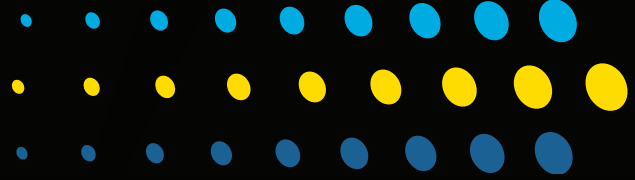




**AAPAN  
INNOVATIONS  
RETREAT**



**APRIL 28-29, 2025**

**THE RITZ-CARLTON DALLAS, LAS COLINAS**

**WORKERS' COMP • COMMERCIAL/GOVERNMENT HEALTH**



AMERICAN  
ASSOCIATION  
OF PAYERS,  
ADMINISTRATORS  
AND NETWORKS

## BOARD OF DIRECTORS - OFFICERS

### CHAIRMAN

Kevin Tribout  
Optum Workers' Comp  
& Auto No-fault

### CHAIR-ELECT

John Green  
HealthSmart

### SECRETARY/TREASURER

George Furlong  
accūrō Solutions

### EXECUTIVE COMMITTEE

Kate Farley-Agee  
Coventry

Michele Hibbert  
Enlyte

Neil Kalia  
Paradigm

Bruce Singleton  
Claritev

Kent Spafford  
One Call

---

## BOARD OF DIRECTORS

Kathy Beckett  
MedRisk, Inc.

Adam Fowler  
myMatrixx

Kim Sharbatz  
Zelis

Michael Belaen  
Amplifon Hearing Health Care

Amie Friedberg  
StrataCare, a Medrisk company

Sandy Shtab  
Healthsystems, LLC

Edward Bolton  
Nexus

Rob Gibbs  
TruHearing Inc. (WS Audiology)

Patricia Shupard  
Sedgwick

Alvin Bowser  
Employers Health Network

Michell Hay  
The CHP Group

April Stiles  
Perspecta

Catherine Cain  
CorVel Corporation

Dave Heffner  
HeadsUp Healthcare

Staci Watts  
Shearwater Health

Patricia Dennis  
Fulcrum Health, Inc.

Cara Ianniello  
CHN PPO, a division of Medlogix

Clay Wilemon  
4L Data Intelligence

Bob Evans  
Gallagher Bassett Services, Inc.

Scott Nocon  
Prime Health Services, Inc.

Sharon Fletcher, PhD, MBA  
Birdsong Hearing Benefits

Kelly Royce  
First MCO, Inc.

# SCHEDULE OF EVENTS - MONDAY, APRIL 28

- 8:00 a.m. – 5:00 p.m.**      **Registration/Information Desk Open**  
*Location: Atrium*
- 8:00 a.m. – 9:00 a.m.**      **Breakfast**  
*Location: Fairway Ranch*
- 9:00 a.m. – 10:00 a.m.**      **Facility Fee Roundtable**  
**Speaker:**  
[Dr. Tom Oliverson](#), Texas House of Representatives – District 130  
*Location: Las Colinas*
- 10:00 a.m. – 11:45 a.m.**      **AAPAN Pharmacy Benefit Manager (PBM) Council**  
*(closed to council members only)*  
*Location: Cenizo*
- 10:00 a.m. – 10:45 a.m.**      **Physical Medicine Management Alliance Meeting**  
*Location: Las Colinas*
- 11:00 a.m. – 11:45 a.m.**      **Hearing Network Alliance Meeting**  
*Location: Las Colinas*
- 12:00 p.m. – 1:00 p.m.**      **Welcome Networking Luncheon**  
*Location: Fairway Ranch*
- 1:30 p.m. – 2:30 p.m.**      **The Times They Are a Changing**  
This hour-long roundtable will explore current trends and changes happening in the Medicare and Medicaid space with the arrival of the new administration. Internet rumors and media coverage on the subjects have made it almost impossible to decipher fact from fiction. We will discuss the realistic changes, improvements and trends that we could see shape the future of the Medicare and Medicaid programs.  
**Speaker:**  
[Chris Kelly](#), Vice President, BGR Group, Health and Life Sciences Practice  
*Location: Las Colinas*
- 2:30 p.m. – 3:00 p.m.**      **Break**
- 3:00 p.m. – 4:00 p.m.**      **No Skin in the Game**  
As our industry grapples with a patchwork of state provider directory legislation, it is becoming clear that legislators are missing a large piece of the provider directory conundrum. There is no incentive or penalty for inaccurate data coming from the providers in states like California and Illinois. As data fields and accuracy requirements become more extreme, how can we work with states looking to enact legislation to ensure everyone has a little skin in the game? Which states currently require participation from all involved parties? Is there a different way to think and source data verification?  
**Moderators:**  
Lisa Anne Hurt-Forsythe, Vice President, Government Affairs, AAPAN  
Carol Kurtz, Vice President, Administrative Simplification, AAPAN  
*Location: Las Colinas*

