



*Comprehensive Care for an Injured Worker*

# Ohio Workers' Compensation Medical & Health Symposium

April 8 – 10, 2021  
Virtual, Online Symposium  
Attend from the safety and comfort of your home or office

# You're invited!

## Health care professionals and staff

The [2021 Ohio Workers' Compensation Medical & Health Symposium](#) is a **free**, state-of-the-art educational opportunity just for you! From the safety and comfort of your home or office, you may view online our award-winning presentations from [leading national and state experts](#).

To learn more about the latest updates in workers' compensation, join an anticipated **1,800 health care and legal professionals** during our annual symposium focusing on "Comprehensive Care for an Injured Worker." It is a great networking opportunity, too!

Our 2021 symposium offers **three unique educational opportunities** for you and your staff.

- The two-day **provider clinical education** track (Friday, April 9 – Saturday, April 10).
- **Provider staff forum** (Thursday morning, April 8).
- **Vocational rehabilitation workshop** (Thursday afternoon, April 8).

We have requested [continuing education credits](#) for many health care practitioners and legal professionals.

## Mark your calendar now and plan to attend!

### Online registration is open!

Visit the Medical & Health Symposium registration site [by clicking here](#) or visit [www.bwc.ohio.gov](http://www.bwc.ohio.gov), click on Provider, and then Medical & Health Symposium to register.

## Provider clinical education

### Provider clinical education

The two-day [provider clinical education track](#) features leading [state and national experts in these areas](#):

- Addiction.
- Behavioral health.
- COVID-19.
- Health care self-protection.
- Return to work.
- Workers' compensation law and medical treatment.

This track offers free, continuing education opportunities for health care and legal professionals.

### By attending you will learn more about:

- A personal story of triumph after tragedy.
- Addiction and recovery from former addict's perspectives.
- Aligning priorities of abilities to work and return to work.
- Multidisciplinary treatment programs.
- Neurobiology of substance use disorder.
- Preventing delayed recovery by addressing psychosocial barriers.
- The power of human connection.

## Provider clinical education schedule

Time	Session Title
8 – 9 a.m.	Where Medical Treatment & The Legal System Intersect – Pete Mihaly J.D., MHA
9 – 9:30 a.m. Break (30 minutes)	
9:30 – 11 a.m.	When Life Blows Up: From Tragedy to Triumph – SSG (Ret.) Shilo Harris
11 – 11:30 a.m. Break (30 minutes)	
11:30 a.m. – 12:30 p.m.	Work Ability and Return to Work – Mark H. Hyman, M.D., FACP, FIAIME
12:30 – 1:30 p.m. Lunch (One hour)	
1:30 – 2:30 p.m.	ADAPT: A Primer for Health Care Professionals and Violence – William Kennedy, Psy.D.
2:30 – 3 p.m. Break (30 minutes)	
3 – 4:30 p.m.	Preventing Delayed Recovery by Addressing Psychosocial Barriers – Marcos A. Iglesias, M.D., FACOEM, FAAFP

## Provider clinical education schedule

Time	Session Title
7 – 8 a.m.	The Neurobiology of Substance Use Disorder – Jon Sprague R.Ph., Ph.D.
8 – 8:20 a.m. Break (20 minutes)	
8:20 – 10:20 a.m.	From Dope to Hope: A Man in Recovery – Tim Ryan & Jennifer Gimenez-Ryan
10:20 – 10:45 a.m. Break (25 minutes)	
10:45 – 11:45 a.m.	It Takes a Village: Multidisciplinary Treatment Programs – Virgil Wittmer, Ph.D.
11:45 – 12:15 p.m. Lunch (30 minutes)	
12:15 – 1:15 p.m.	What Now? COVID-19 Clinical Insights and Updates – Michael Choo, M.D., MBA, FACEP, FAAEM, CMRO & Joseph Choo, M.D., FACC
1:15 – 1:30 p.m. Break (15 minutes)	
1:30 – 2:30 p.m.	The Power of Human Connection – Jon Petz, CSP

### Free continuing education

We have requested [contact hours for the provider clinical education track](#) for the continuing education types listed below.

- Athletic trainers.
- Attorneys.
- Chiropractor physicians (DC).
- CME physicians (D.O., DPM, M.D., and PA).
- Counselors (LPCC, LPC).
- Medical assistants (CMA – AAMA).
- Nurses (APRN, LPN, and RN).
- Occupational and physical therapists.
- Pharmacists.
- Professional coders (CPC).
- Psychologists.
- Social workers (LSW, LISW).
- Vocational rehabilitation (CCM, CDMS, and CRC).

## 8 – 9 a.m. **Where Medical Treatment & The Legal System Intersect**

This session will address the legal basis for reimbursement of medical treatment in the Ohio workers' compensation system, with special emphasis on the three-part "Miller criteria" adopted by the Ohio Supreme Court in State, *ex rel. Miller v. Indus. Comm.*, 71 Ohio St.3d 229 (1994) and clarified by subsequent case law. The session will also discuss the legal issues regarding allowance of specific medical conditions in an Ohio workers' compensation claim, including causality, and the relationship to reimbursement of medical treatment. Selected Ohio statutes and administrative code rules are also addressed.

