

ATTENDEE BOOKLET SPONSORED BY:

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INNOVATIONS
RETREAT**

APRIL 22-23, 2024

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SCHEDULE OF EVENTS - MONDAY, APRIL 22

- 8:00 a.m. – 5:00 p.m.** **Registration/Information Desk Open**
Location: 5th Floor Foyer
- 8:00 a.m. – 9:00 a.m.** **Breakfast**
Location: South Terrace Veranda
- 9:00 a.m. – 11:30 a.m.** **AAPAN Pharmacy Benefit Manager (PBM) Council**
(closed to council members only)
Location: King Charles
- 9:00 a.m. – 10:30 a.m.** **Hearing Network Alliance (HNA) Meeting**
Location: Del Prado
- 10:30 a.m. – 12:00 p.m.** **Physical Medicine Management Alliance (PMMA) Meeting**
Location: Del Prado
- 12:00 p.m. – 1:00 p.m.** **Welcome and Networking Luncheon**
Location: South Terrace
- 1:30 p.m. – 3:00 p.m.** **Somebody's Watching Me**
I always feel like somebody's watchin' me might be a one hit wonder from the 80's, but in all reality data privacy and HIPAA reform are hot topics. The Senate Committee on Health, Education, Labor, and Pensions (HELP Committee) released a request for information in September 2023 asking interested parties to provide responses to a spectrum of questions on health data privacy. As technology proliferates and health data interoperability increases, there is greater opportunity to improve care and patients' access to their health information. Yet, increased access can lead to increased vulnerability for inappropriate data disclosures and a greater pool of data for hostile actors to exploit for nefarious purposes. In 2020, the National Conference of State Legislatures (NCSL) created a Privacy Work Group to examine a range of policy issues, including consumer data privacy, algorithms and artificial intelligence, government data usage, transparency, big data, law enforcement issues, and intersections between data privacy and cybersecurity. To date 13 states and 137 countries have passed data privacy laws while 17 additional states are actively discussing. This roundtable will explore trends organizations should keep a watchful eye on to ensure future legislation and regulation doesn't have a negative impact.
- Moderator:** Lisa Anne Hurt-Forsythe, VP, Government Affairs, AAPAN
- Panelists:**
[James Bookwalter](#), SVP, State and International Issues, Stateside
[Michele Hibbert](#), SVP of Regulatory Compliance Management, Enlyte
[Christine Sensenig](#), Esquire, Sensenig Law Firm, P.A.
- Location: King Charles*

¹https://www.help.senate.gov/imo/media/doc/privacy_report.pdf



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SCHEDULE OF EVENTS - MONDAY, APRIL 22

3:15 p.m. – 4:30 p.m.

Directory Direction

Fragmentation, the process or state of breaking or being broken into small or separate parts. Fusion, the process or result of joining two or more things together to form a single entity. What do these two words have to do with a provider directory? AAPAN is working on an administrative simplification solution that will economically and efficiently create a standardized provider directory. This roundtable will explore the challenges and opportunities that currently exist, and how our association can best leverage available resources to solve this major pain point in our industry.

Moderator: Carol Kurtz, VP, Administrative Simplification, AAPAN

Panelists:

[David Murtagh](#), VP, Operations, MultiPlan, Inc.

[Clay Wilemon](#), Chief Executive Officer, 4L Data Intelligence

Location: King Charles

5:30 p.m. – 6:30 p.m.

Reception

Location: Beach Pavilion

SCHEDULE OF EVENTS - TUESDAY, APRIL 23

8:00 a.m. – 5:00 p.m.

Registration/Information Desk Open

Location: 5th Floor Foyer

8:00 a.m. – 9:00 a.m.

Breakfast

Location: South Terrace Veranda

9:15 a.m. – 11:00 a.m.

Here and Now

The rate at which AI is infiltrating and advancing our society has many calling it our next Industrial Revolution. This roundtable will feature panelists providing an overarching look into the impacts that are happening now – positive and negative. Our subject matter experts will provide an update on healthcare AI focused legislative and regulatory trends at both the state and federal level and provide insight on potential impacts to the commercial and government health sectors.

Moderator: Amy Seiler, VP, Communications, AAPAN

Panelists:

[Matthew Albright](#), Chief Legislative Affairs Officer, Zelis

[James Bookwalter](#), SVP, State and International Issues, Stateside

[Robb Walton](#), Principal, BGR Government Affairs

Location: Del Prado



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SCHEDULE OF EVENTS - TUESDAY, APRIL 23

9:15 a.m. – 11:00 a.m.

