

2017

# VWC | EDUCATIONAL CONFERENCE

Virginia Workers' Compensation Commission

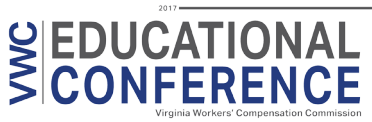
Richmond, VA

**OCTOBER 24-25, 2017**



Hosted by the Virginia Workers' Compensation Commission  
and the International Workers' Compensation Foundation

# CONFERENCE INFORMATION



Providing the latest information on trends in workers' compensation.

*In cooperation with the International Workers' Compensation Foundation, Inc. (IWCF), a non-profit organization dedicated to workers' compensation education and outreach.*

## Food and Beverage

Coffee service will be available in the Exhibit Hall during all breaks. Heavy hors d'oeuvres and complimentary beer and wine will be served Tuesday afternoon during the reception (cash bar for cocktails). Continental breakfast will be served Wednesday morning in the Exhibit Hall. Lunch will be served for all attendees Wednesday in the Grand Ballroom.

## Continuing Education Credits

Participants may be eligible for continuing education credits for conference attendance. Please visit the Information Booth on Level 2 for more information.

## Wireless Internet

Wifi is available to attendees free of charge in the Cyber Cafe, located on Level 1, near the main lobby. The Cyber Cafe is also a free wireless "Hot Spot".



## The Conference is Mobile

Session materials are available on the conference mobile-friendly website.



## Conference Sponsor

Thank you to our 2017 Gold Sponsor, WorkersCompensation.com.



## Reception

Network and unwind with colleagues immediately after the last session on Tuesday at the evening cocktail reception, located in the Exhibit Hall. Heavy hors d'oeuvres, and complimentary beer and wine (cash bar for cocktails) will be served from 4:45 p.m. until 6:30 p.m.

## Exhibitors

Conference exhibitors are located in the Exhibit Hall and Level 1 foyer both days. See page 14 for a layout and listing of participating exhibitors.

## VWC Booth

Visit the VWC Booth on the concourse of Level 1 for various activities throughout the conference. Don't miss us!

## Questions?

Have a question or a request? The Q&A booth is located on Level 2 near Registration throughout the Conference.

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### Everything you need to know online.

- Downloadable Materials
- List of Fellow Attendees
- Conference Speakers Details

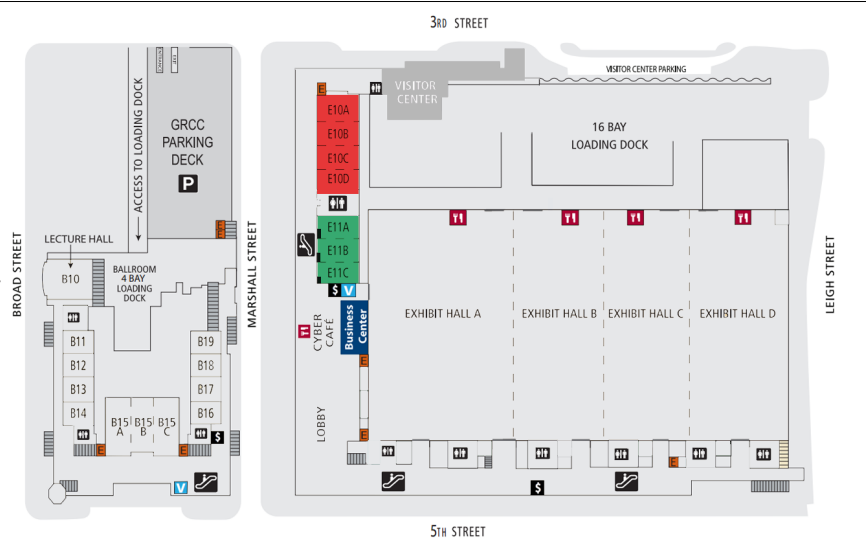
[www.vwconference.workcomp.virginia.gov](http://www.vwconference.workcomp.virginia.gov)



