



rethink Recovery

October 26–30, 2020

Virtual Conference

Live & On-Demand (through Nov 13)

2020 Tennessee

Workers' Compensation Educational Conference

in association with the International Workers' Compensation Foundation, Inc.



tn.gov/workers-comp-conference

register | watch sessions | chat | exhibit hall

Live & On-Demand

Eight, 90-minute sessions will be broadcast via Zoom during the last week of October. Presenters will be available to receive and answer questions during the webinars. **Special thanks to Select Physical Therapy, the Zoom Platform Sponsor.**

Unable to watch live? No worries!



The sessions will be recorded and placed into a content library for later, "on-demand" viewing at your convenience.

All content will be available through November 13, 2020.

Attendees can ask questions to the presenters anytime during this three-week window on the [Communication Hub](#).

Who should attend?

Anyone who has a professional interest in a Tennessee workers' compensation claim. This would include employers, insurance adjusters, self-insurers, third party administrators, safety and human resource managers, plaintiff and defense attorneys, health care providers, mediators, and medical and vocational rehabilitation providers—all are encouraged to attend so that they can obtain valuable information about the Tennessee's workers' compensation system.

Virtual networking opportunities will be plentiful, exhibitors will showcase their latest industry products and services and valuable seminars led by noted industry leaders from across the country will provide insight.

Access Code

Instead of sending out multiple Zoom links, all the sessions are accessed from the Session Hall. After registration, your unique 5-digit "Access Code" will be your key to accessing all the sessions.



Your access code will be sent via email after registration.

Continuing Education

The conference offers a total of twelve (12) hours of content for attorneys, human resource managers, medical professionals, case managers and others. We will offer attorneys the ability to obtain all three required hours of ethics credits. Applications are pending for CRC, CDMS, CCM, CLE, SHRM, mediator, and insurance provider continuing education credits. A certificate of attendance will be provided for other professional disciplines.

Sue Ann Head Award

The Bureau will award the **Sue Ann Head Award for Innovation and Excellence in Tennessee Workers' Compensation** as part of this conference. This award honors the legacy of Administrator Sue Ann Head, who retired in 2012 after more than 40 years of service to the agency. Ms. Head passed away in May 2018.

Virtual Pumpkin Patch

We're raising scholarships funds in a new way—in lieu of the **Kids' Chance** annual silent auction. The conference will be during Halloween week, so let's have a little fun by creating a pumpkin patch driven by your donations. Each donation will add something new to the scene.

Virtual Happy Hour

Hang out with other Tennessee workers' compensation professionals, while maintaining social distancing, at the conference virtual happy hour over Zoom. The happy hour, sponsored by Select Physical Therapy, features guest chefs and mixologists and is included with conference registration. Date and time to be announced via the [Communication Hub](#).



TN.conferenceInfo@IWCF.us



tn.gov/workers-comp-conference



386-677-0041

Conference Agenda

1

Introduction & Conference Overview

This presentation will introduce the manner in which the Virtual Educational Conference will be conducted as well as cover the accomplishments made by the Bureau over the past twelve months in implementing legislation and programmatic rules. Since the 2019 Education Conference, rules of the Court of Workers' Compensation Claims, the Workers' Compensation Appeals Board and Open Records Rules have been adopted. New rules on Telehealth in workers' compensation have been drafted and are pending legislative review and approval. Abbie Hudgens, Administrator of the Tennessee Bureau of Workers' Compensation, and Jeff Francis, Assistant Administrator, will welcome attendees and kick-off the conference by discussing these topics.



Abbie Hudgens
Administrator
TN Bureau of Workers' Compensation

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9:00 am
- 11:00 am
central time

2030: Threats and Opportunities for WC Systems

Workers' compensation systems across the United States are facing new challenges on a variety of fronts. Unanticipated threats such as the COVID-19 pandemic as well as anticipated threats, such as the aging workforce, pending labor shortages, the impact of immigration reforms, and others will challenge each segment of the industry. Many of these threats are outside of our system's control but will likely drive up system costs. What can employers, carriers and government regulators and other industry leaders do now to improve worker outcomes and mitigate the impact of these threats. Chris Mandel, Senior Vice President for Strategic Solutions, Sedgwick and Director for Sedgwick Institute will lead this presentation.