Brace for Impact

The unique nature of the workers' compensation ecosystem is impacted by constantly changing legislation and regulation in 50 different states. Are these new laws and regulations providing better access to quality medical care and decreasing fraud, waste and abuse? Or are they creating additional burdens in an already complex system? Are these trends creating unintended consequences that ultimately impact and delay the injured worker's health and recovery? This panel will provide insight and updates from a variety of industry leaders with a top-level review of legislative and regulatory trends currently impacting our industry. Also, how can our industry do a better job to engage individually and as an association with those responsible for implementing regulations and legislation at the state level.

Moderator: Lisa Anne Hurt-Forsythe, VP, Government Affairs, AAPAN

Panelists:

[Zachary Cook, Esq.](#), Senior Director and Counsel, Health Care Policy, Stateside

[Brittany O' Neil](#), Assistant Director FL Division of Workers' Compensation

[Andrew Sabolic](#), Executive Director, Workers' Compensation Institute

Location: King Charles

11:30 a.m. – 1:00 p.m.

Business Meeting and Federal and State Update Luncheon

Participants:

Zachary Cook, Esq., Senior Director and Counsel, Health Care Policy, Stateside

Julian Roberts, President and CEO, AAPAN

Bob Wood, President, BGR Government Affairs

Location: South Terrace

1:30 p.m. – 2:30 p.m.

AAPAN Board of Directors Meeting – Commercial Health Policy

(open to all attendees)

Location: Del Prado

1:30 p.m. – 2:30 p.m.

AAPAN Board of Directors Meeting – Workers' Comp Policy

(open to all attendees)

Location: King Charles

2:45 p.m. – 5:15 p.m.

AAPAN Board of Directors Meeting

(closed to board members only)

Location: King Charles

5:30 p.m. – 6:30 p.m.

Closing Reception

Location: South Terrace

FAMES

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LOOK BEHIND THE CURTAIN

WebMCO is an end-to-end case management solution that adapts and evolves with changing needs. Our FAMES module is built specifically to facilitate meeting the stringent requirements of personal injury protection (PIP) claims.

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MultiPlan is committed to helping healthcare payors manage the cost of care, improve their competitiveness and inspire positive change. Leveraging sophisticated technology, data analytics, and a team rich with industry experience, MultiPlan interprets clients' needs and customizes innovative solutions that combine its payment and revenue integrity, network-based and analytics-based services. MultiPlan is a trusted partner to over 700 healthcare payors in the commercial health, government and property and casualty markets, and saves these companies more than \$19 billion annually. For more information, visit multiplan.com.

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As a leader in the workers' compensation industry and ancillary services for Medicare and Medicaid, One Call has an unwavering commitment to getting people the care they need, when they need it. Leveraging over 30 years of industry experience and innovative solutions, we are moving people through their care journeys better than ever before, providing exceptional, predictive, and responsive care coordination. For more information and the latest news, visit us at onecallcm.com, LinkedIn (One Call), Facebook (@onecallcm), and Twitter (@onecallcm).

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accūro Solutions provides complete and transparent bill processing technology and services to drive the workflow from the mailroom, through medical bill review and provider payment for companies in the property and casualty insurance industry. Built – instead of bought – in 2020, the company holds a national presence and services all fifty states. More information can be found at www.accurosolutions.com.



Paradigm is an accountable specialty care management organization focused on improving the lives of people with complex and catastrophic injuries and diagnoses. The company has been a pioneer in value-based care since 1991 and has an exceptional track record of generating the very best outcomes for patients, payers, and providers. Deep clinical expertise is the foundation for every part of the business, including our risk-based clinical solutions, case management services, high-value specialty networks, home health, and payment integrity programs. Paradigm is headquartered in Walnut Creek, California, with offices across the U.S. For more information, please visit www.paradigmcorp.com.



myMatrixx is a full-service workers' compensation pharmacy benefit management company focused on patient advocacy. By combining agile technology, clinical expertise and advanced business analytics, myMatrixx simplifies workers' compensation claims management. Located in Tampa, Fla., myMatrixx has positioned itself as a thought leader in the workers' compensation industry.

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Optum Workers' Comp and Auto No-Fault Solutions collaborates with clients to lower costs while improving health outcomes for the injured persons we serve. Our comprehensive pharmacy, ancillary, medical services, and settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure injured persons receive safe, appropriate and cost-effective care throughout the lifecycle of a claim.



Zelis is modernizing the healthcare financial experience by providing a connected platform that bridges the gaps and aligns interests across payers, providers, and healthcare consumers. This platform serves more than 700 payers, including the top-5 national health plans, BCBS insurers, regional health plans, TPAs and self-insured employers, and millions of healthcare providers and consumers. Zelis sees across the system to identify, optimize, and solve problems holistically with technology built by healthcare experts – driving real, measurable results for clients. Learn more at Zelis.com and follow us on LinkedIn to get the latest news.