# CONVENTION CENTER MAPS

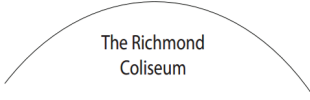
## LEVEL 1

- CONFERENCE AREAS
- EXHIBITOR AREA
- T CYBER CAFE - WIFI
- MEETING SPACE
- COMMON AREA
- FLEXIBLE WALL
- ⚡ RESTROOMS
- ↗ ESCALATORS
- E ELEVATORS
- V VENDING
- P PARKING
- ⚡ STAIRS
- S ATMS



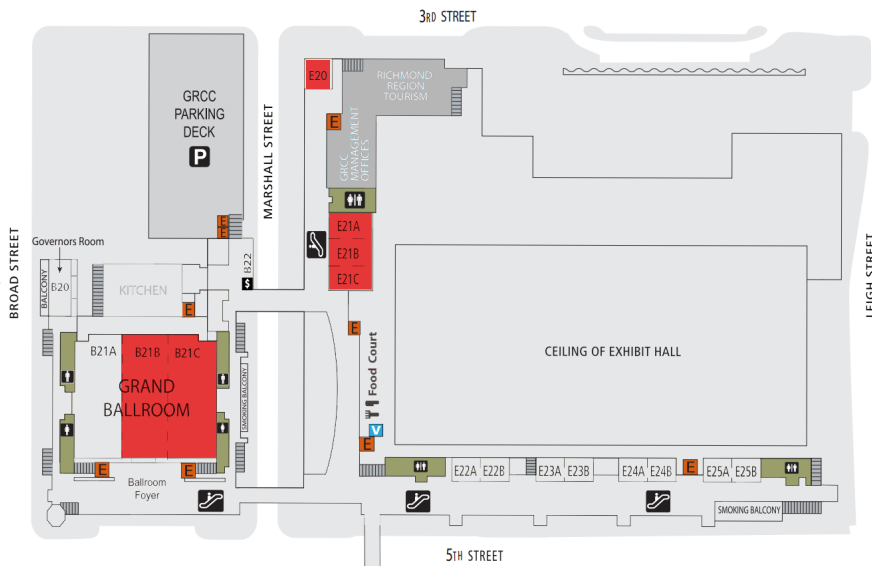
Hilton

Richmond Marriott



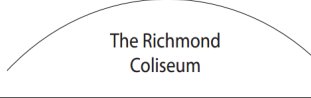
## LEVEL 2

- CONFERENCE AREAS
- MEETING SPACE
- COMMON AREA
- FLEXIBLE WALL
- ⚡ RESTROOMS
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- E ELEVATORS
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- S ATMS



Hilton

Richmond Marriott



## LET'S GET SOCIAL

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& seeing at the conference  
this year!



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## CONNECT WITH VWC

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**YouTube**

<http://bit.ly/2xkAZrr>



# CONFERENCE SCHEDULE

## TUESDAY, OCTOBER 24

### 10am - 12:30pm

REGISTRATION.....LEVEL 2 FOYER

### 12:30pm - 12:45pm

WELCOME SESSION.....ROOM E10ABCD

### 12:45pm - 1:00pm

AFTERNOON BREAK.....ROOM E11ABC

### 1:00pm - 2:00pm

#### CONCURRENT SESSIONS

**Marketing in the Aftermath of the Court of Appeals Decision in King William Co. v. Jones**.....ROOM E10AB

Panel conversation on the decision in King William Co. v. Jones. Facilitated discussion includes case background, application of the judgment, recent actions addressing the ruling, and marketing.

**Managing the Pandora's Box of Comorbid Conditions**.....ROOM E10CD

In workers' compensation, a proverbial Pandora's Box is filled with many perils - chief among them are a plethora of comorbidities that adversely affect claim results. Learn about today's top comorbid conditions and how they impact claims and outline risk management strategies that help contain these challenges - including return-to-work programs and wellness initiatives.

**Mediation - Preparing Your Case and Preparing Your Client**.....ROOM E21A

Specific advice for lawyers as they and their clients change the tone from litigation to mediation.

