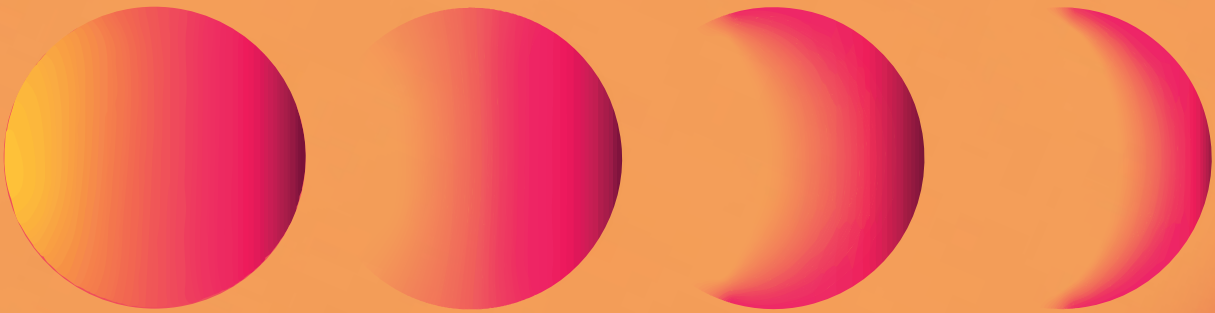




# COLLABORATE



## THE IAIABC FORUM 2024 DIGEST

APRIL 8 - 10, 2024

CINCINNATI, OHIO



# The IAIABC Forum 2024

April 8-10, 2024

The IAIABC Forum 2024, held in Cincinnati, Ohio brought together attendees from over 35 jurisdictions and over 45 industry organizations to connect, collaborate, and create solutions to issues the workers' compensation industry is currently facing. Committees met, friendships were built, connections were made, and attendees left The Forum with tangible takeaways they can use to streamline processes at their organizations. Gathering in-person allows all participants to learn from and grow with each other, and the IAIABC is proud to facilitate these important meetings.

## The Forum at a Glance

**222** Attendees

**39** Jurisdictions

**46** Private Sector Organizations

**26** Hours of Programming

*The***BlackCar**  
**Fund**<sup>®</sup>

The Black Car Fund thanks the IAIABC for a fantastic 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 from The Forum.

**We look forward to seeing you all again this fall at the IAIABC 110th Convention!**

# IAIABC Committee and Council Meeting Takeaways

Each committee of the IAIABC met during The Forum 2024. Many committees hosted presentations on topics related to committee work. Plans for future work and meetings were also set. Thank you to the committee leaders and members for their hard work in developing valuable educational content and hosting meaningful discussions.



## EDI Claims Committee Meeting | April 8, 2024

The EDI Claims Committee Meeting focused on reviewing proposed changes regarding the transmission of forms from Claim Administrators to Jurisdictions. Highlights from this session include:

- Recommendations emphasizing that transaction acceptance should not hinge on the presence of associated forms
- Discussions regarding the timing disparity between transactions and document submissions, advocating for clarity in jurisdictional guidelines
- Strategy recommendations for jurisdictions to manage document uniqueness and handle issues like incorrect filenames, urging manual intervention for notification and resolution
- Concerns about sensitive medical data and jurisdictional variations in privacy laws, emphasizing the importance of specificity in form requirements
- Integrating all proposed changes into the IAIABC Online Communities for ongoing collaboration

## Regulation Committee Meeting | April 8, 2024

Attendees of the Regulation Committee Meeting left the Committee meeting with:

- Insights into different security options for self-insurance including surety bonds, trusts, deposits, letters of credit and what states in attendance have their own surety bond form
- An opportunity to participate on the Self-Insurance Regulators' Handbook Update Subcommittee
- Updates on bills and rulings in Missouri, Washington, Arizona, Pennsylvania, Mississippi, and Maryland

## EDI Proof of Coverage Committee Meeting | April 8, 2024

During the EDI POC Committee Meeting, crucial updates and discussions were covered including:

- A POC 3.0/XML update that highlighted changes for an expanded email address field to enhance communication efficiency
- A WCIO update, where valuable insights from industry standards and trends were provided, enriching the understanding of current developments
- A jurisdictional panel discussion on POC issues, where representatives from various regions shared diverse perspectives on PEO reporting, POC utilization, and insights into penalty processes, broadening the understanding of POC issues across different jurisdictions
- A presentation on the Kentucky Citation Program, discussing its implications and potential impact on POC processes



