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N EVADA

**Workers' Compensation
Educational Conference**

Presented by

NEVADA DEPARTMENT OF
BUSINESS AND INDUSTRY

DIVISION OF INDUSTRIAL RELATIONS

PROGRAM

August 22-23, 2019
Tuscany Suites Hotel
Las Vegas, Nevada



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

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NINTH ANNUAL NEVADA WORKERS' COMPENSATION EDUCATIONAL CONFERENCE
Tuscany Suites Hotel • Las Vegas, Nevada • August 22-23, 2019
AGENDA & PROGRAM

THURSDAY, AUGUST 22, 2019

7:00 am - 8:15 am	Registration	Florentine Foyer
7:00 am - 8:15 am	Continental Breakfast	Florentine C
GENERAL SESSION		
8:15 am - 8:30 am	Opening Remarks / Administrator Announcements Victoria Carreon, Deputy Administrator, Division of Industrial Relations Intro to Kids' Chance Jim Werbeckes, Vice President of Government & Regulatory Affairs, EMPLOYERS	Florentine AB
8:30 am - 9:45 am	Why Do Claims Get Stuck & What to Do about It? Steven Feinberg, MD, President, Feinberg Medical Group	Florentine AB
9:45 am - 10:15 am	BREAK & EXHIBIT VISITATION	Florentine C
BREAKOUT SESSIONS (Choose 1 of 2)		
10:15 am - 11:30 am	Breakout Session I: PTSD Bill for First Responder Angela Leath, MSW, LSW, Crisis Intervention Administrator, Fire and Rescue	Florentine AB
10:15 am - 11:30 am	Breakout Session II: Pain Management Coaching: Integrative and Complementary Strategies for Complicated Pain Becky Curtis, CEO, Take Courage Coaching	Florentine EFG
11:30 am - 12:45 pm	LUNCHEON <i>(provided)</i>	Florentine D
BREAKOUT SESSIONS (Choose 1 of 2)		
12:45 pm - 2:00 pm	Breakout Session I: Subsequent Injury - The Do's and Don'ts Vanessa Skrinjaric, Subsequent Injury Coordinator, Division of Industrial Relations, Workers' Compensation Section Kasey McCourtney, Recovery Specialist, Cannon Cochran Management	Florentine AB
12:45 pm - 2:00 pm	Breakout Session II: Ethical Administration & Litigation of Claims in a Changing Workers' Compensation Environment Shaun Meng, Esq., Partner, Hooks, Meng & Clement PLLC	Florentine EFG
2:00 pm - 2:30 pm	BREAK & EXHIBIT VISITATION	Florentine C
2:30 pm - 3:45 pm	Breakout Session I: Compliance and You - A Success Story Katherine Godwin, R.N., B.S.N., Manager, Medical and Benefit Penalty Units, Division of Industrial Relations, Workers' Compensation Section Jana Hermann, Chief Compliance/Audit Investigator, Division of Industrial Relations, Workers' Compensation Section Debbie Atkinson, Northern District Manager of Insurer/Employer/TPA Oversight, Division of Industrial Relations, Workers' Compensation Section	Florentine AB
2:30 pm - 3:45 pm	Breakout Session II: Industrial Insurance - The Worker's Perspective Evan Beavers, Esq., Office of the Nevada Attorney for Injured Workers	Florentine EFG
3:45 pm - 4:15 pm	BREAK & EXHIBIT VISITATION	Florentine C
4:15 pm - 5:30 pm	Breakout Session I: Workers' Compensation Adjuster Licensing Update Barbara Richardson, Commissioner, Nevada Division of Insurance	Florentine AB
4:15 pm - 5:30 pm	Breakout Session II: OSHA - Nevada Workplace Safety Regulatory Update Tristan Dressler, Program Coordinator, Occupational Safety and Health Administration	Florentine EFG
5:30 pm - 6:30 pm	RECEPTION	Florentine C

