



The IAIABC Forum 2022

April 4-7, 2022





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NASHVILLE, TN
APRIL 4-7, 2022



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The IAIABC Forum 2022 was the IAIABC's first conference in-person since the beginning of the COVID-19 pandemic. The Forum was buzzing with excitement and the joy of gathering again. Attendees enjoyed reuniting with old friends, discovering new friends, and engaging in organic hallway and mealtime conversations. The IAIABC community is a special one and the IAIABC is happy to return to in-person events to engage with the community again.



165
Attendees



47
Private Sector
Organizations



28
Jurisdictions



34
Hours of
Programming



Enlyte thanks the IAIABC for a fantastic in-person 2022 Forum! We sincerely enjoyed connecting with you and hope you all had a productive conference meeting with your peers. To help recap this fantastic event, the IAIABC has put together this digest – we hope this will serve as a great reminder of all the highlights and themes from the Forum. It also provides summaries of all the committee meetings that were held, as well as information jurisdictional representatives shared during the Heads of Delegation session.

In case you didn't catch us in person, we wanted to remind you that Enlyte brings together the brightest minds and smartest technology from Mitchell, Genex and Coventry, working together to transform performance today while charting the course to a better future. To learn more about Enlyte, please visit enlyte.com or email us at hello@enlyte.com. We look forward to seeing you all again this fall at the IAIABC 2022 108th Convention!

Timely Content

The Forum program included committee meetings and networking opportunities through a variety of social events.

Monday
April
4

- Re-Orientation to The Forum
- Work Disability Prevention and Return to Work Committee
- EDI Claims Committee
- EDI Claims Modernization Project: Requirements Discovery
- International Committee
- EDI Systems Committee
- Board of Directors and Joint Committee Council
- Welcome Reception

Tuesday
April
5

- Heads of Delegation and Associate Members' Forum
- EDI Jurisdictional Forum
- Heads of Delegation Forum (jurisdiction-only)
- Associate Member Council
- Happy Hour
- Re-Connection Dinner

Wednesday
April
6

- EDI Proof of Coverage Committee
- Medical Issues Committee
- Research and Standards Committee
- Regulation Committee
- EDI Medical and Medical ProPay Committee
- Guided Tour of Nashville Sponsored by SFM

Thursday
April
7

- IAABC Business Meeting
- Dispute Resolution Committee
- EDI Council



IAIABC Committee Meeting Summaries

Each committee of the IAIABC met during The Forum 2022. Many committees hosted presentations on topics related to committee work. Committees also set plans for future work and meetings. Thank you to the committee leaders and members for their hard work in developing valuable presentations and hosting meaningful discussions.

Work Disability Prevention and Return to Work Committee | April 4, 2022

The Work Disability Prevention & Return to Work Committee welcomed Dr. James Talmage, Assistant Medical Director at the Tennessee Bureau of Workers' Compensation, for an enlightening presentation on working with physicians to achieve return to work. The Committee then had a working session where members broke into small groups to assist with the development and provide input on the content of three planned modules for educate@iaiaabc on the topics of work disability 101, application of behavioral science to work disability, and communicating with stakeholders.

EDI Claims Committee | April 4, 2022

The Committee has made some small strides toward the resolution of the New York issue with multiple body parts. New York provided the Committee with a report on their Release 3.1 implementation and lessons learned. Committee members indicated their interest in learning more from those who have already implemented Release 3.1.

International Committee | April 4, 2022

The International Committee began their session with a presentation from Ann-Kathrin Schäfer, Section Manager for International Social Law and European Law in the International Relations Division of the German Social Accident Insurance. Ms. Schäfer shared insights on European social security Law and European law and how the COVID-19 pandemic has affected the coordination of social security systems across Europe. Ms. Schäfer ended the session with the apropos comment, "Our systems are so different, but we still face the same problems." The Committee also discussed opportunities for including non-U.S. jurisdictions in the IAIABC jurisdictional insights database, WorkCompare.

EDI Systems Committee | April 4, 2022

The Committee reviewed possible changes to the Trading Partner Tables to clarify reporting requirements. The SROI NT and sequencing was discussed and a possible modification to the sequencing rules may be needed which may result in a future IRR. An opportunity with an employee phone number was discussed and possible change to the DP Rule to eliminate extension and the addition of a country code.