### **After the session, attendees will be able to:**

1. Identify the legal issues regarding allowance of specific medical conditions in an Ohio workers' compensation claim, including causality (causal relationship to the industrial injury).
2. Describe the medical evidence necessary to determine allowance of specific medical conditions and reimbursement of medical treatment.
3. Verbalize the three parts of "Miller criteria."
4. Recognize the legal basis for reimbursement of medical treatment in the Ohio workers' compensation system.



**Pete Mihaly, J.D., MHA**, has practiced workers' compensation law with the Ohio Bureau of Workers' Compensation (BWC) since 1997. He is currently director of Legal Operations, enterprise legal services unit, which is responsible for contracts and administrative rules. This unit also provides legal support to BWC's Medical & Health Services Division. Mihaly holds an Integrated Life Sciences bachelor's degree from Kent State University. He is a double graduate of The Ohio State University with a Juris Doctorate and a master's in Health Administration. He is a member of the Ohio State and Columbus Bar Associations.

9 – 9:30 a.m. **Break** (visit our virtual exhibitors)

## 9:30 – 11 a.m. **When Life Blows Up: From Tragedy to Triumph**

Overcoming tragedy and living a successful life after combat, burn survivor SSG (Ret) Shilo Harris and his wife/caregiver Jamie PK share their story of resilience and success after tragedy. Tragedy can strike, directly and indirectly, at any moment and leave family, friends, and colleagues struggling physically, emotionally, spiritually, and mentally for years. They will share their story of successes and the many tools used to overcome extreme odds. Their goal is to share their outline of success for you to share with others and hopefully help them get back to living their lives.

### **After the session, attendees will be able to:**

1. Articulate if an injured worker is ready to accept a better way of life and overcome his or her tragedy.
2. Describe SMART goals and assist with setting the SMART goals that fit an injured worker's lifestyle.
3. Research, implement, and pursue the results desired by identifying the right tools and experiences for an injured worker.
4. Direct an injured worker to self-discovery of who they are and what they are capable of next in life.

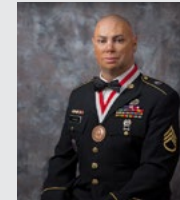


Photo courtesy of Tony Gatlin

**SSG (Ret.) Shilo Harris**, Shortly after Sept. 11, 2001, Shilo Harris enlisted as a cavalry scout in the U.S. Army. His first deployment was to Schweinfurt, Germany, with the 1st Infantry Division. From Germany, Harris headed to war-torn Iraq. On his second deployment, with the 10th Mountain Division, he was assigned and worked near southern Baghdad. On Feb. 19, 2007, Harris' armored vehicle was struck by an improvised explosive device (IED). The explosion injured the driver and ended three fellow soldiers' lives. Harris survived with severe third degree burns on 35% of his body. The severity of the burns meant the loss of Shilo's ears, the tip of his nose and three fingers. The crushing explosion fractured his left collarbone and C-7 vertebrae, damaged his lungs and scarred him with TBI, PTS, NDE, and Survivor Guilt.

In 2010, he chose to medically retire from the Army. Today, Harris is a motivational speaker, sharing his story with corporate groups worldwide on, yet not limited to: how to overcome adversity, balance personal and professional life, motivational leadership, customer service success, raising awareness of physical, emotional, and mental scars of war, and serving as an inspiration to fellow soldiers/veterans and their families.

11 – 11:30 a.m. **Break** (visit our virtual exhibitors)

### 11:30 – 12:30 p.m. **Work Ability and Return to Work**

Dr. Hyman will discuss the mixed messages injured workers are provided regarding what is in their medical best interest. He will explain the benefits of work and the best way to communicate this to an injured worker. He will review the concepts of risk, capacity and tolerance, and return to work. He will provide best practices and tools for a successful return to work. Source material from this lecture comes from the “AMA Guides to the Evaluation of Work Ability and Return to Work.”

#### **After the session, attendees will be able to:**

1. Identify the types and sources of mixed messages sent to injured workers.
2. Articulate the negative health consequences of being placed out of work.
3. Recognize specialty society statements on the return-to-work process.
4. Explain the generalized health benefits of working.
5. Define the concepts of risk, capacity, and tolerance.



**Mark H. Hyman, M.D., FACP, FIAIME.** Dr. Hyman is an internist with more than 30 years of experience as head of Hyman Health, located in Los Angeles. A nationally recognized disability expert, he provides medical-legal evaluations spanning the continuum of internal medicine for a wide variety of legal and insurance organizations. He has evaluated hundreds of workers’ compensation patients nationwide, providing credible and thorough diagnoses, depositions, and documentation. In 2009, WebMD selected Dr. Hyman for its annual “Health Heroes” award. In addition, the city of Los Angeles recognized his involvement with developing police-arrest procedures. As a national expert on disability issues, Dr. Hyman testified before the U.S. Congress and has received acclaim for his contributions to the medical world.