### International Committee Meeting | April 8, 2024

In the International Committee Meeting, attendees learned:

- The importance of being prepared to defend against cyberattacks from bad actors
- Best practices from PERKESO (Malaysia) on how to combat a cyberattack, including the value of being nimble in your response
- About generative AI, including how it actually works and possible workers' compensation use cases
- The value of understanding AI rather than fearing it

“The only way to control [AI] is to understand it.” - Dr. Hector Upegui

### Dispute Resolution Committee Meeting | April 9, 2024

In the Dispute Resolution Committee Meeting, attendees gained insights from Kentucky's Department of Workers' Claims and discussed the power of words in dispute resolution processes. Attendees learned:

- Though only a few years old, Kentucky's mediation program is an accessible and effective system that offers services free-of-charge virtually, telephonically, and in-person
- The Majority of Kentucky's Department of Workers' Claims cases in which there are disputes are successfully settled without going through the appellate pipeline
- The language used when speaking to different stakeholders, especially the injured worker, can have unintended and often negative effects. Examples of what to be conscious of when speaking included phrases with an offensive history, using people-first language, and gender neutrality

“ Understand that people have different opinions and live differently, but we're talking about language when referring to other human beings. How do we relate to people in mediations, court rooms, and our lives in a respectful way? ”

- Judge Johnny Mason

### EDI Medical and Provider to Payer (ProPay) Committee Meeting | April 9, 2024

In the EDI Medical and Provider to Payer Committee Meeting attendees received updates on:

- An upcoming jurisdictional prior authorization survey for industry stakeholders
- The status of the eBill Model Rule and Companion Guide review
- Free WEDI eBill education podcasts for jurisdictions, providers, and payers
- Texas' state reporting updates & requirements
- Potential new projects including a cybersecurity subgroup or best practices guides



### Research and Standards Committee Meeting | April 9, 2024

In the Research and Standards Committee Meeting, attendees learned:

- The value of visualizing data year-over-year with the Committee's Claims Measures Survey
- Insights on what NIOSH hopes to identify through their data collaboration with the Office of Workers' Compensation Programs (OWCP)
- The four components to the delicate "Attorney Fee Cap Balance"
- How wage and age affect temporary disability duration

### Work Disability Prevention and Return to Work Committee Meeting | April 9, 2024

In the Work Disability Prevention and Return to Work Committee Meeting attendees learned about:

- The number of formal criteria that must be met to qualify for a Post Traumatic Stress Disorder (PTSD) diagnosis and how PTSD is often misdiagnosed for other conditions, such as a traumatic brain injury
- The many treatment options for PTSD intervention, including psychotherapy, evidence-based medicine, and emerging treatments such as psychedelic drugs; however, there is no single treatment right for everyone
- How stakeholders can respond early in the PTSD diagnosis to positively impact recovery and return-to-work through Critical Incident Stress Management (CISM) and being mindful of limitations employees may be experiencing

“ Don't be afraid of [PTSD] claims; they aren't life sentences. If you treat [the injured worker] with kindness and support you can advance them through the claim and return to work journey. ” - Dr. Michael Lacroix

### EDI Systems Committee Meeting | April 9, 2024

In the EDI Systems Committee Meeting, critical topics were delved into to advance initiatives including:

- An XML Update with insights into the latest developments in Claims and POC XML projects that highlighted advancements and improvements aimed at enhancing data exchange efficiency
- A summary of 2023 IRR Changes including a comprehensive overview of the 2023 IRR Changes to Claims Release 3.1 Standard with an explanation of their impact on the standard and the broader EDI landscape
- Trading partner table updates that focused on IRR changes and enhancements in the claims domain
- A panel discussion on real-time processing and emerging technologies which explored the implications and potential advancement of the IAIABC's EDI capabilities





### Associate Member Council Meeting | April 9, 2024

Utilization Review (UR) was spotlighted during the Associate Member Council meeting, and panelists had a robust discussion about:

- Using UR to protect claims examiners
- How nurse case managers use UR to keep the best interest of the worker in mind
- Using generative AI to assist with UR, such as examining medical documentation to provide summary data for file reviewers
- Challenges keeping up with UR regulations and changes across multiple jurisdictions
- Incentivizing providers with good track records if quality and speed of care with higher reimbursements

The AMC also hosted a discussion about addressing stakeholder communication to improve clinical and functional outcomes and reduce costs



### Medical Issues Committee Meeting | April 10, 2024

The Medical Issues Committee hosted a panel discussion focusing on Pharmacy Benefit Managers (PBMs).