Associate Member Council | April 5, 2022

The Associate Member Council (AMC) began their meeting with short presentations from three Associate Member Council members: Jill Dulich, Self-Insurers' Security Fund of California; Jeremy King, Riskconnect; and Desiree Tolbert-Render, Sedgwick, on what they and their organizations do and how they each found their path in the workers' compensation industry. Following the presentations, three additional AMC members Sandy Shtab, Healthsystems; Susan Schulte, NCCI; and Pauline Williams, FAIR Health, held a panel discussion on the value of networking for both those new the industry and those who are seasoned workers' compensation professionals.

EDI Medical and Medical Provider to Payer Committee | April 6, 2022

Federal and X12 updates were provided. The Committee is hopeful that the regulations for the attachment transactions will be on the spring agenda for HHS. The Committee discussed the need for cleanup of the State reporting Guide and eBill Companion Guide and asked for volunteers. The EDI Medical resources that are available on the website including the training resources were reviewed. The Committee was also updated on the progress to create an EDI Medical Credential. Finally, XML for state reporting was discussed and the Committee agreed to explore it based on the interest of several stakeholders.

Regulation Committee | April 6, 2022

The Regulation Committee opened with an informational presentation from Nathan Culp, Director of Employee Claims Division of the Arkansas Insurance Department, on air ambulance billing in workers' compensation. Mr. Culp shared the history of air ambulances, elements of bills, historical and attempted regulations on air ambulances, and how Arkansas has navigated these factors. The presentation concluded with a robust and insightful Q&A session. Following the presentation, Regulation Committee Chair Stacey Roig, Maryland Workers' Compensation Commission, provided updates on misclassification, independent contracts, and gig workers. Ms. Roig then led a roundtable discussion where attendees were able to share, advise, and ask questions about regulatory issues their jurisdictions are grappling with.

Medical Issues Committee | April 6, 2022

The Medical Issues Committee hosted a panel discussion on long-covid and the impact on workers' compensation systems. The panel was moderated by Paul Sighinolfi, Senior Managing Director, Ametros, Dr. Kenji Saito, Medical Director, P&G and President, Livewell, Workwell, a MedLaw Company; Matt Harmon, SVP, Claims, MEMIC; Robert B. Snyder M.D., Medical Director, Tennessee Bureau of Workers' Compensation; and Raji Chadarevian, Director, Medical Regulation and Informatics, NCCI, provided perspectives as panelists.

EDI Proof of Coverage Committee | April 6, 2022

The Committee reviewed the new data element for Claim Administrator FEIN for POC as well as the new email address data element and its future requirements. An XML project update was provided. Idaho is currently testing and is planning to implement XML in June. The Committee also reported that New Mexico is in the process of transitioning from POC Release 2.1 to Release 3.0 flat file and they have expressed interest in XML.

Research and Standards Committee | April 6, 2022

The Research and Standards Committee opened their meeting with an overview of collected data for the Claims Measures Surveys 2017 and 2018 calendar year data. The Committee also developed a COVID-19 Data Subcommittee to delve into the collected data in the Committee's Workers' Compensation COVID-19 Claims Survey 2020. Following the survey results, John Ruser, WCRI, presented preliminary findings on telemedicine usage and outcomes during the pandemic. The group then heard from Raji Chadarevian and Susan Schulte, NCCI, who shared medical payment trends and 2021 and 2022 Medicare fee schedules in workers' compensation.

Dispute Resolution Committee | April 7, 2022

The Dispute Resolution Committee conducted a spotlight on ombuds programs which included a review of jurisdictional survey results on ombuds programs; a presentation by Jay Hicks, Ombuds Attorney, Tennessee Bureau of Workers' Compensation; and a panel discussion from ombuds representatives from Texas, Tennessee, Virginia, Oregon, and Washington. Committee Vice Chair, Meng Li Che, then led a roundtable discussion on diversity, equity, and inclusion efforts across jurisdictions. The Committee is hosting a virtual Mediators' College from April-July and will host judicial programming in fall along with the NAWCJ and CWCL.

EDI Council | April 7, 2022

The EDI Council heard committee meeting reports from the EDI Committee Chairs. A preliminary 2021 financial report was provided as well as a year-to-date EDI membership report. The EDI Council was also provided with a training update which included the plans for future EDI training events and the new educate@iaiaabc program. The annual election for EDI Council Chair and Vice Chair was held and both incumbents were reelected for another one-year term. Finally, the group heard an update from the XML QA Team on the status of the Proof of Coverage pilot as well as a Claims Modernization project update.