12:30 – 1:30 p.m. **Lunch** (visit our virtual exhibitors)

1:30 – 2:30 p.m. **ADAPT: A Primer for Health Care Professionals and Violence**

Health care professionals are four times more likely to face workplace violence than in private industry. Weekly, twelve percent of emergency room nurses experience violence and up to 75% of the annual 2 million workplace assaults were against health care professionals. Complicating this is a lack of understanding as to the different types of violence, and the proper “tools” for safely and effectively addressing them. Most health care professionals can’t recognize different types of violence and effectively, ethically, and legally avoid, escape, deescalate, or when necessary, physically protect themselves and coworkers. This presentation provides an overview and a primer of specifically designed tools for health care professionals.

#### **After the session, attendees will be able to:**

1. Explain the different types of violence, their characteristics, and functions.
2. Recognize factors that exacerbate and diminish the various types of violence.
3. Describe various general and health care specific factors that prevent or inhibit health care professionals from remaining safe when experiencing potential violence.
4. Identify and familiarize themselves with basic strategies for self-protection based on the type of violence being faced.



**William Kennedy, Psy.D.** Dr. Kennedy is a consultant and clinical/forensic psychologist. He worked as a prison psychologist, conducting risk assessments, sex offender evaluations, pre-parole evaluations, and providing services in a state correctional facility. He evaluated the effectiveness for a multi-state violence prevention program. His consulting work often involves threat assessment, workplace violence, and de-escalation of hostile employees. He is a consultant to the Clinton County Sheriff’s Department and an advisor to local police departments and serves on their hostage negotiation teams.

Dr. Kennedy has taught physical and emotional self-protection skills for over 30 years and provides training and seminars around workplace violence for organizations such as the Occupational Safety and Health Administration. He developed the ADAPT model (Adaption and Development after Persecution and Trauma) of self-protection for health care professionals. He trains health care agencies and members of BWC in the ADAPT model. He also maintains a full-time private practice treating various mental health-related conditions.

2:30 – 3 p.m. **Break** (visit our virtual exhibitors)

### 3 – 4:30 p.m. **Preventing Delayed Recovery by Addressing Psychosocial Barriers**

Similar workplace injuries can lead injured employees down drastically different recovery paths. What are the factors that cause such disparate outcomes, and how can we identify individuals who are at risk for delayed recovery? Using a “flag system” is one way to help us identify injured employees who can benefit from specific, focused interventions to mitigate disability. This process includes the identification of any psychosocial barriers, such as mistrust or perceived injustice, that an individual may have. These are an important, yet often overlooked, factor in lengthening disability after injury or illness.

By considering the whole person, applying critical data analytics and developing innovative solutions, we can prevent or lessen delayed recovery. The results benefit all concerned, especially the injured employee, who just wants life to get back to normal.

#### **After the session, attendees will be able to:**

1. Recognize common risk factors for delayed recovery after a work-related injury or illness.
2. Describe and use the “flag system” to identify injured workers who may benefit from focused interventions to prevent prolonged disability.
3. Describe the tools that may help injured employees address barriers to recovery.



**Marcos A. Iglesias, M.D., FAOEM, FAAFP**, is Chief Medical Officer at Travelers. Dr. Iglesias is a seasoned physician executive and national speaker with 30 years of experience in workers’ compensation and disability treatment, evaluation, and insurance leadership. His professional interests include the prevention and mitigation of delayed recovery and disability. His passion for helping workers live active, productive and fulfilling lives led him to develop innovative, comprehensive disability management solutions. These solutions focus on early identification of risk factors and appropriate early interventions to return workers to pre-injury function. He is a graduate of the Faculty of Medicine, University of Toronto, and the Marshall School of Business, University of Southern California.

**Saturday,  
April 10, 2021**

### 7 – 8 a.m. **The Neurobiology of Substance Use Disorder**

In the United States, nearly 20 million people are addicted to alcohol or other drugs with an associated cost burden of \$740 billion annually. Recent advances in the neurobiology of substance use disorders are linked to chronic brain disease. This program will review the neurobiology, neuropharmacology, and pharmacogenomics of drugs commonly associated with substance use disorders.

#### **After the session, attendees will be able to:**

1. Discuss the differences between euphoria, dysphoria, addiction, and substance use disorder.
2. Recognize the DSM-5 criteria for substance use disorders.
3. Identify based on pharmacological mechanisms how individual classes of drugs regulate dopamine release in the nucleus accumbens.
4. Discuss the cellular mechanisms that result in addiction-induced brain disease.