- How PBMs have helped improve the pharmacy process for the injured worker, payer, prescriber, and pharmacy
- How North Dakota leveraged commercial PBMs to provide faster access to care for injured workers
- How the broad PBM regulations geared toward group health have negatively impacted workers' compensation



### EDI Council Meeting | April 10, 2024

The EDI Council convened for a dynamic session, delving into crucial matters shaping electronic data interchange. Attendees left this meeting with:

- Updates on proposed enhancements to claim processing, XML changes, and discussions on prior authorization requirements
- Information on notable progress made to successful webinars and upcoming training sessions
- Comprehensive insights into membership trends and financial standing
- An update on proposed improvements to the EDI Standards from discussions earlier in the week on event reporting, data elements, and the transition toward a more adaptable model
- Insights from discussions on addressing standards deviation, emphasizing the importance of aligning industry practices and fostering peer-to-peer collaboration
- A new Chair, Harte Pricer, and Vice Chair, Stephanie Sweeney, of the EDI Council



# Additional Programming Takeaways

## IAIABC EDI Claims Modernization Sessions Takeaways | Tuesday, April 9, 2024

During the two EDI Claims Modernization sessions, attendees engaged in dynamic discussions surrounding the implementation timeline, technical capabilities, and practical considerations of the proposed updates including:

- The potential of the EDI 3.1 Standard's ability to balance technological advancements with practical constraints
- The definition and feasibility of real-time communication within the context of claims processing
- Significant shifts in financial reporting, notably the introduction of line-by-line reporting
- Jurisdictional autonomy and the ability to tailor reporting formats to specific needs
- Mechanisms to ensure data accuracy while accommodating jurisdictional requirements and reporting thresholds
- The reconfiguration of disability reporting structures within the compensability framework
- Operational implications of proposed changes
- Opportunities to streamline processes and enhance collaboration among stakeholders including optimizing trading partner agreements



## IAIABC Heads of Delegation Forum Takeaways | Wednesday, April 10, 2024

Leaders from 30 jurisdictions shared insights on important workers' compensation issues of the day with a packed room of attendees. Topics discussed included:

- Attracting and retaining providers through robust educational programs, simplification of administrative processes, enhanced reimbursement, and expansion of physician assistant authority
- Unexpected consequences of decisions, such as firefighter presumptions draining municipal coffers, ambiguous rule language, closing loopholes, and compliance notifications
- Presumption activity related to PTSD and cancers, and how jurisdictions are getting data on presumption impacts
- Utilization of technology and data to better understand impact of policies and support decision-making





### Regulators' Summit | Wednesday, April 10, 2024

The Regulator's Summit provided jurisdictional staff with the opportunity to engage in discussion and ask questions of each other regarding unique challenges their agencies are facing. This session was open to jurisdictional attendance only.

### IAIABC EDI Jurisdictional Forum Takeaways | Wednesday, April 10, 2024

The EDI Jurisdictional Forum provided attendees with updates on:

- EDI Modernization updates and plans from earlier in the week
- EDI Committee meeting topics of discussion from the week
- Jurisdictional use of artificial intelligence or plans to use AI
- Use of the IAIABC EDI Standards in Iowa, Pennsylvania, Utah, Kentucky, Michigan, New York, Texas, South Carolina, Oregon, Minnesota, Kansas, Missouri, Virginia, West Virginia, Florida, Illinois, New Mexico, California, Vermont
- EDI Credentials available to earn for EDI Standards including Proof of Coverage and Medical and Provider to Payer
- The EDI Claims Release 3.1 Training in May

### Creating Connections | Wednesday, April 10, 2024

Attendees got to know each other on a professional and personal level at Creating Connections. In a speed-dating style networking session, Forum attendees created lasting relationships and expanded their workers' compensation networks







## Thank You Sponsors

Thank you, sponsors, for your generosity in supporting The IAIABC Forum. Your contributions are appreciated!



## Contact the IAIABC

International Association of Industrial Accident Boards and Commissions

[www.iaiaabc.org](http://www.iaiaabc.org)

[administration@iaiaabc.org](mailto:administration@iaiaabc.org)