IAIABC EDI Jurisdictional Forum Summary

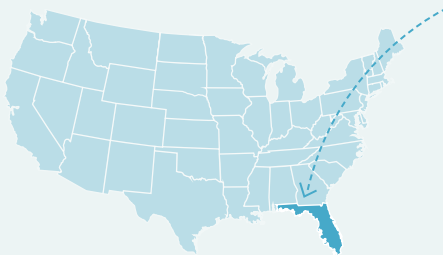
Tuesday, April 5, 2022

An update from states preparing to implement Claims Release 3.1 was provided. A status of the Proof of Coverage XML Pilot and a new Digital Credential that is planned for Medical was shared. The EDI Systems Committee shared proposed changes that are being considered for both Claims and Proof of Coverage. Finally, each jurisdiction updated the group of future changes impacting EDI.

IAIABC Heads of Delegation Forum Summaries

Tuesday, April 5, 2022

The Heads of Delegation Forum invited representatives of jurisdictional workers' compensation agencies to share regulatory, policy, and administrative updates with their peers and participants from the private sector. Representatives were also asked to share about if pandemic policies and rules are becoming permanent, how recruitment and retention challenges are impacting operations, if the future of work is impacting claim and injury frequency, about administration of adjudication officials, and if workers' compensation is creating a different class of workers.



Florida

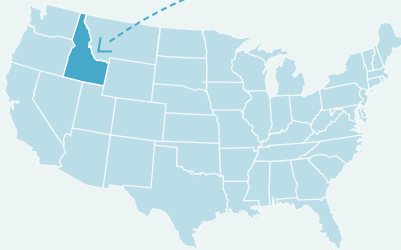
Florida is looking closely at the effects of their presumption for first responders including the impact of further opening up the presumption (i.e., to cover 911 operators, correctional officers, etc.). Because of changing timeframes for claims, the State is modifying reporting timelines, removing the one-year limit. Florida is examining how union contracts come into play with provisions related to cancer and disability.



European Map

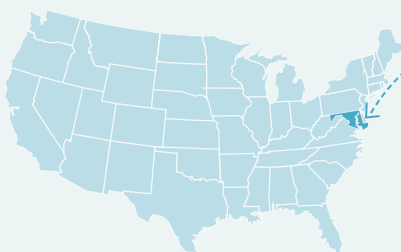
Germany

The platform for work and telework has changed in Germany, and employees want to maintain flexibility. Germany is seeing less commuting and traditional accidents and more musculoskeletal injuries and mental disorders due to stress and isolation. Germany foresees an increase in occupational diseases. Germany is working on strategies to maintain employability.



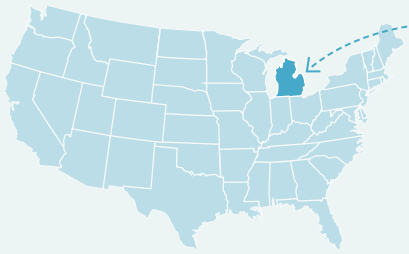
Idaho

Idaho is focusing on recruitment and retention efforts. Changing the language in job postings has had a positive effect on recruitment, but there are still challenges related to salary. The Commission is prioritizing difficult-to-fill positions and those with high turnover.



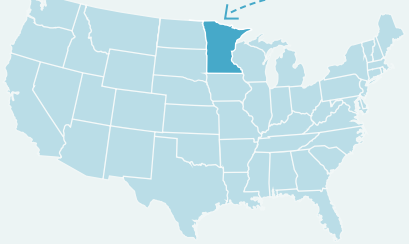
Maryland

All commissioners in Maryland are appointed by the governor to 12-year terms. Maryland has a good balance, with commissioners taking rotating cases with 9 to 10 commissioners hearing cases each day. Maryland is still offering virtual hearings as an option, and emergency hearings are often now virtual.



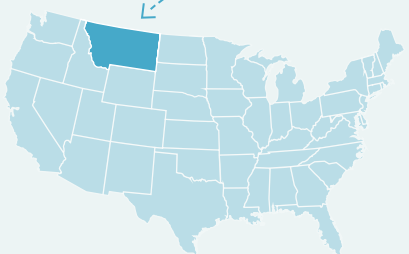
Michigan

Michigan has encountered challenges bringing people on remotely. Applicants have emphasized wanting full-time remote work, but Michigan is only allowing hybrid. Michigan has been able to move work around with staffing shortages.