## SCHEDULE OF EVENTS - MONDAY, APRIL 28

4:00 p.m. – 5:00 p.m.

### **Just Say Nay on Pre-Pay**

We are seeing a troubling trend in several states of instances where providers are requiring pre-payment to treat an injured worker, circumventing their network contracts. These providers are charging a premium that is often not paid off the claim file, bypassing having the cost included as an allocated lost adjustment expense (ALAE), and/or bypassing bill review and state reporting. This working roundtable will explore the implications and identify solutions to this growing problem.

#### **Moderator:**

Lisa Anne Hurt-Forsythe, Vice President, Government Affairs, AAPAN

*Location: Las Colinas*

5:30 p.m. – 6:30 p.m.

### **Reception**

*Location: The Gallery*

---

## SCHEDULE OF EVENTS - TUESDAY, APRIL 29

8:00 a.m. – 5:00 p.m.

### **Registration/Information Desk Open**

*Location: Atrium*

8:00 a.m. – 9:00 a.m.

### **Breakfast**

*Location: Fairway Ranch*

9:15 a.m. – 11:15 a.m.

### **Everything is Bigger in Texas**

Recent reports have Texas becoming the largest state by 2045. Texas is already a major legislative and regulatory state for our member organizations, and this news reiterates that it will become even more pivotal in the future. We have organized a Texas focused workshop to better understand how we can work together on hot button issues including air ambulance surprise billing and network outreach efforts for providers to become certified to conduct maximum medical improvement (MMI) and impairment rating (IR) exams.

#### **Speakers:**

[Jeff Nelson](#), Commissioner, TDI, Division of Workers' Compensation

[Mary Landrum](#), Texas DWC Deputy Commissioner for Health and Safety

*Location: Las Colinas*

11:30 a.m. – 1:15 p.m.

### **Business Meeting and Federal and State Update Luncheon**

*Location: Fairway Ranch*

1:30 p.m. – 5:00 p.m.

### **AAPAN Board of Directors Meeting (open to all attendees)**

Interested to learn more about participating on the AAPAN Board of Directors? We are opening up this meeting to all AAPAN members attending the Innovations Retreat. We are providing this exclusive invitation so that you can learn more about initiatives, strategies and goals for the association.

*Location: Las Colinas*

5:30 p.m. – 6:30 p.m.

### **Reception**

*Location: Terrace*

## THANK YOU TO OUR PREMIER SPONSORS



Claritev provides tech-enabled solutions and services fueled by multiple data sources from over 40 years of claims repricing experience. Today, we utilize world-class technology and AI solutions to power a robust enterprise platform that delivers meaningful insights to drive affordability in healthcare, brings price transparency and optimizes networks and benefit plan design.



Enlyte ([www.enlyte.com](http://www.enlyte.com)) is a P&C industry leader providing claims technology innovations and connectivity solutions, specialty networks, case management, pharmacy benefit and disability management services. Serving over 2,000 entities, including a majority of Fortune 500 employers, Enlyte leverages its portfolio of solutions to simplify processes and improve outcomes for auto, workers' compensation and disability claims.



### Because the Right Network Partner Makes All the Difference

A successful Workers' Compensation network is not measured by the quantity of providers but rather by the quality and outcomes of the physicians.

First MCO is one of the only NJ PPO Networks that is owner operated.

One of our main focuses is partnering with medical practitioners who have demonstrated the ability to effectively treat work related injuries and expedite return-to-work.