Chris Mandel
SVP Strategic Solutions & Director
Sedgwick Institute

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Telemedicine in Workers' Comp: From Fringe to Status Quo

The COVID-19 pandemic has catapulted telemedicine adoption into the status quo. In the world of workers' compensation, telemedicine has been a viable option for patient care for several years. However, adoption has been slow for a variety of reasons. Top reasons include regulatory requirements, patient preference, a limited number of telemedicine providers, minimal adoption by specialty providers, as well as technology challenges. States that had previously looked at telemedicine as a fringe option are now rapidly accepting it allowing health care professionals to evaluate, diagnose, and treat patients via phone and video consultations. Physician shortages and other market pressures, the opportunity for providers and patients to discuss and diagnose conditions in this manner can have substantial impacts on access to care, cost containment, improved productivity, and currently public safety. This presentation will include definitions, trends, value and current use and applicability in Tennessee Workers' Compensation.

Learning Objectives:

1. Recognize the difference between telemedicine and telehealth
2. Summarize current trends and value
3. Understand current Tennessee application and proposed rules



Tammy Bradly
Vice President
Clinical Product Development, Coventry



Dr. Robert Snyder
Medical Director
TN Bureau of Workers' Compensation

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1:30 pm
- 3:00 pm
central time

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1:30 pm
- 3:00 pm
central time

COVID-19, Where Are We Now in Workers' Compensation

The COVID-19 pandemic has disrupted everyone's life, personal and professional, vocation and avocation, religious and secular. With the challenges of business closures, unemployment, furloughs, and quarantines, the system of Workers' Compensation has been affected from top to bottom. The perspective of the medical provider and employer will be presented with up-to-date information about the nature of treatment, medical care and the status and protections for health care workers. Basic information will include the present incidence and updates on the status of treatments, vaccines and spread. Data from the Bureau will be given concerning claims status, and impact on employees, employers and payers.

Learning objectives:

1. Be aware of the current views of a large health care provider about care of the patients and their employees.
2. Learn up-to-date information about treatments, status of vaccine and testing.
3. Understand the present position of workers, employers and payers in claims for COVID-19 illness related to work.



Dr. David Aronoff

Professor & Addison B. Scoville Jr. Chair in Medicine
Director, Division of Infectious Diseases
Department of Medicine
Vanderbilt University Medical Center



Dr. James B. Talmage

Assistant Medical Director
Bureau of Workers' Compensation
Adjunct Associate Professor
in the Division of Occupational Medicine,
Department of Family and Community Medicine
Meharry Medical College



Dr. Robert Snyder

Medical Director
TN Bureau of Workers' Compensation

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- 11:00 am
central time

Sue Ann Head Award Announcement

Sue Ann Head was appointed as the Assistant Director of the Tennessee Workers' Compensation Division in May 1979, and the Director in 1982. She went on to lead the agency for over 30 years. Her service to the workers' compensation community did not end with state government. Sue Ann served on the Executive Committee of the Southern Association of Workers' Compensation Administrators (SAWCA), including time as the President. She also served on the Board of Trustees for the International Workers' Compensation Foundation (IWCF), oversaw legislative reforms passed in 1992 and 2004 and implemented most of the programs within the Bureau today. She was the guiding force behind the first presentation of this conference. Sue Ann passed away in May 2018.

As part of this conference, the Bureau will award the ***Sue Ann Head Award for Innovation and Excellence in Tennessee Workers' Compensation***. This award honors the legacy of Administrator Sue Ann Head, who retired in 2012 after more than 40 years of service to the agency. Terry Hill, Partner at Manier & Herod, won the inaugural Award in 2019.

The recipient of the Award, an individual or stakeholder who has introduced new strategies to claims management that have resulted in positive measurable outcomes, gone above and beyond the standards expected in administering the workers' compensation program, instilled a workers' compensation culture based on trust, cooperation and mutual interests, understood the concerns of injured workers and their families, and set an example to others in the field will be recognized during this session.

2020 Tennessee Work Comp Case Law Update

This presentation will provide a summary and analysis of the most important workers' compensation cases from 2020. Attendees will receive practice guidance and compliance tips based on recent case law on issues including compensability, aggravation of pre-existing conditions, medical transportation, medical panels, payment of death benefits, calculation of compensation rates, and much more.