**Jon E. Sprague, R.Ph., Ph.D.** Dr. Sprague is the director of science and research for the Ohio Attorney General's Office and the Ohio Bureau of Criminal Investigation Eminent Scholar at Bowling Green State University (BGSU). Prior to joining BGSU, Dr. Sprague was the university director of academic research and head of pharmaceutical sciences for the College of Pharmacy at Ferris State University. He has also served as dean and professor of pharmacology at the College of Pharmacy at Ohio Northern University and chair of pharmacology at the Virginia College of Osteopathic Medicine, Virginia Tech University. Dr. Sprague received his Ph.D. in Pharmacology and Toxicology from Purdue University. He was also on the faculty in the College of Pharmacy at Purdue. His research and teaching interests include the neurobiology of addiction and the pharmacology and toxicology of drugs of abuse. Dr. Sprague has over 100 peer-reviewed publications in these topic areas. He assisted in writing the synthetic drug laws for the State of Ohio.

8 – 8:20 a.m. **Break** (visit our virtual exhibitors)

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8:20 – 10:20 a.m. **From Dope to Hope: A Man in Recovery**

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Tim Ryan works tirelessly to expose the truth about addiction from a former addict's perspective and aids individuals, families, and communities impacted by America's opioid abuse epidemic. Ryan will offer solutions that are non-opiate based for people struggling with substance use disorder and provide other methods and resources to get people on the road to recovery. This spellbinding presentation chronicles Ryan's journey through addiction and offers practical tools for prevention and recovery.

As one of the nation's leading advocates on addiction recovery, Jennifer Gimenez-Ryan will share her personal and professional life story of addiction and recovery. Ultimately, Gimenez-Ryan found the courage to reclaim her life and take control of her career. Her journey back to sobriety and her story of redemption are now part of her message to others.

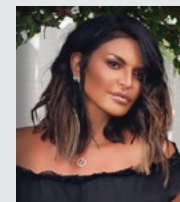
Ryan and Gimenez-Ryan are determined to keep spreading their message of hope and recovery as well as fighting to break the stigma surrounding the horrible epidemic of addiction.

**After the session, attendees will be able to:**

1. Incorporate practical tools for prevention and recovery.
2. Identify more depth on the problems and solutions inherent in today's severe drug crisis.
3. Assist injured workers to build a support network, stick to a daily plan, and give back.
4. Assist an injured worker to transform their life from dope to hope.
5. Verbalize two personal stories of addiction and recovery.



**Tim Ryan**, a recovering heroin addict, A&E's "Dope Man," and a national thought leader on the opioid epidemic/addiction/mental health/suicide. A tireless advocate for long-term recovery, Tim is no stranger to addiction. Despite a successful business career, he found himself in the grips of heroin and ultimately was sentenced to seven years in prison for drug-related convictions. Tim got clean and sober behind bars. Six months after his release, tragedy struck. His son Nick – for whom Tim had paved the way to use deadly drugs – died tragically from an overdose. Reaching beyond the devastation and heartbreak, Tim used Nick's death as the inspiration to spread hope, believing that if even one addict or family could be spared the horrors of addiction, he would make a difference. As a result, he founded A Man in Recovery Foundation, a nonprofit that helps anyone find treatment and recovery. Tim's message is inspiring, because he has walked the journey of addiction and recovery. He spreads hope and tools to those who need them most.



**Jennifer Gimenez-Ryan** is one of the nation's leading activists in addiction recovery and has become a regular fixture on numerous television networks and across multiple social media platforms. After landing roles on The Young and The Restless and Bold and The Beautiful, Jennifer scored her first major film role in Ted Demme's Blow, starring alongside Johnny Depp. She followed that with blockbusters Vanilla Sky, Corky Romano, Charlie's Angels and appearances in the Oscar nominated documentary, Let's Get Lost. Surrounded by a fast-paced Hollywood lifestyle and unprepared for the trappings of fame, Gimenez-Ryan eventually found herself at the mercy of her own drug and alcohol demons. Both her personal and professional life spiraled out of control and her Hollywood dream had become a dark and lonely place.

10:20 – 10:45 a.m. **Break** (visit our virtual exhibitors)

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10:45 – 11:45 a.m. **It Takes a Village: Multidisciplinary Treatment Programs**

Chronic disease states (e.g., chronic pain, type 2 diabetes, addiction, obesity, and mental health disorders) are the most costly and complex types of medical problems treated within our health care system. The biopsychosocial model has been consistently referenced and recommended for treatment of these types of medical problems for decades; however, the traditional medical model has failed to adequately implement this care model into clinical practice. In addition, it has become apparent that early interdisciplinary assessment and treatment of these potential chronic disease states is essential to reduce suffering and health care costs. This session will identify barriers to implementation of interdisciplinary assessment and treatment, suggest strategies to break down these barriers, and propose alternative health care strategies that integrate the biopsychosocial model into everyday clinical practice. Examples of this will be provided relative to chronic pain and opioid dependency/abuse (related to chronic pain disorders).

**After the session, attendees will be able to:**

1. Identify the primary components of the biopsychosocial model of health care.
2. Identify the primary barriers to implementation of the biopsychosocial model through interdisciplinary assessment/treatment into everyday clinical practice.
3. Explain why the traditional medical model has been ineffective in the treatment of chronic disease states.
4. List several alternative strategies to integrate interdisciplinary assessment and treatment into everyday practice to reduce the probability of chronic disease state dysfunction.