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FRIDAY, AUGUST 23, 2019

7:00 am - 8:00 am	Breakfast	Florentine C
BREAKOUT SESSIONS (Choose 1 of 2)		
8:00 am - 9:15 am	Breakout Session I: Return to Productivity (Highly-Effective RTW Practices) Carlos Luna , Vice President, Risico Total Managed Care, Inc. Paola Stauffer , Vice President of Claims Operations and Services, Advantage Workers' Compensation Co.	Florentine AB
8:00 am - 9:15 am	Breakout Session II: Claimant Fraud Gregory M. Smith , Capricorn Consulting, LLC	Florentine EFG
9:15 am - 9:45 am	BREAK & EXHIBIT VISITATION	Florentine C
9:45 am - 11:00 am	Breakout Session I: Social Media: Cultural Catastrophe or Evidentiary Goldmine? A Prosecutor's Perspective Rahul Gupta, Esq. , Senior Trial Deputy, Orange County District Attorney's Office	Florentine AB
9:45 am - 11:00 am	Breakout Session II: How State Agency Collaborations Support Public Safety Paul Rozario , Director of Investigations, Nevada Contractors Board	Florentine EFG
11:00 am - 11:15 am	BREAK & EXHIBIT VISITATION	Florentine C
GENERAL SESSION		
11:15 am - 12:30 pm	Workers' Compensation Section - Legislative Update Donald C. Smith, Esq. , Senior Division Counsel, Division of Industrial Relations	Florentine AB
12:30 pm - 12:35 pm	Closing Remarks Chuck Verre , Chief Administrative Officer, Division of Industrial Relations, Workers' Compensation Section	Florentine AB

2019 CONFERENCE BIOGRAPHIES

Chuck Verre - Chief Administrative Officer, Division of Industrial Relations, Workers' Compensation Section (WCS)

Chuck Verre has served as the Chief Administrative Officer of the Nevada Workers' Compensation Section since his appointment in October 1999. His career in Nevada workers' compensation covers 40 years, beginning in 1973 in Carson City as a claims adjuster and later a hearing advocate with the Nevada Industrial Commission. In the late '80s he moved south to Las Vegas and spent 10 years running CDS of Nevada before being named to his current position. Mr. Verre is an avid golfer, voracious reader, and a veteran of the US Army Intelligence Service. He will also share a joke or two or three with anyone who'll listen.

Victoria "Tori" Carreon - Deputy Administrator, Division of Industrial Relations

Tori Carreon has dedicated her career to public service and has worked at government agencies at the state, county, and city level. She has worked for three State Legislatures (Nevada, California, and Wisconsin) and two city governments (City of Las Vegas and City of Los Angeles). She has also worked on education policy at the San Diego County Office of Education and the Guinn Center for Policy Priorities. Most recently, she worked as an Administrative Officer for the City of Las Vegas. She has a BA from Stanford University and a Master's Degree in Public Policy from the University of California-Berkeley. To give back to the community, she volunteers for Public Service NV, a nonprofit that inspires CCSD high school students to do public service projects.

Debbie Atkinson - Chief Investigator Compliance/Audit, Insurer Employer/TPA Oversight, Division of Industrial Relations, Workers' Compensation Section (WCS)

Debbie Atkinson has been employed in the Workers' Compensation Section for 15 years and for the State of Nevada a total of 33 years. Her previous positions for the State include Administrative Assistant in the Immunization Program for Health and Human Services, Provider Relations Supervisor for Employers Insurance Company of Nevada (formally known as State Industrial Insurance System (SIIS)), Medical Payment Section Supervisor, and several years of processing medical bills for SIIS claims.