Abbie Hudgens

Administrator
TN Bureau of Workers' Compensation



Fred Baker

Member
Wimberly, Lawson, Wright, Daves, &
Jones

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Ethical Infrastructure in Case Management

Fundamentally the ethics of worker's compensation is all about returning the employee to work. This was part of the "grand bargain" not to sue the employer for damages in exchange for compensation and treatment to get back to work. It can be an imperfect world. Some employees do malingering, some employers do use injuries for their own purposes, some physicians don't return injured workers back to the workplace as quickly as possible, and in some cases they perform unnecessary procedures. The case manager may not be incentivized to close a case as quickly as possible, and rehabilitation professionals may not focus on reemployment issues to the exclusion of every other way they are able to make money.

Ethics lives in the infrastructure that governs practice and makes this happen. Workers' compensation professionals must consider the interests of multiple stakeholders to whom a duty may be owed as they consider choices that may have ethical and legal implications, along with time, money and risk. It can be a tough balancing act. This session will delve into these issues and discover where conflicts exist and obstacles arise. Kate Payne, Associate Professor of Nursing, Center for Biomedical Ethics and Society at Vanderbilt University Medical Center, will present this session.



Kate Payne JD, RN, NC-BC
Associate Professor of Nursing
Center for Biomedical Ethics and Society
Vanderbilt University Medical Center

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1:30 pm
- 3:00 pm
central time

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Decorum in the Court III: The Rise of the Mediator, Ethics for Attorneys [Part 1]

If you attended our conference in either of the previous two years, you may remember hearing about the Underwood injury. The Underwood saga continues in this session as our characters encounter the ethical issues that might arise during mediation. This session is built around a skit that raises ethical issues. The skit will be stopped at opportune times to allow for (1) audience participation of the ethical issues presented in the skit, and (2) consideration of the ethical provisions governing the issues. This session will explore the legal and ethical obligations of attorneys and mediators throughout the mediation process. Judges of the Court of Workers' Compensation Claims will lead this interactive session.



Robert Durham
Judge
TN Bureau of Workers' Compensation



Pamela Johnson
Judge
TN Bureau of Workers' Compensation



Joshua Baker
Judge
TN Bureau of Workers' Compensation



Amber Lutrell
Judge
TN Bureau of Workers' Compensation

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1:30 pm
- 3:00 pm
central time

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Decorum in the Court III: The Rise of the Mediator, Ethics for Attorneys [Part 2]

The discussion of the Underwood claim, and the ethical situations that it produces, will continue during this session. Attendees will be asked to share their opinions and offered opportunities to ask questions.

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- 11:00 am
central time

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- 3:00 pm
central time

REWARD – A New Way to “Think” About Recovery

The Bureau of Workers’ Compensation is introducing a new approach to recovery called REWARD (Return Employees to Work and Reduce Disabilities). Learn about this new approach that employers can use to minimize the negative effects of work related injuries by taking into account the individual needs of injured workers, the environment in which they work, the demands of their jobs and that focuses on preventing injured workers from an unnecessary exit from the workforce.

This session will discuss programs in Tennessee that have already discovered how well this approach can work. It will also provide information on the major elements of the program including: Physician Certification, Employee Special Recognition, and an extensive collection of resources for employers that put tools in their hands to implement their own REWARD programs.