**Virgil T. Wittmer, Ph.D.** Dr. Wittmer has a Ph.D. in clinical psychology from Washington State University, with internship training at The Ohio State University Wexner Medical Center (OSUMC). His primary specialty was in health psychology and behavioral medicine with a focus on patients with primary medical disorders such as chronic pain. Dr. Wittmer is a licensed psychologist in Florida. He began his training and experience with chronic pain patients in 1982 at OSUMC. He worked for Brooks Rehabilitation in Jacksonville, Florida, for 33 years as the executive director of Brooks Behavioral Medicine. This included the pain rehabilitation program (inpatient and outpatient), brain injury day treatment program, and rehabilitation psychology. His clinical focus has been on the prevention and treatment of chronic disease states, with primary emphasis on chronic pain and opioid dependency/addiction related to chronic pain. He retired from Brooks Rehabilitation in March 2020, and now resides in Columbus, Ohio, where his wife is an associate professor at OSUMC.

11:45 a.m. – 12:15 p.m. **Lunch** (visit our virtual exhibitors)

12:15 – 1:15 p.m. **What Now? COVID-19 Clinical Insights and Updates**

This session will address our current understanding of SARS-coronavirus 2 and the COVID-19 pandemic. Drs. Michael and Joseph Choo will also cover the epidemiology, symptoms, and current treatment approaches for the virus, as well as post-survival health challenges associated with COVID-19 infections. In addition, they will discuss COVID-19's impact on workers' compensation and vaccine-related updates.

**After the session, attendees will be able to:**

1. Articulate current knowledge regarding the epidemiology, treatments, and prevention approaches associated with the COVID-19 virus.
2. Describe the symptoms and organ system derangements resulting from a COVID-19 infection.
3. Recognize the technology, efficacy, and known side effects with the available COVID-19 vaccines.



**Michael Choo, M.D., MBA, FACEP, FAAEM, CMRO.** Dr. Michael Choo is Chief Medical Officer at Paradigm. He maintains the company's relationship with its network of consulting physicians and centers of excellence and is responsible for enhancing clinical operations and leading outcomes research and development. He teaches residents in emergency medicine, internal medicine, and family medicine at Wright State Boonshoft School of Medicine. In addition, he serves as a senior oral board examiner for the American Board of Emergency Medicine. Dr. Choo has more than 30 years of experience as a clinician, academician, and health care executive. He received his Bachelor of Arts and his Doctor of Medicine from Boston University's accelerated six-year honors program in medicine, as well as a Master of Business Administration from the University of Tennessee Haslam Graduate School of Business. Dr. Choo is a fellow of the American College of Emergency Physicians, and a fellow and board member of the American Academy of Emergency Medicine.



**Joseph Choo, M.D., FACC.** Dr. Joseph Choo is a Paradigm Medical Specialist Consultant who serves as Medical Director of Structural Heart and Valve Center at Christ Hospital in Cincinnati. Dr. Choo received his undergraduate degree from Harvard University and his Doctor of Medicine from Yale University School of Medicine. He completed his residency and internship programs at Brigham and Women's Hospital, and three fellowships at Boston's Massachusetts General Hospital. As an interventional cardiologist, Dr. Choo focuses on repairing blocked arteries and structural heart problems. He is board certified by the American Board of Internal Medicine in both Cardiovascular Disease and Interventional Cardiology.



1:15 – 1:30 p.m. **Break** (visit our virtual exhibitors)

1:30 – 2:30 p.m. **The Power of Human Connection**

Jon Petz will deliver an empowering message on the importance of human connections — focusing on patient care. There has never been a more important time to step up and lead a charge for human connection than now. Connecting with patients requires passion and purpose, compassion and creativity, equity and empathy. In a world of constant change, disruption, and distraction, people want to feel seen, heard, and appreciated whether they are in-person or remote. Patients are not “JUST” injured workers, they are so much more.

While this charge can feel like a tall order in times of stress and exhaustion, during this session you will learn there are simple moments that become significant to those we serve. These powerful moments of human engagement are what connect us as medical professionals, leaders, team members, service professionals, and human beings.

**After the session, attendees will be able to:**

1. Differentiate between meeting an expectation and creating a unique moment that fosters a deeper human connection.
2. Create meaningful, human connections with patients by identifying moments they deem as significant.
3. Develop a leadership mindset where you are not “JUST” anything, and each interaction is a point of impact.
4. Develop awareness and recognize positive relationships are not something we conquer; they are a series of simple moments that matter to those we serve.



**Jon Petz, CSP.** Jon is a two-time, best-sellers list author, and a motivational keynote speaker on performance and the power of human connections. He has spoken to more than a half million people during presentations including Walmart, Honda, Deloitte, and AT&T. In 2008, American City Business Journals named him a Top Business Professional Under 40 Years of Age. He brings passion, purpose, and energy to events of all types as well as those he professionally coaches. When Jon is not wowing audiences and empowering others, he spends time with family. Jon and his wife, Stacey, are the creators of the Miracles & Magic Foundation. Their goal is to provide children who are living with a life-threatening illness — and their families — a day away from the realities of hospitals and chemotherapy treatments, and instead are provided a chance to feel like a kid again.