**Vocational Rehabilitation - Benefits & Limitations**.....ROOM E21BC

Panelist will discuss growing challenges in the job market including social media marketing for recruiting, increased use of online applications, how new hiring trends impact non-compliance issues with job search activities, and the success of vocational rehabilitation in Virginia.

**Workshop - Awards & Calculation Issues**.....ROOM E20

Interactive session with the Claim Services Technical Liaison on completing Agreements, Terminations, Wage Charts and forms for Permanent Partial Disability benefits.

# CONFERENCE SCHEDULE

## TUESDAY, OCTOBER 24 *(continued)*

### 2pm - 2:15pm

AFTERNOON BREAK ..... ROOM E11ABC

### 2:15pm - 3:15pm

#### CONCURRENT SESSIONS

**Injury By Accident - Has Van Buren v. Augusta Co. Changed the Landscape?**..... ROOM E10AB

The Court of Appeals ruled that a firefighter's 45-minute rescue of a large man who had fallen in his shower was an "identifiable incident." The panelists will discuss their respective views regarding whether the decision simply applies longstanding legal principles or marks a dramatic change in the law.

**Managing the Needs of Aging Injured Workers** ..... ROOM E10CD

The number of workers age 55 and older is set to increase significantly over the next few decades. Learn more about the impact this trend will have on claims severity, costs, outcomes, and discuss common types of injuries among aging workers, and complexities surrounding these injuries.

**Opioid Addiction - The Script Starts and Stops Here** ..... ROOM E21A

Panel discussion on managing the influence of medication prescribed to treat acute pain that results in prolonged use. Pain-relieving effects lessen, often causing pain to become worse. Opioid addiction results when dependence interferes with daily life.

**Issue Mediation - Resolving Disputed Issues Before A Hearing** ..... ROOM E21BC

A panel discussion of what works and what does not work in Issue Mediation.

**Workshop - WebFile Forum** ..... ROOM E20

Join the Commission's WebFile Support team for an open discussion about WebFile functionality, issues, and future development. Team members will answer questions as well as document feedback and suggestions to be considered by the Commission.

### 3:15pm - 3:45pm

AFTERNOON BREAK ..... ROOM E11ABC

# CONFERENCE SCHEDULE

## TUESDAY, OCTOBER 24 *(continued)*

### 3:45pm - 4:45pm

#### CONCURRENT SESSIONS

**Ethics** ..... ROOM E10AB

Panel discussion of ethical dilemmas presented in workers' compensation cases. Topics include representing undocumented workers, conflicts of interest, attorney communication with physicians, use of private investigators, settlement negotiations, and more.

**Claims Processing Best Practices** ..... ROOM E10CD

A panel will participate in a moderated discussion on effectively managing claims and the importance of communication and timely filings.

**Common Workplace Injuries - Head, Neck, and Back** ..... ROOM E21A

Learn about the anatomy and common problems of the spine, acute injuries from pre-existing spinal changes, common treatment modalities, recovery times, outcomes, and more.

**Getting Back to Work - Physical Therapy, Work Hardening, and FCEs** ..... ROOM E21BC

A discussion on Physical Therapy, Functional Capacity Evaluations, and Work Hardening to return an injured worker back to work or to the highest level of function. Components of each program will be reviewed along with expected outcomes.

**Workshop - Impact of Forms, Notices, and Filings** ..... ROOM E20

A discussion on the impact of Forms, Notices, and Filings (including EDI transactions) on the Commission Claims Processing System and how EDI is used to update information and generate notices to all parties.

### 4:45pm - 6:30pm

**EVENING RECEPTION** ..... ROOM E11ABC



# CONFERENCE SCHEDULE

## WEDNESDAY, OCTOBER 25

### 7:30am - 8:30am

**CONTINENTAL BREAKFAST**..... ROOM E11ABC

### 8:30am - 9:30am

#### CONCURRENT SESSIONS

**“Hearing Nuts and Bolts” - What You Need to Know in Preparing Your Case. Do’s and Don’ts**..... ROOM E10AB

New technology has enabled claimants’ and employers’ counsel to acquire information that can make or break the case. This presentation will cover what to do when you get the case, how to maximize resources, strategies for eliminating the “landmines” that too often derail Virginia workers comp claims, and more.

