



2025 Roger L. Williams National Regulators College

Presented By:

The Southern Association of Workers' Compensation Administrators

The Self-Insurance Guaranty Funds of America

Sponsored By: WCI

College Dean(s): [Honorable Wes Marshall, Virginia WC Commission](#)
[Honorable Frank McKay, Georgia State Board of WC](#)

Monday August 18, 2025

Hall of Cities – New York & New Orleans

Breakfast & Registration: 7:45am – 8:30am

Sponsored By: Optum

Session 1: 8:30am Welcome to the Roger L Williams National Regulators College

Life of a Claim - A series of 3 sessions that provides practical information on the life of a claim as it moves through various stages specifically focusing on Medical Only Claims, Lost Time Claims, and Litigated Claims and examines differences in these claims across jurisdictions.

Session 2: 8:35am – 9:30am New York & New Orleans

“Life of a Claim – Part 1 of 3 “Medical Only Claims”

Series Moderator: Desiree Tolbert-Render

Sedgwick, AVP National Claims Technical Compliance-WC

Panelists: Tom Glasson, AIG; Susan Schultz, NCCI; Kevin Tribout, Optum
JoAnne Swanson, Sedgwick Sr. Complex Claims Advisor

Part 1 provides a foundational understanding of the lifecycle of medical-only workers' compensation claims—cases where the injured worker receives medical treatment but does not miss time from work. Hear industry experts discuss:

- Characteristics of medical-only claims and how they fit into the broader workers' compensation system
- Medical care coordination
- Reporting requirements
- Monitoring and automation opportunities
- Role of regulatory oversight in ensuring timely and appropriate care.

Monday Morning Refreshment Break

9:30am – 9:45am

Sponsored By: Optum

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Session 3: 9:45am – 10:45am Palms Ballroom

WCI Opening Session – Industry Keynote Address

Moderators: Kimberly George, Mark Walls

We are pleased to incorporate WCI's Industry Keynote into our college curriculum.

Session 4: 11:00am – Noon New York & New Orleans

Life of a Claim – Part 2 of 3 "Lost Time Claims"

**Panelists: Tom Glasson, AIG; Susan Schulte, NCCI; Stephen Peacock, Safety National
JoAnne Swanson, Sedgwick Sr. Complex Claims Advisor**

Part 2 provides foundational knowledge of lost time claims, which involve loss of wages beyond the statutory waiting period due to an employee's inability to work following a workplace injury. Industry experts will discuss:

- Differences in the types of temporary and permanent disability benefit available, including calculations and limits
- Effective medical management to ensure best outcomes
- Importance of return-to-work programs, including vocational rehabilitation from both a regulatory and administrative perspective
- Reporting requirements and use of data to measure performance
- Claim closure strategies

Lunch Provided for All Students & Presenters

Noon – 1:00pm

Sponsored By: Concentra

Session 5: 1:00pm – 2:00pm New York & New Orleans

Life of a Claim – Part 3 of 3 "Litigated Claims"

Co-Moderator: Wade McGuffey, Goodman McGuffey

**Panelists: Tom Glasson, AIG; JoAnne Swanson, Sedgwick Sr. Complex Claims Advisor
Neera Bahl, Georgia Appellate Judge & Director; Doug Gott, KY Chief ALJ**

- Part 3 explores the dispute resolution and litigation processes within the WC Systems Why claims become disputed and actions that can reduce litigation
- Types of disputes commonly seen in workers' compensation cases
- An overview of dispute resolution systems and available case resolution options across jurisdictions
- Role of commissions, boards, and regulatory agencies in ensuring fair and lawful resolution of contested claims.
- How case law created through the dispute resolution process can shape a jurisdictional system

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Annual National Regulators Roundtable

Session 6 **2:30pm – 4:30pm** **Crystal Ballroom G1**

Moderator: Melodie Belcher, Administrative Law Judge – Georgia

Facilitator: Tom Glasson, AIG

The National Regulators Roundtable brings together regulators from throughout the country representing more than half the nation to discuss challenges, concerns and issues facing individual jurisdictions in the oversight of the ever-changing workers' compensation industry. It is a forum where regulators share lessons learned and seek timely answers to their most pressing issues. During the session the audience may text questions & comments to the regulators creating an interactive and dynamic format.

Afternoon Break Provided at Regulators Roundtable

Crystal G1

Sponsored By: Concentra

SAWCA & NAWCJ Reception **5:00pm - 6:00pm** **Grand Ballrooms 1-2**

All students and faculty are invited to the post Regulators Roundtable reception

Tuesday August 19, 2025

Hall of Cities – New York / New Orleans

Breakfast & Registration: **7:45am – 8:45am**

Sponsored By: American Medical Association

Session 7: **8:45am – 9:45am** **Palms Ballroom - Canary**

Live Surgery - Live From the OR! Experience WCI's Live surgery event.

Don't Forget to Explore the WCI Exhibit Hall

Visit The Exhibit Hall, featuring more than 250 companies showcasing the latest innovations, services, and products in the field.

Tuesday Morning Refreshment Break **10:00 – 10:30am**

Sponsored By: American Medical Association

Session 8: **10:30am – 11:00am** **New York & New Orleans**

"Employer Bankruptcy & Regulatory Response"

Moderator: Gary Davis, Executive Director of SIGFA

From a national bankruptcy to a single-state default...regulatory preparation & responsibility.

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Session 9: 11:05am – 11:45am New York & New Orleans **“WC Topics – Lightning Round Q&A”**

Discussion Leaders:

Wes Marshall, Chair of the Virginia WCC

Greg Gilbert, EVP, Chief Reimbursement and Government Relations Officer, Concentra

Rob Lewis, Senior VP of Innovation & Business Development, Verisk

Frank McKay, Appellate Judge and Director, Georgia State Board of WC

“Students” select the topics and drive the discussion assisted by a distinguished panel of regulatory and industry professionals

Lunch Provided for Students & Presenters 11:45am – 1:00pm **Sponsored By: Concentra**

Session 10: 1:00pm – 2:00pm New York & New Orleans **“Issues to Watch in 2025”**

Speakers: Kimberly George, Global Chief Brand Officer, Sedgwick
Mark Walls, Chief Marketing Officer, Safety National

Mark Walls and Kimberly George discuss the workers compensation and related issues which they are monitoring in 2025. They will provide insights into these critical challenges and why regulators need to be focusing on these things.

Session 11: 2:00pm – 2:45pm New York & New Orleans **“Security for the Self-Insured”**

Presenter: Mitch Klauser, Credit Risk Underwriting Manager, Safety National

Identifying the correct amount of security that should be required for individual employers to be approved to self-insure is a critical function of the state regulatory agency. Safety National will share their approach to calculating sufficient security to cover all claims in a bankruptcy.

Tuesday Afternoon Refreshment Break 2:45pm – 3:00pm **Sponsored By: Concentra**

Session 12: 3:00pm – 4:00pm New York & New Orleans **“An Ethical Approach to the Political Challenges & Realities of Agency Leadership”**

Join our panel of agency leaders as they discuss their experiences ... “lessons learned – stories to share” ... while guiding their state’s workers’ compensation system.

Moderated By: Frank McKay (GA) ...with Brian Blackwood (LA) & Scott Wilhoit (KY)

Session 13: 4:00pm – 4:30pm **“Closing Discussion”** Hon. Wes Marshall, Chair, Virginia WC Commission Hon. Frank McKay, Georgia Appellate Judge & Director