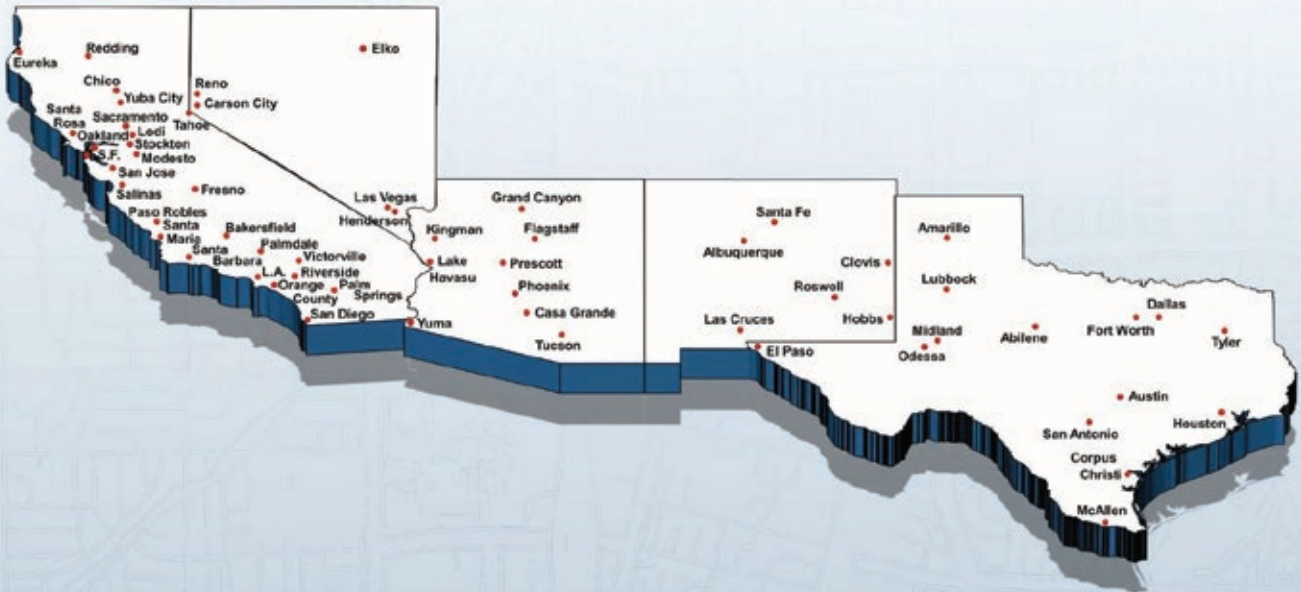
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New & Renewing Out of State or Self-Insured ICA Authorization

Adjusters who handle claims in an out-of-state office or Adjusters who handle claims for an Authorized Self-Insured Employer must obtain authorization from the Commission.

TO DO

Join ICA Community

Once Enrolled, enroll in the ICA Claims Seminar under Classes

TO KNOW

The Post-Test will be sent on Tuesday, August 20, 2024

A test score of 80% or better is required to obtain your 2-year authorization

Visit: azica.gov/out-state-adjuster-authorization-program for more information about the ICA Adjuster Authorization and other resources.

Questions: Find an ICA Claims Division Staff Member in the Rainbow Lanyard for assistance. After the seminar, email seminar@azica.gov.

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WHAT TO EXPECT

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Why Choose Us? We understand that every workplace injury is different and strive to maximize the health, function, and quality of life of those we serve. Our comprehensive physical medicine and specialized rehabilitation treatment programs are designed to meet recovery goals and achieve long-lasting outcomes.