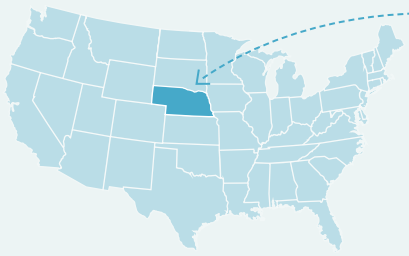
Minnesota

In 2019, Minnesota passed presumption for PTSD for first responders. (effective until January 2023-extended). The State is seeing an increase in Mental health claims, not just in certain areas of work. Municipalities have had financial difficulties paying out on presumptions. A bill has been proposed in Minnesota for more mental health services before first responders can apply for disability.



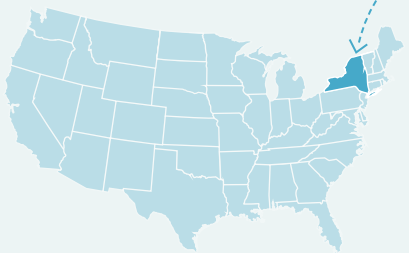
Montana

In Montana, levels of traditional employment have remained high, with gig work as second and third jobs. Montana has surveyed larger insurers to understand the nature of work and if this was having an impact on claim reduction. Montana has made an investment in safety training and culture, with the hopes of reducing claim frequency and severity.



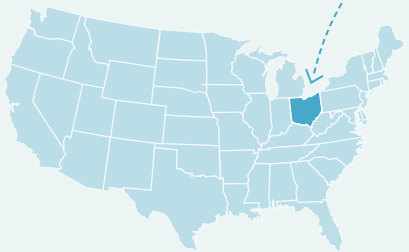
Nebraska

Nebraska has had challenges with electronic evidence and ensuring technology within courtroom is in working order. The State is looking at how courts may need to be staffed differently to accommodate remote hearings.



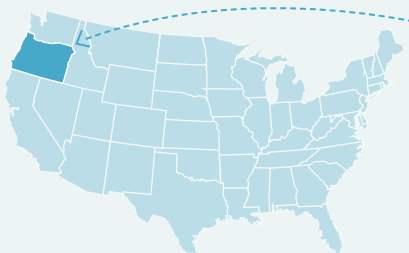
New York

Hiring freezes have stopped. Of employees who recently left, half left for retirement. A challenge during recruitment has been prospects getting through the interview process and deciding they are not interested. Telecommuting is available in New York, which is determined by the executive level. Many executives are allowing up to three days of telework.



Ohio

Ohio is encountering issues with recruitment and retention, especially due to retirements. The Bureau is incorporating diversity, equity, and inclusion principles into recruitment strategies. Ohio is reaching out to new communities and resources they have not explored before.



Oregon

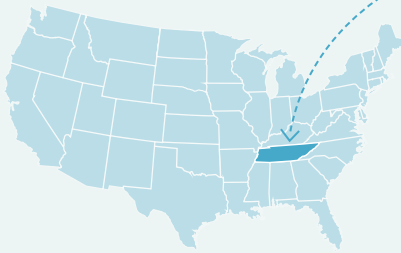
Occupational disease law has presumptions for certain classes of workers. This year, a bill was proposed for the fire fighter presumption to include more cancers. An advisory committee will revisit the presumption in a few years and will look at NIOSH studies to understand the impact.



Canadian Map

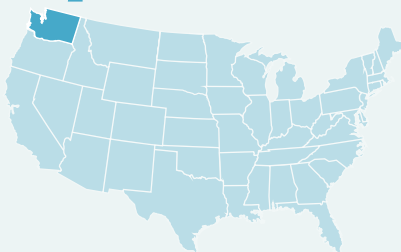
Saskatchewan

Saskatchewan is considering what remote work can do to musculoskeletal injuries, and have supported staff in setting up safe workspaces at home. They are working on alignment of prevention strategies to respond appropriately.



Tennessee

Claims frequency has been decreasing for last 10 years. Part of the decrease in claims is in the movement of workers to gig economy and companies using laborers without coverage. Employers have made changes in the services they deliver (i.e., hotels not servicing rooms as frequently). Current employees want more flexibility and control over the nature of the work they do.



Washington

For those who have been working at home, isolation has been challenging. Competition for employees has been challenging as Washington has lost employees because they can work in the higher paying city, with more option for remote work. Washington also has difficulty matching the pay. Staff monitoring and accountability has changed, and staff has felt like they are monitored more.



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