**Injury By Accident - Has *Van Buren v. Augusta Co.* Changed the Landscape?**..... ROOM E10CD

The Court of Appeals ruled that a firefighter’s 45-minute rescue of a large man who had fallen in his shower was an “identifiable incident.” The panelists will discuss their respective views regarding whether the decision simply applies longstanding legal principles or marks a dramatic change in the law.

**Medical Fee Schedule - Is Change Always a Challenge?**..... ROOM E21A

A panel consisting of the Commission, Oliver Wyman (Actuarial Firm), Certified Coders and the new Virginia Workers’ Compensation Medical Fee Service Department, will discuss each facet of the process of changing to a fee schedule state.

**Common Workplace Injuries - Shoulder and Elbow**..... ROOM E21BC

Orthopaedic surgery is a rapidly advancing field, from medical devices to orthobiologics. Patients have benefited greatly from these new treatment options, with faster and more complete recovery from injury. There are still challenges with realizing similar gains in the workplace injury arena. Learn more about maximizing outcomes for this patient population.

**Workshop - WebFile Forum**..... ROOM E20

Join the Commission’s WebFile Support team for an open discussion about WebFile functionality, issues, and future development. Team members will answer questions as well as document feedback and suggestions to be considered by the Commission

Sessions in green indicate a repeat session.

# CONFERENCE SCHEDULE

## WEDNESDAY, OCTOBER 25 *(continued)*

### 9:30am - 9:45am

**MORNING BREAK**.....ROOM E11ABC

### 9:45am - 10:45am

#### CONCURRENT SESSIONS

**Mediation - Preparing Your Case and Preparing Your Client**.....ROOM E10AB

Specific advice for lawyers as they and their clients change the tone from litigation to mediation.

**Undocumented Workers in the Workplace**.....ROOM E10CD

Panel discussion describing the workers' compensation rights available to undocumented workers who are injured in the Commonwealth of Virginia, the challenges they face in pursuing a workers compensation case from both the claimant's and defense perspective, and methods of overcoming these challenges both through litigation and alternative dispute resolution.

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### 10:45am - 11:00am

**MORNING BREAK**.....ROOM E11ABC

## WEDNESDAY, OCTOBER 25 *(continued)*

### 11:00am - 12:00pm

#### CONCURRENT SESSIONS

**“Violence in the Workplace” - Issues on Compensability**..... ROOM E10AB

Panel will focus on factors that can determine whether or not a workplace violence claim is compensable, how to investigate and handle these difficult claims, identify emerging trends such as psychiatric or psychological claims resulting from workplace violence, and discuss unique issues involving the intersection of crime and terrorism within the workplace.

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**Workshop - Insurance Online Services** ..... ROOM E20

The VWC Insurance Department now offers many paper form filing services online. Learn what forms can now be submitted online, and how our paperless processes can increase efficiency. Also learn about the Virginia Employers Non-Compliance Alert System (VENCA) and how this tool can be of value to both employers and employees.

### 12:00pm - 1:00pm

**LUNCH**..... GRAND BALLROOM B21BC

Sessions in green indicate a repeat session.

# CONFERENCE SCHEDULE

## WEDNESDAY, OCTOBER 25 (continued)

### 1:00pm - 2:00pm

#### CONCURRENT SESSIONS

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### 2pm - 2:15pm

**AFTERNOON BREAK**.....ROOM E11ABC

Visit conference exhibitors! Located in the Exhibit Hall and Level 1 foyer.

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# CONFERENCE SCHEDULE

## WEDNESDAY, OCTOBER 25 (continued)

### 2:15pm - 3:15pm

#### CONCURRENT SESSIONS

**Undocumented Workers in the Workplace**..... ROOM E10AB

Panel discussion describing the workers' compensation rights available to undocumented workers who are injured in the commonwealth of Virginia, the challenges they face in pursuing a workers compensation case from both the claimant's and defense perspective, and methods of overcoming these challenges both through litigation and alternative dispute resolution.

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**Workshop - EDI**..... ROOM E20

An overview of the Commission's EDI program to include a review of the EDI Training Aids. Participants will also have an opportunity to ask questions and get an immediate response from a member of the Commission's EDI Quality Assurance Department.