# Provider staff forum

If you are a provider office staff member and want to better understand key workers’ compensation policies and procedures, [our provider staff forum track](#) offers continuing education designed specifically for you! Our staff forum will be Thursday, April 8.

## Who should attend?

We recommend office staff and administrators who manage the day-to-day operations of workers’ compensation processes and workflows within a health care system or provider’s office attend.

By attending you will learn more about:

- BWC resources that help you navigate our system.
- Case studies for collaboration.
- Concept, purpose, use, and correct completion of BWC paperwork and forms.
- Best practices for proper billing and reimbursement processes.

## Free continuing education

We have requested contact hours for the [continuing education types](#) listed below:

- Attorney (CLE).
- Certified case manager (CCM).
- Certified disability management specialist (CDMS).
- Certified medical assistant (CMA – AAMA).
- Certified professional coder (CPC).
- Certified rehabilitation counselor (CRC).
- Nurses (APRN, LPN, and RN).

## Provider staff forum schedule

Time	Session Title
8 – 8:30 a.m.	Getting Started: What's in Your Toolbox?
8:30 – 8:40 a.m. Break (10 minutes)	
8:40 – 9:40 a.m.	Tips for Guiding an Injured Worker's Treatment: How to Use the Toolbox
9:40 – 10 a.m. Break (20 minutes)	
10 – 11 a.m.	Case Management Collaboration: Successful Utilization of the Toolbox
11 – 11:45 a.m. Lunch (45 minutes)	
11:45 – 1:15 p.m.	Getting Paid: Best Practices for Timely Billing and Reimbursement

### 8 – 8:30 a.m. **Getting Started: What's in Your Toolbox?**

BWC's Provider Relations Manager Tammie Mihaly, MSM-HCA, RN, CCM, will provide an overview of our resources that will prepare providers to initiate care for a work-related injury. She will review basic tools and resources for reporting an injury and initiating care during the acute phase of an injured worker's treatment plan. Being proficient in these areas promotes effective service delivery.

#### **After this session, attendees will be able to:**

1. Verbalize an overview of the BWC resources available.
2. Identify tools and resources available for providers.
3. Describe basic expectations of early claims management.

### 8:30 – 8:40 a.m. **Quick Break**

### 8:40 – 9:40 a.m. **Tips for Guiding an Injured Worker's Treatment: How to Use the Toolbox**

BWC team members — Tammie Mihaly, Technical Medical Specialist Janet Wilks, and Regional Director of Provider Engagement Bliss Dickerson, RN, BSN, COHN/CM, will review the ongoing care expectations for a workers' compensation patient after BWC allows the claim and the road to recovery ensues. The panel will also review the concept, purpose, use, and correct completion of the Physician's Report of Work Ability (MEDCO-14) and how a physician can recommend an additional condition, the second use for the Request for Medical Service Reimbursement or Recommendation for Additional Conditions for Industrial Injury or Occupational Disease (C-9) form. Our team will also review how a provider's information and documentation is used to manage the injured worker throughout their recovery. They will educate attendees on the treatment request and authorization processes, and what treatment services are covered under presumptive authorization.

#### **After this session, attendees will be able to:**

1. Describe the concept, purpose, use, and correct completion of the MEDCO-14 and C-9.
2. Identify when and how to recommend an additional condition for an injured worker.
3. Describe what medical documentation BWC and the managed care organization (MCO) need for the additional condition recommendation.

9:40 – 10 a.m. **Break** (visit our virtual exhibitors)

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10 – 11 a.m. **Case Management Collaboration: Successful Utilization of the Toolbox**

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During this session, our team members will review claim case examples and discuss them by applying the tools and concepts discussed during the morning sessions. Participants will be able to take the concepts learned and apply them to claim scenarios including but not limited to reporting an injury, treatment requests, additional condition recommendations, office note documentation, and MEDCO-14 completion. The team will also review current medical initiatives relative to the case studies.

**After the session, attendees will be able to:**

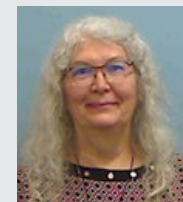
1. Describe selected clinical and medical-management initiatives and potential impacts for successful outcomes.
2. Describe how injured workers, employers, physicians, MCOs, and BWC work together to manage a work-related injury.
3. Identify and use resources and concepts to impact successful claim outcomes.



**Tammie Mihaly, MSM-HCA, RN, CCM**, is a registered nurse by profession with a master's degree in management, focused on health care administration. Her background includes health care management experience involving practice in the health care service delivery system. She has worked at the Ohio Bureau of Workers' Compensation (BWC) since 1994, in the areas of utilization management, provider certification, and rule/policy development. She currently serves as the provider relations manager, a role she has held since 2006.