Abbie Hudgens

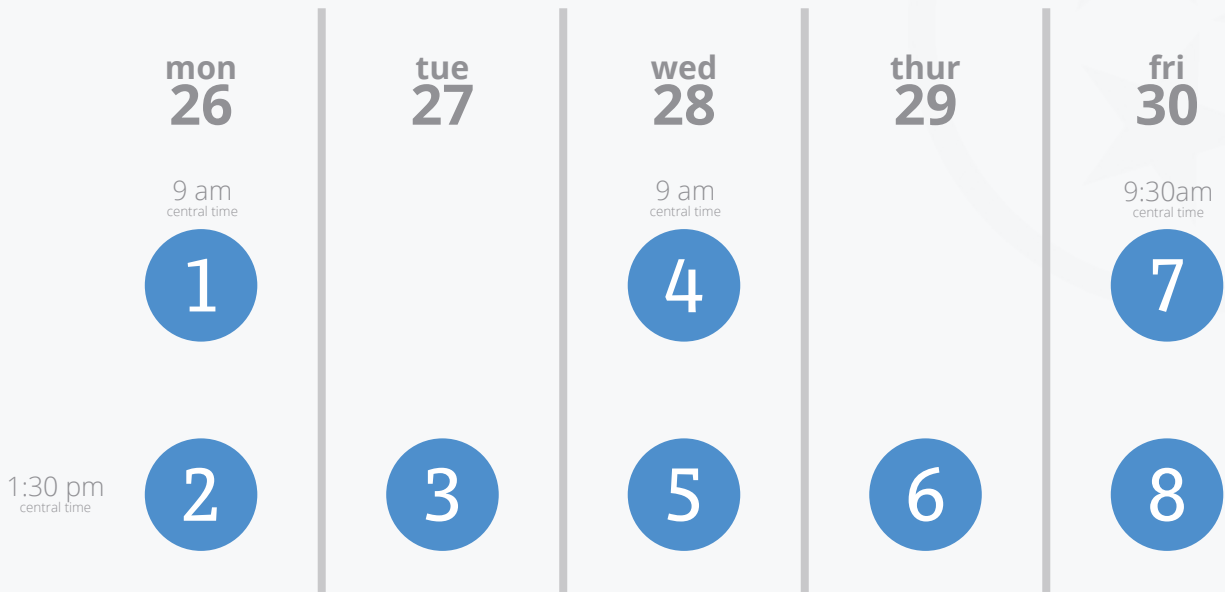
Administrator

TN Bureau of Workers’ Compensation



Add all to **calendar**

October 2020



Everything you need to attend the conference virtually can be accessed from tn.gov/workers-comp-conference



Session Hall

View sessions and earn CEUs live or on-demand in the “Session Hall”.



Virtual Exhibit Hall

View and interact with exhibitors and see what’s new.



Communication Hub

Join the conversation(s) with other attendees, ask questions, and view conference announcements.

Powered by Slack.

**2020 TENNESSEE WORKERS' COMPENSATION
VIRTUAL EDUCATIONAL CONFERENCE**
OCTOBER 26-30, 2020 (Live & On-Demand through Nov. 13)
CONFERENCE REGISTRATION FORM

Registration Fees: **\$175.00** per person *paid on or before Sept 15, 2020*
\$200.00 *paid after Sept 15, 2020*

Fee includes conference materials, eight 90-minute sessions, virtual happy hour, and admission to the exhibit hall. Two registration options are available:

- 1. Payment by Credit Card** (MasterCard, VISA or American Express) - go to <https://www.compevent.com/tennessee> (*Credit Cards Only*)
- 2. Payment by Check** Complete, copy and return this form for each attendee, along with a check made payable to the IWCF (International Workers' Compensation Foundation, Inc.) and mail to IWCF, 570 Memorial Circle, Suite 320, Ormond Beach, FL 32174.

Name: _____

Business Name: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email: _____

Please Specify

Are you an: Attorney Employer Case Manager Adjuster Union Health Care Provider Other: _____

CONTENT - **Attendees will receive an email with instructions** from IWCF@bellsouth.net to sign in and access sessions and content online prior to the conference. Please be sure to provide an accurate and legible email address when you register to ensure receipt of the link. *Note: Any text, including Q&A and chat, submitted through the conference platform or by email, may be captured or broadcast as part of the conference. Unlawful harassment and derogatory comments are not allowed and recording or broadcasting conference presentations are expressly prohibited.*

CONTINUING EDUCATION CREDITS - Application will be made for CRC, CDMS, CCM, CLE, SHRM, mediator, and insurance provider credits.

CANCELLATION REFUND POLICY - Cancellation of preregistration must be made before 5:00 pm on October 12, 2020. Substitution of personnel is recommended in lieu of cancellation after that date. The full registration fee will be forfeited if you fail to attend or cancel timely.

MATERIALS – Materials will be available to view or download prior to the conference at tn.gov/workers-comp-conference.

For further information contact the IWCF at (386) 677-0041, Fax (386) 677-0155, or email: IWCF@bellsouth.net

Net proceeds from this event, if any, go to International Workers' Compensation Foundation (FEIN#35-1737364), a non-profit organization, to further its work in workers' compensation education and outreach.