#### SERVICES

- Access to Thousands of Medical and Hospital Providers
- Directly Contracted at Pre-Negotiated Rates
- Industry-Leading Provider Savings
- Out of Network Negotiations
- Provider Look-up Tool
- Quality Assurance
- Providers Credentialed & Re-Credentialed Every 2 Years
- EDI Capabilities
- Custom Panel Development
- 24/7 RN Intake and Triage
- Care Appointment Scheduling Services
- IME, Diagnostic, and PT Networks

Scan the QR code to learn more



## THANK YOU TO OUR PREMIER SPONSORS



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](http://onecallcm.com), LinkedIn (One Call), Facebook (@onecallcm), and Twitter (@onecallcm).



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 Paradigm's business, including its 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](http://www.paradigmcorp.com).

---

## THANK YOU TO OUR GOLD SPONSORS



accūro Solutions is a national medical bill review and innovative technology company, specializing in designing comprehensive solutions for our clients. Founded and built by experienced industry veterans of the property and casualty insurance industry, accūro has continued to build a reputation for improving operational efficiencies and outcomes, streamlining workflows from mailroom to payment, improving customer service, and enhancing the overall client experience. Our mission is to provide unique solutions to streamline our clients' business processing needs. More information can be found at [www.accurosolutions.com](http://www.accurosolutions.com)



MyMatrixx by Evernorth is a unique PBM with an exclusive focus on workers' compensation cases. We combine high touch customer service with clinical expertise and state-of-the-art business intelligence systems to deliver simplified solutions and positive outcomes. As part of our parent company Evernorth, MyMatrixx leverages the robust pharmacy network of an industry leader, while still providing a smooth and personalized experience for clients and injured workers.

## THANK YOU TO OUR GOLD SPONSORS



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](https://Zelis.com) and follow us on LinkedIn to get the latest news.

---

## THANK YOU TO OUR SILVER SPONSORS



Birdsong Hearing Benefits™, LLC serves as both a third-party administrator (TPA) and a hearing benefit manager, with a unique focus on total hearing care. By listening closely to the needs of health plans, Birdsong has developed tailored products and services that prioritize customer experience. We excel at managing a wide range of administrative and operational tasks for our partners, including member onboarding, coordinating hearing benefits, providing access to a hearing care network, processing hearing care claims, and offering ongoing consumer support throughout the process. At Birdsong, we take a whole-health approach, helping health plans and groups stand out from their competitors. Leveraging innovative technologies like our proprietary Hearing Health Intelligence Platform™, we identify at-risk members and deliver high-quality care that enhances member experience, supports whole health, and reduces overall health plan costs.

## THANK YOU TO OUR SILVER SPONSORS



Carisk Partners is a specialty risk transfer and care coordination company operating in the workers' compensation market. Since 2016, Carisk Partners has redefined the way patients and clients access high quality care and support services. Today, Carisk continues to transform the workers' compensation marketplace by providing seamless experiences across all products and services and empowering patients through its proprietary Pathways™ 2 Recovery care model. HeadsUp Healthcare, A Carisk Partners Company, is a patient-first specialty managed care company specializing exclusively on dental and above-the-neck injuries within the workers' compensation industry. With deep clinical expertise and rapid access to providers, HeadsUp delivers streamlined care coordination, expedited treatment timelines, and cost-effective outcomes for complex facial, dental, oral, and head trauma cases. To learn more about Carisk Partners and HeadsUp Healthcare, visit [cariskpartners.com](http://cariskpartners.com) and [headsupcare.com](http://headsupcare.com)



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.



Transforming healthcare.

Healthsystems 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.



## THANK YOU TO OUR SILVER SPONSORS



**Perspecta**<sup>SM</sup>

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.



**sedgwick**<sup>®</sup>

Sedgwick is a leading global provider of claims management, loss adjusting and technology-enabled business solutions. The company provides a broad range of resources tailored to clients' specific needs in casualty, property, marine, benefits, brand protection and other lines. At Sedgwick, caring counts; through the dedication and expertise of over 33,000 colleagues across 80 countries, the company takes care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact performance.



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.

## THANK YOU TO OUR SUPPORTING SPONSOR



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