### 3:15pm - 3:30pm

**AFTERNOON BREAK**..... ROOM E11ABC

### 3:30pm - 4:30pm

**TOWN HALL MEETING**..... ROOM E10ABCD

Medical Fee Schedule Advisory Panel Discussion.

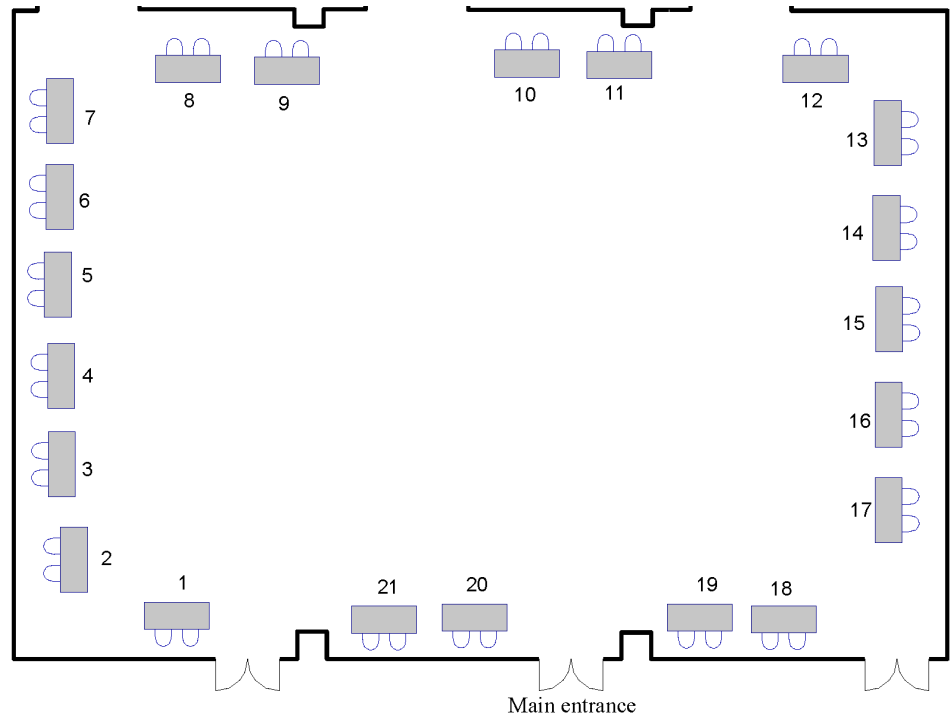
# CONFERENCE EXHIBITORS

BOOTH #	EXHIBITOR	BOOTH #	EXHIBITOR
1	Abacus Research, Inc.	22	MedRisk, Inc.
2	H-Wave	23	Dominion Physical Therapy & Associates
3	Two Rivers Law Group, PC	24	Hampton Roads Orthopaedics & Sports Medicine
4	OPTUM	25	KEYSCRIPTS
5	I & O Medical Centers	26	First Rehabilitation Resources, Inc.
6	MTI America	27	TNT
7	PRO, Inc.	28	Virginia Workers' Comp
8	Cattie, PLLC	29	Center for Work Recovery
9	The SRS Group, LLC	30	Genex Services
10	Access On Time	31	Virginia Workers' Comp
11	Search Pros, Inc.	32	Virginia Workers' Comp
12	Learning Services	33	Virginia Workers' Comp
13	Global Trans Services, Inc.	34	Town Center Orthopaedic Associates, PC
14	HomeCare Connect	35	VA Workers' Compensation American Inn of Court
15	Select Physical Therapy	36	One Call Care Management
16	Orthopaedic & Spine Center	37	Adva-Net
17	Results Case Management	38	Highlands Neurosurgery
18	Detect, Inc.	39	Specialty Solutions Rx
19	Transcend Services	40	Hinds' Feet Farm
20	Lemieux & Associates	41	National Spine & Pain Centers
21	REHAB AT WORK		