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Birdsong Hearing Benefits™ LLC, is a hearing benefits manager that views hearing care as total care. Hearing is an important part of a person's overall well-being and health. An individual's hearing impacts their physical, mental, and other comorbidities related to their whole health. This holistic approach to hearing care is one of our core beliefs. Birdsong designed its products and services to deliver superior quality of hearing care through a national network of hearing care providers. Birdsong serves as a hearing benefits third party administrator (TPA) for health insurance companies, employers, and unions. Birdsong facilitates comprehensive TPA services for Medicare Advantage and commercial hearing care benefits. Services include onboarding members, coordinating hearing benefits, providing a hearing care provider network, processing hearing care claims, and supporting the consumer through the process. By partnering with Birdsong, a plan or group can gain valuable insights with Birdsong's rich Hearing Health Intelligence Platform.

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CHN PPO is a leading preferred provider organization serving the northeastern United States with a premier, highly-credentialed network of over 140,000 health care providers. Through these direct network contracts and a national network of PPO affiliates, CHN delivers a coast-to-coast competitive edge to the insurance carriers, TPAs, Joint Insurance Funds, counties, municipalities and school boards we serve. The cornerstone of our network is top-quality health care providers highly skilled in diagnosing and treating automobile and workplace injuries. Our participating provider agreements contain specific language addressing the auto (PIP), workers' compensation and group health lines of business.



CorVel provides fully integrated managed care and claims solutions that reduce risk and improves outcomes with advanced technology and industry-leading innovation. CorVel applies artificial intelligence, machine learning, and natural language processing to enhance managing episodes of care and related health care costs. We partner with employers, third-party administrators, insurance companies, and government agencies in managing workers' compensation and auto and general liability services. Our diverse suite of solutions combines our integrated technologies with a human touch. CorVel's customized services, delivered locally, are backed by a national team to support clients as well as their customers and patients.



HeadsUp Health is a specialty managed care company for injured workers, focusing exclusively on above the neck injuries. Since 2012 HeadsUp (previously DentalWorks USA) has been a market leader in the dental and doctor specialty work comp industry-coordinating care for more than 5k patients annually. Our core business is dental, however, we've recently expanded into hearing, vision, ENT and Neuro. HeadsUp is a patient focused company with company headquarters located in Tampa, Florida.



Transforming healthcare.

Healthesystems provides innovative Pharmacy & Ancillary Benefits Management solutions that help workers' compensation payers more effectively manage the overall cost and quality of medical care within their injured worker populations.

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PerspectaSM

Perspecta is the leader in provider data management solutions designed to optimize the business of healthcare. With a portfolio powered by artificial intelligence (AI) and machine learning, Perspecta is reimagining provider data management. Through deep domain expertise and spirit of innovation, Perspecta accelerates the transformation of provider network management, delivering value to our customers and the providers, consumers, and partners they serve. Perspecta's provider data management solutions create a better user experience and significant return on investment for health plans, workers' compensation, and provider organizations. Perspecta's clients include 4 out of 5 of the largest health insurers, 11 regional carriers, and 10 out of 10 of the largest third-party administrators.



Based in Austin, Texas, ProdigyRx was founded in 2020 to bring pharmacy pricing transparency to workers' compensation insurers, third-party administrators, and self-insured/administered employers across the United States. Pass-through pricing, proactive clinical controls, and a suite of evidence-based clinical tools are among its offerings. For more information, please see <https://prodigyrx.com/>



Because of a shortage of clinicians, it's difficult to scale healthcare organizations. Shearwater Health provides teams of remote and onsite clinicians that expand the size and impact of clinical teams. From bedside to back-office, there are over 4,000 Shearwater clinicians solving medical and administrative problems every hour of every day all over the world. Shearwater's high-quality employees support product development and commercialization processes in four key areas. Our established processes, clinical expertise, and quality focus drives trusted delivery. With our support, life sciences organizations can deliver faster, more accessible therapies to patients everywhere.

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First MCO is a full service Managed Care Organization. Our mission is to support the health and well-being of any patient trusted in our care by advocating when necessary, guiding where possible and serving their needs always. Our comprehensive approach helps restore injured workers and auto injury claimants to their best possible health, in the shortest possible time. We've been helping clients contain medical costs for nearly 50 years. We have solid relationships with our network providers, built on decades of mutual respect and appreciation. The result is exceptional outcomes and maximum savings. Our billing experts ensure your bills are priced accurately and delivered on time. We are attentive, responsive, and adaptive. At First MCO, "White Glove" is the standard. Our enterprise platform WebMCO, is a powerful end-to-end solution that allows us to maximize our expertise, and do our best work. Everything we do, create or deliver, is done with the customer in mind. Better service, better results.