**Bliss Dickerson, RN, BSN, COHN/CM**, is a certified occupational health nurse and case manager. She has worked in the occupational health field for 35 years in various roles. Her experience includes emergency room, urgent care, case management, on-site occupational care, operations of on-site care, and quality. She has been employed by BWC for five years as a regional director of provider engagement supporting BWC-certified providers and their office staff, MCOs, and BWC staff. She coordinates the Enhanced Care Program, which is a pilot study currently being conducted on knee injuries for state funded claims.



**Janet Wilks** has worked for BWC for over 28 years in a variety of positions, and most recently in the claims policy and support area for 23 years. Weekly, Janet responds to internal and external inquiries on a variety of topics including the application of and correct use of the Physician's Report of Work Ability (MEDCO-14) and Request for Medical Services Reimbursement or Recommendation of Additional Allowance (C-9). She also consults with BWC claims teams regarding the understanding and application of the Ohio Revised Code, Ohio Administrative Code, and BWC policy. Janet has spoken to a variety of physician groups about how BWC uses the medical information obtained from the MEDCO-14 and C-9 in processing and managing work-related injury claims.

11 – 11:45 a.m. **Lunch** (visit our virtual exhibitors)

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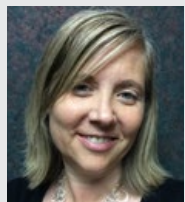
11:45 a.m. – 1:15 p.m. **Getting Paid: Best Practices for Timely Billing and Reimbursement**

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Participants attending this session will learn the best billing practices by reviewing key information providers need to know to submit bills to managed care organizations (MCOs) and to receive payment for the services they provide. In addition, BWC's Director of Reimbursement and Coding Policy Yvette Christopher, MHA, CMPE, and Chief Medical Services and Compliance Officer Freddie Johnson, J.D., MPA, will review the tools (e.g., fee schedules, clinical edits, etc.) used by BWC and MCOs during the reimbursement process. Attendees will learn some of the most common billing mistakes. During this session, attendees will also develop an understanding of the linkage between the treatment approval, the bill review process and reimbursement and will learn how to avoid common billing mistakes.

**After the session, attendees will be able to:**

1. Identify the various tools and materials used by BWC and MCOs in the reimbursement process.
2. Identify selected common billing mistakes that lead to a denial.
3. Recognize the important data elements captured during the treatment approval process and the impact on reimbursement.



**Yvette Christopher, MHA, CMPE**, has been in the medical field for 30 years, starting her career at BWC in 1991. Yvette spent seven years at BWC and was part of the team that designed the Health Partnership Program and developed medical policy. She then shifted her focus to the private sector and held leadership positions in medical practice operations for 18 years. While serving as a practice administrator/chief operating officer for a large cardiology practice and executive director of a 45-provider multi-specialty practice, Yvette's experience included restructuring practices, implementing electronic medical records, and providing practice operational and revenue cycle management. She returned to BWC in 2016 to lead the Reimbursement and Coding policy team, which is responsible for development and implementation of the BWC fee schedules and associated reimbursement policy.

Yvette has a master's in health administration and bachelor's degree in psychology from The Ohio State University. Yvette also holds board certification from the American College of Medical Practice Executives and the Medical Group Management Association as a Certified Medical Practice Executive.



**Freddie Johnson, J.D., M.P.A.**, is chief of medical services and compliance at BWC. In this role, he is accountable for managing various business areas and strategies necessary to support the administration of Ohio's Health Partnership Program. He directly negotiates and manages 10 managed care organization contracts, as well as maintains and updates the workers' compensation benefit and fee reimbursement plans. Freddie has more than 30 years' experience in health care insurance and service delivery in occupational and non-occupational settings. He has been with BWC since June 2008. Prior to BWC, he worked as the CFO for Parman Group, a former vocational rehabilitation service company, held various leadership roles with Nationwide BetterHealth, had a nine-year professional career with the Ohio Department of Health and was a manager within the office of health planning & development with Nationwide Insurance.

Freddie received his J.D. from Capital University Law & Graduate Center and his master's degree in public administration from The Ohio State University. He is a licensed member of the Ohio Bar, The United States District Court, Southern District, and The United States District Court of Appeals, 6th Circuit.

# Vocational Rehabilitation Workshop

We are featuring a [vocational rehabilitation workshop](#) Thursday afternoon, April 8, designed specifically for providers rendering and managing vocational rehabilitation services.

## **Who should attend?**

All providers that render or manage vocational rehabilitation services. While the workshop is geared towards vocational rehabilitation providers, the workshop is open to everyone interested in the session topics.

## **Free continuing education**

We have requested [contact hours for the continuing education types](#) listed below.

- Athletic trainer (AT).
- Certified case manager (CCM).
- Certified disability management specialist (CDMS).
- Certified professional coders (CPC).
- Certified rehabilitation counselor (CRC).
- Medical assistants (CMA – AAMA).
- Nurses (APRN, LPN, and RN).
- Occupational and physical therapists (OT and PT).