Our Services

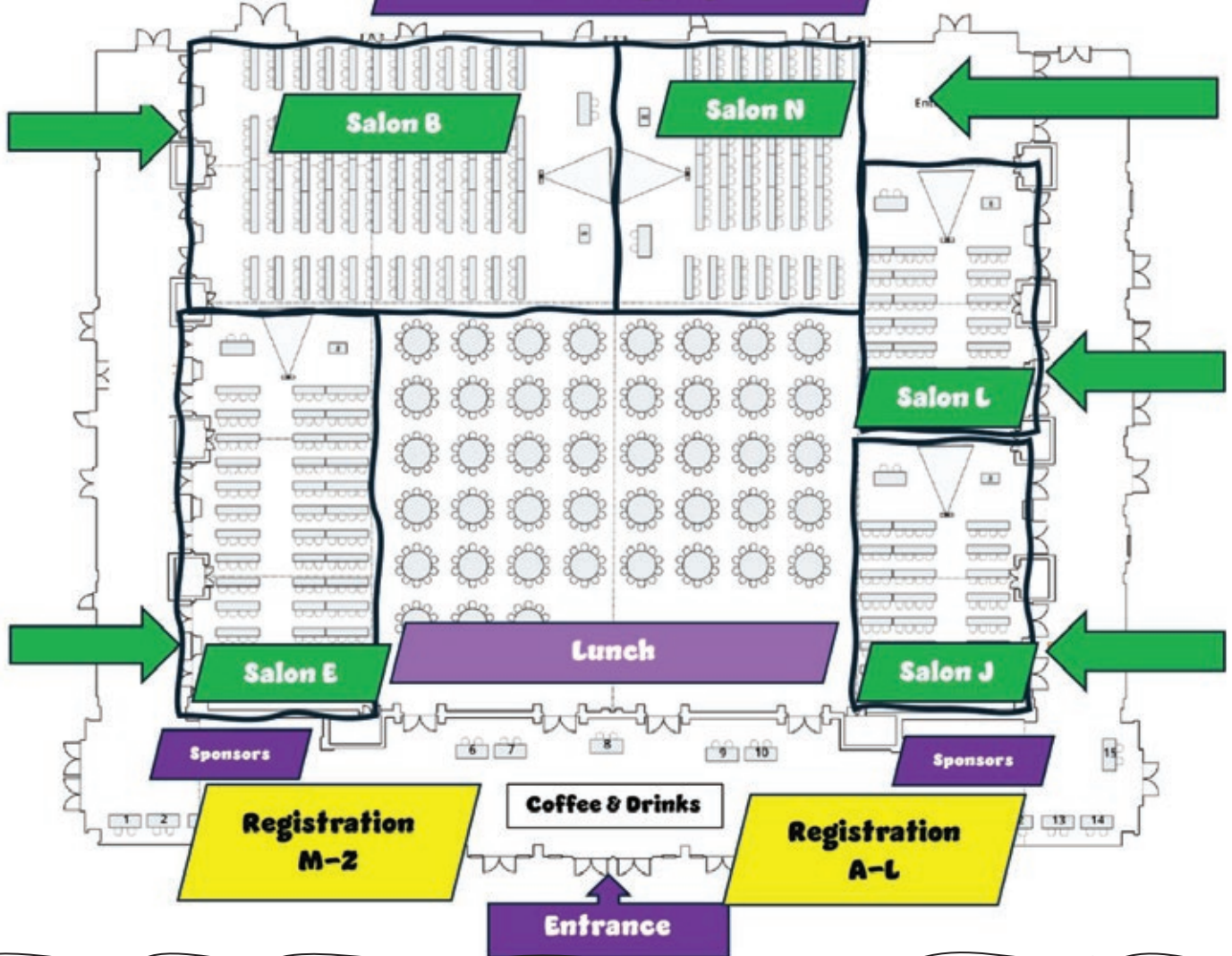
- Providing care for complex or catastrophic injuries, including brain and spinal cord injuries, orthopedic trauma, amputations, cardiopulmonary illness, burns, and wound care
- Physician-led rehabilitation programs dedicated to treating work-related injuries
- Customized, intensive rehabilitation programs
- Advanced technology and equipment to help improve cognitive, motor, and mobility functions

For more information please contact Justin Wilson:
480.801.6723 | JuWilson@reunionphoenix.com
WorkersCompAdmissionTeam@nobisrehabpartners.com

Please scan the QR code to learn about more resources and amenities.



Thursday Map



See Next Page for the Class Grid

Thursday, August 15, 2024

See Insert for Class Matrix -
Adjusters needing Authorization must register in Community to complete the process

- 8:15-9:00.....Check-In**
- 9:00-10:20..... Session One**
- 10:20-10:40 Refreshment Break**
- 10:40-12:00 Session Two**
- 12:00-1:30 Lunch served in Ballroom**
- 1:30-2:50..... Session Three**
- 2:50-3:10 Refreshment Break**
- 3:10-4:30 Session Four**



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2024 ICA Worker' Compensation Claims Seminar August 15, 2024, Thursday Session Schedule

WIFI Password ICA2024

Session	Salon B	Salon E	Salon N	Salon J	Salon L
1 9:00-10:20	ADJUSTING OVERVIEW*	HEARING PROCESS	SCHEDULED PERMANENT DISABILITY*	MEDICAL RESOURCE OFFICE UPDATE	LEARNING FROM ADOSH
2 10:40-12:00	AVERAGE MONTHLY WAGE CALCULATIONS*	COMPENSABILITY	UNSCHEDULED PERMANENT DISABILITY*	GOOD FAITH CLAIMS MANAGEMENT	SELF INSURANCE RULES
3 1:30-2:50	SCHEDULED PERMANENT DISABILITY*	GOOD FAITH CLAIMS MANAGEMENT	HEARING PROCESS	MEDICAL RESOURCE OFFICE UPDATE	LEARNING FROM ADOSH
4 3:10-4:30	UNSCHEDULED PERMANENT DISABILITY*	ADJUSTING OVERVIEW*	COMPENSABILITY	AVERAGE MONTHLY WAGE CALCULATIONS*	LABOR

*These classes are suggested for New Adjusters.