**2020 TENNESSEE WORKERS' COMPENSATION
VIRTUAL EDUCATIONAL CONFERENCE
OCTOBER 26-30, 2020 (Live & On-Demand through Nov. 13)
EXHIBITOR & SPONSOR REGISTRATION FORM**

ATTENTION EXHIBITORS

Fee of \$500 includes:

- 24/7 access to your virtual booth from October 26 – November 13, 2020
- Customized look to fit your branding, including your logo
- Opportunity to capture leads when attendees visit your booth
- Attract visitors by offering prizes for attendees who enter a drawing at your booth
- Conference prize drawings for attendees who visit the most booths
- Welcome attendees to your booth with a pre-recorded video that runs when they visit
- Video conference with your live rep (via Zoom, etc.)
- Interact with conference attendees via built-in text chat feature
- Ability to contact conference attendees electronically
- Access to conference sessions for 1 exhibitor representative

On receipt of your registration, we will send you your contact person the instructions. Register online (credit card only) at <https://www.compevent.com/tennessee>.

Or for payment by check, use this form and fax an advance copy to (386) 677-0155 or email it to IWCF@bellsouth.net. For additional information regarding exhibits, contact the IWCF at (386) 677-0041.

EXHIBITOR INSURANCE HOLD/HARMLESS CLAUSE

Exhibitor assumes entire responsibility and hereby agrees to protect, indemnify, defend, save and hold harmless the International Workers' Compensation Foundation (IWCF), employees and agents, Chelsea Place Meetings and its employees and agents, and the State of Tennessee against all claims, losses and damages to persons or property, governmental charges or fines and attorney fees arising out of its exhibits of, excluding any such liability caused by the sole negligence or concurrent comparative negligence of Chelsea Place Meetings and its employees and agents, as well as the IWCF, its members, employees, agents, and the State of Tennessee.

In addition, exhibitor acknowledges that the State of Tennessee, Chelsea Place Meetings and the IWCF do not maintain insurance covering exhibitors' property or potential liabilities and that it is the sole responsibility of the exhibitor to obtain business interruption insurance, property damage insurance and liability insurance covering such losses by exhibitor. Exhibitor shall obtain and keep in force during the term of the conference policies of comprehensive general liability insurance and contractual liability insurance and specifically referring to contractual liability set forth in the foregoing paragraphs hereof, in an amount not less than \$1,000,000.00 combined single limit for personal injury and property damage. The State of Tennessee, Chelsea Place Meetings, and the IWCF shall be included in such policies as additionally named insureds for this convention only.

AUTHORIZED

SIGNATURE: _____

DATE: _____

Net proceeds from this event, if any, go to the International Workers' Compensation Foundation (FEIN# 35-1737364), a non-profit organization, to further its work in workers' compensation education and outreach.

SPONSORSHIP OPPORTUNITY

You are invited to register as a sponsor for the 2020 Tennessee Workers' Compensation Educational Conference.

Fee of \$1,000 includes:

- Virtual sponsor listing branded with company logo
- Brief description of company services
- Link to company website
- Sponsors featured in display during breaks
- Sponsor logos displayed on the conference platform home page and at the beginning and end of each session
- One complimentary attendee registration

CHECK CATEGORY WHICH APPLIES:

- EXHIBITOR AND/OR
 SPONSORSHIP

Company Name: _____

Specialty: _____

Contact Person: _____

Title: _____

Address: _____

City: _____

State: _____ Zip: _____

Telephone: _____

Fax: _____

Email Address: _____

EXHIBITORS

Comp Registrant: _____

Title: _____

Email Address: _____

SPONSORS

Comp Registrant: _____

Title: _____

Email Address: _____

Two registration options are available for exhibitors, and gold and silver sponsors

1. Payment by Credit Card (MasterCard, VISA or American Express) - go to <https://www.compevent.com/tennessee>
(Credit Cards Only)

2. Payment by Check Complete, copy and return [this form](#), along with a check made payable to the IWCF (International Workers' Compensation Foundation, Inc.) and mail to IWCF, 570 Memorial Circle, Suite 320, Ormond Beach, FL 32174.

For additional information contact the IWCF at: Phone (386) 677-0041 • Fax (386) 677-0155 • iwcf@bellsouth.net