## Vocational Rehabilitation Workshop

Time	Session Title
1:30 – 3 p.m.	Ethical Decision Making – Linda Hedenblad, MSE, CRC, MINT
3 – 3:30 p.m. Break (30 minutes)	
3:30 – 5 p.m.	Resilience, Throwing a Pie in the Face of Adversity – Linda Hedenblad, MSE, CRC, MINT

### 1:30 – 3 p.m. Ethical Decision Making

Acting ethically means so much more than not stealing the pens. We make decisions each day that reflect on our moral and ethical character. The problem is we rarely take time to reflect on these decisions. Instead, most of us go through life acting and reacting within flexible ethical limits that are unconsciously impacted by our own self-interest. Ethical thinking needs to be cultivated. Each day we are faced with ethical decision making, often reacting in favor of our own self-interest. To become more ethical, we need to look closely at our own behavior and make a conscious effort to improve.

#### After the session, attendees will be able to:

1. Demonstrate an understanding of common thinking traps.
2. Identify individual awareness of problem solving and ethical thinking styles.
3. Articulate ethical awareness.

3 – 3:30 p.m. **Break** (visit virtual exhibitors)

### 3:30 – 5 p.m. Resilience, Throwing a Pie in the Face of Adversity

We cannot control adversity, but we can control our reactions to adversity. A robust sense of resilience is a powerful attribute in any professional field. Surprises are the new normal. A great example of this is the impact of COVID 19. Adversity will bog down those who don't cultivate a strong pattern of resilience. By blending research on resilience and the impact of long-term stress, participants will be given the opportunity to immerse themselves in a unique approach for finding their "inner superhero."

#### After the session, attendees will be able to:

1. Explore the impact of long-term stress on our cognition.
2. Discover our personal reactions to stressful situations and practice improving our resilience.
3. Identify the impact of cultivating positive experiences to build resilience.



**Linda Hedenblad, MSE, CRC, MINT**, has spent her adult life working directly and indirectly in serving people with disabilities. Her job titles have included: therapist, homeless outreach specialist, mental health case manager, vocational rehabilitation counselor, senior researcher, program manager, and business owner. As an educator, Hedenblad has gained a national reputation for presenting topical issues while infusing humor and vitality into her training style. In addition to her role as an educator, she is the owner of the VR Development Group that offers online courses for busy rehabilitation professionals. As a lifelong advocate of accessible learning, she is also co-owner of YesLMS, the most accessible learning platform on the market today.

## Attendee registration

- Registration is open.
- Visit <https://cvent.me/ebQqZo> to register.
- Medical & Health Symposium tracks and dates.
  - Provider clinical education (April 9 – 10).
  - Provider staff forum (morning, April 8).
  - Vocational rehabilitation workshop (afternoon, April 8).
- Unique email address required for each registrant.
- Employer name and address are needed to register.
- Professional license numbers required for the following specialties:
  - American Academy of Medical Assistant (CMA) license number.
  - American Academy of Professional Coder (CPC) identification number.
  - Attorney registration number (CLE).
  - National Association of Boards of Pharmacy (NABP) license number.
  - National Provider Identifier (NPI) and specialty.
  - State Board of Psychology license number.
  - State Board of Pharmacy license number.
  - Be prepared to select each session you wish to attend.

## Helpful hints

- You will receive an email with a confirmation number after registering. Your confirmation number is needed to modify your registration.
- A week before the event, you will receive a day of event email. This email will contain important information you need to access the virtual symposium.
- To join the virtual symposium and session environment, you will need:
  - The links contained in the email mentioned above.
  - The email address you used during the registration process.
- Session materials will be available to download for most sessions.
- Spread the word – invite your peers, coworkers, family, and friends.
- Let others know you are attending or exhibiting by sharing these images:
  - I'm attending!



- We're exhibiting!



- Connect with us on social media using [#MHS21](#).

## Exhibitor opportunities

BWC's Medical & Health Symposium is a fantastic opportunity to have quality, virtual interaction with health care exhibitors. You can livestream and chat with our exhibitors from your home or office.

In addition, if you want your message to reach health care providers who treat or manage patients with work-related injuries, then plan to exhibit at our symposium. You will be set for success with minimal cost!

For more, see our [exhibitor application](#). You may also contact Kayla Michel at 614-629-8294 or email [medsymposium@bwc.state.us](mailto:medsymposium@bwc.state.us) for additional exhibitor information.

## Register now!

Our multidisciplinary conference offers three educational opportunities for you! Based on your schedule, you may attend the entire symposium or any session(s) you choose. It's your choice.

If you have questions, call BWC's provider contact center at 1-800-644-6282, options 0-3-0, or email [medsymposium@bwc.state.oh.us](mailto:medsymposium@bwc.state.oh.us). For more information, go to [www.bwc.ohio.gov](http://www.bwc.ohio.gov), click on Provider and then Medical & Health Symposium.

***We look forward to you joining us for our 2021 virtual Medical & Health Symposium!***



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