Learning Tracks. Color below is tagged on each session

New Arizona Adjuster	Experienced Arizona Adjuster	Employer	Nurse Case Manager	Legal/Attorney
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August 15, 2024, Thursday Session Schedule

WiFi Password ICA2024

Course Descriptions

Course Title	Adjusting Overview*	Average Monthly Wage Calculations*	Scheduled Permanent Disability*	Unscheduled Permanent Disability*	Good Faith Claims Management	Medical Resource Office Update
Instructor(s)	Ruby Tate Claims Manager	Sydney Standifird Asst Claims Manager Chad Saunders Field Claims Specialists, Strategic Comp	Tina Brown Business Analyst Amanda Utter Sr Claims Adjuster Corvel	Audrika Gavins Asst Claims Manager Lynell Brown Sr. Claims Adjuster Amenisure	Kevin Karges, Attorney Norton Brozina Eric Averkamp, Attorney Averkamp Law	Charles Carpenter Chief Legislative Affairs Public Information Officer Valerie Ruiz Program Manager, MRO
Description	How to comply with the AZ statutes, the role of the ICA and other essentials of AZ Jurisdiction.	A deep dive into calculating Average Monthly Wage	Review of ARS § 23-1044(B) (1-22) including how to closed claims with scheduled injuries.	Overview of ARS § 23-1044(C-D) including postinjury earning considerations and apportionment.	Two prominent AZ attorneys discuss how to optimize good faith and minimize bad faith/unfair claims processing.	Treatment Guidelines, Authorization Process and Fee Schedule Discussion.
	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●	●●●●●

*Suggested classes for New Adjusters

Course Title	ADOSH Updates	Hearing Process	Compensability	Labor Laws Meet Workers Compensation *NEW in 2024	Self-Insurance Rule Changes
Instructor(s)	Brian Hudson ADOSH Director Phil Murphy Deputy Director of Compliance Brandt Smith Deputy Director of Administration Bryce Rucker Lead Supervisor for Consultation	C. Andrew Campbell Chief Administrative Law Judge Jan Weinstein Vice Chief Administrative Law Judge Michelle Bodi Vice Chief Administrative Law Judge	Kelly Kruegel, Attorney Ritsema Law Javier Grajeda, Attorney Law Offices of Robert Wisniewski	Melissa Spurgeon Labor Director Christina Lasater Investigator III	Rene Pastor Self-Insurance Program Manager
Description	Learn about ADOSH and reporting requirements. Same class is offered twice.	Essentials for claims in hearing presented by the Chief and Vice Chief of the ALJ Division	Two prominent AZ attorneys review important legal concepts and case law.	Review Labor Laws: Payment of Wages, Youth Labor, Earned Paid Sick Time, & Retaliation	A guide you through the Need-to-Know Rules of Self Insurance
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Learning Tracks. Color below is tagged on each session

New Arizona Adjuster	Experienced Arizona Adjuster	Employer	Nurse Case Manager	Legal Attorney
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Katherine Nelson
 Vice President, National Sales

Friday Featured Speakers

Dr. Zeeshan Malik
Elite Pain & Spine
Institute



Dr. Omar Syed
Canyon Pain and Spine



Rooney Gleason,
Chief Insurance Officer
EvolutionIQ





Friday, August 16, 2024

8:30-9:00.....Check-In

9:00-9:10
Welcome Activity..... ICA Claims Division

9:10-9:30
State of the ICA.....Gaetano Testini, Executive Deputy Director
Dennis Kavanaugh, Chairman

9:30-10:00
Meet your Ombudsman..... Harriet Turney, Ombudsman

10:00-10:30 Break

10:30-12:00
The Current A to Z in Pain Management.....
Dr. Zeeshan Malik, Elite Pain and Spine Institute
Dr. Omar Syed, Canyon Pain and Spine

12:00-12:30
Lunch & Return

12:30-1:30
Legal Updates.....
Afshan Peimani, ICA Chief Counsel
David Lundmark, Associate
Nicholas Whitley, Attorney

1:30-3:00
AI and its use in Workers Compensation.....
Rooney Gleason, Chief Insurance Officer
EvolutionIQ

3:00-3:30.....Closing Remarks and Prize Drawing



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Gaetano Testini
Executive Deputy Director



Ruby Tate
Claims Manager



Audrika Gavins
Asst Claims Manager
ACTS & Awards Team



Sherinda Little
Asst Claims Manager
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Insurance Teams



Sydney Standifird
Asst Claims Manager
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See our full Division in the 2024 Claims Manual

The advertisement features a dark grey header with a logo on the left showing a silhouette of a person holding a hammer and a gavel. To the right of the logo, the text reads: "LAW OFFICES Robert E. Wisniewski A PROFESSIONAL CORPORATION 'Justice for the injured worker'". Below the header is a large white arrow pointing to the right, set against a background of red and orange geometric patterns. Inside the arrow, the text says: "REFRESHMENTS SPONSORED by Law Offices of Robert E. Wisniewski, P.C.". At the bottom of the advertisement is a dark grey footer with the text "CONTACT US" and a row of icons for phone, fax, computer, and email, followed by contact information: "(602) 234-3700 1-800-224-3220 (602) 230-7579 jgrajeda@azhurtonthejob.com P.O. Box 33217, Phoenix AZ 85067 www.azhurtonthejob.com".

ICA CLAIMS SEMINAR

**THANK
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