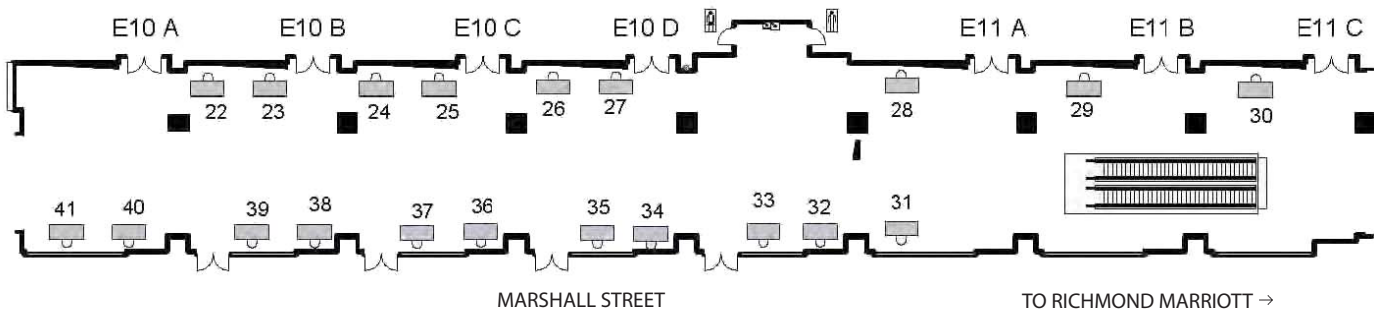
# EXHIBITORS MAP

## EXHIBIT HALL E11ABC

Visit Exhibitors throughout the conference!



## FOYER - E10, E11



## COMMISSION INFORMATION

# VWC HQ is Moving

333 E. Franklin St. Richmond, VA 23219

**Business begins December 13, 2017.**

Virginia Workers' Compensation Commission Richmond Offices  
and the Virginia Victims Fund, officially the Criminal Injuries  
Compensation Fund.



### VWC SENIOR LEADERS

Hon. Wesley G. Marshall, Chairman

Hon. R. Ferrell Newman, Commissioner

Hon. Robert A. Rapaport, Commissioner

Hon. James J. Szablewicz, Chief Deputy Commissioner

Ms. Evelyn V. McGill, Executive Director

### VWC LEADERSHIP TEAM

Chadwick D. Burns, Project Management Office Manager

Aubrey Chigwada, Insurance Manager

R. Matthew Cole, Chief Information Officer

William S. Crawford, Correspondence Manager

Vivian R. Lane, Claims Services Manager

Edward P. Rice, Chief Financial Officer

W. Jack Ritchie, Virginia Victims Fund Director

Charles W. Steepleton, Outreach Services Manager

Crystal W. Stephenson, Human Resources Manager

Stephanie C. Sweeney, EDI QA Manager

Drema M. Thompson, Medical Fee Services Manager

Michael S. Wickham, Information Security Officer

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Sherrill\*

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Hon. Lee E. Wilder

Hon. D. Edward Wise, Jr.

*\*Managing Deputies*



## 2017 VWC EDUCATIONAL CONFERENCE PLANNING COMMITTEE

Charles Steepleton, Outreach Services Manager, *Conference Event Manager*

Hon. Christen Burkholder, Deputy Commissioner, *Conference Planning Committee*

Hon. D. Edward Wise, Deputy Commissioner, *Conference Planning Committee*

Stephanie Sweeney, EDI QA Manager, *Conference Planning Committee*

Drema Thompson, Medical Fee Services Manager, *Conference Planning Committee*

Angela Lent-Truzzie, Claims Services Assistant Manager, *Conference Planning Committee*

David Bennett, Online Specialist, *Conference Website Development*

Cindy Frost, Marketing Specialist, *Conference Graphics & Event Communications*

Terek Hagans, Marketing Associate, *Conference Graphics Specialist*



**Medical Fee Schedule  
Goes Live  
January 1, 2018**



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#### Document Management

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Contact the Virginia Workers' Compensation Commission:

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1-877-664-2566

[questions@workcomp.virginia.gov](mailto:questions@workcomp.virginia.gov)