2019 CONFERENCE BIOGRAPHIES

Evan Beavers - Nevada Attorney For Injured Workers

Evan Beavers was raised in Farmington, New Mexico, in the heart of the San Juan Basin, one of the most prolific oil and gas provinces in North America, covering the four corners area of New Mexico, Utah, Colorado and Arizona. After graduation from high school in 1973, he worked as a roustabout in the oil fields – a laborer earning minimum wage. He attended the University of New Mexico, continuing to work in the oil fields until graduating in 1978, then began a career in oil and gas exploration in Wyoming, North Dakota, Utah, Texas, Louisiana, and Oklahoma. He attended law school at night and graduated from Oklahoma City University in 1986. He moved to Nevada and served as a judicial law clerk in central Nevada and then on staff at the Legislative Counsel Bureau during the 1989 session of the Legislature. He began a solo law practice in Minden in 1989 and continued in private practice until 2009, when appointed by Governor Gibbons to serve as Nevada Attorney for Injured Workers. He has been married 35 years to Vicki Beavers, Executive Assistant to the Nevada Attorney General's Chief of Staff. He is the father of two perfect sons - Wade, associate attorney with Fennemore Craig in Reno, and Blake, attending graduate school at the University of Wisconsin, Madison.

Lleta Brown - Chief investigator, Office of the Labor Commissioner

Lleta Brown has been with the Office of the Labor Commissioner for 30 years. She has extensive knowledge in Nevada Revised Statutes 608 Compensation, Wage, and Hours, as well as Nevada Revised Statutes 338 Public Works. She provides training to employers and labor organizations throughout the State of Nevada, covering Nevada Public Works and Compensation, Wage and Hours.

Becky Curtis - CEO, Take Courage Coaching

In the summer of 2005, a violent, work-related, rollover car accident caused a C4 spinal cord injury, nearly taking Ms. Curtis's life. After the fight to stay alive and months of recovery from physical injuries, she began suffering burning nerve pain. She faced the hopelessness of living the rest of her life in constant pain. She began to research pain. She recognized a piece missing for most people in pain: ongoing support. She developed the program - Take Courage Coaching™ to help people in pain achieve the skills she used. Pain-Management Coaching is an emerging health profession, partnering with clients to achieve their chosen goals. It is practiced from a bio-psycho-social perspective, viewing each person as intrinsically whole and the ultimate expert in their healing journey. She has presented at state and international conferences such as PAINWEEK. Her presentations and coaching program are sought by physician groups, caregivers, and payer groups.

Tristan Dressler - Program Coordinator, Nevada Occupational Safety and Health Administration

Tristan Dressler focuses on coordinating Nevada's state enforcement program with federal OSHA, as well as operational support for Nevada's OSHA compliance officers. In his time with Nevada OSHA, he has developed the nation's leading unmanned aviation systems (UAS) program for use in safety and health compliance inspections. He has assisted with the development of similar programs for federal OSHA and has provided guidance on federal UAS policy to the Department of Labor, the Federal Aviation Administration, and the White House Office of Science and Technology Policy. He holds a Bachelor of Science degree in occupational safety and health and a master's degree in public administration.

Steven Feinberg, MD

Steven Feinberg is a physiatrist and pain medicine specialist practicing in Palo Alto. He is an Adjunct Clinical Professor and teaches at the Stanford University Pain Service. Dr. Feinberg is a past president (1996) of the American Academy of Pain Medicine (AAPM). He is the senior author of the American Chronic Pain Association Resource Guide to Chronic Pain Treatment. He is on the Western Occupational and Environmental Medicine Association (WOEMA) Board of Directors. He serves on the AMA Pain Care Task Force. He is a member of the California DWC Pharmacy & Therapeutics Committee. Dr. Feinberg served as Panel Chair for the ACOEM Chronic Pain Guidelines Panel Chapter 2017 Update. He is on the AMA Guides Newsletter Advisory Board. Dr. Feinberg is an Expert Reviewer for the Medical Board of California.

Katherine Godwin, R.N., B.S.N. - Manager of the Medical Unit, Southern and Northern Nevada, Division of Industrial Relations, Workers' Compensation Section (WCS)

Katherine Godwin has been in her current position for eight years. Ms. Godwin's responsibilities include oversight of medical complaints, medical bill appeals, maintenance of both the Treating Panel of Physicians and Chiropractors and the Rating Panel of Physicians and Chiropractors, PPD Quality Assurance, C-4 Form coverage verification and "other duties as assigned." She enjoys teaching many of the educational classes offered by the WCS. Ms. Godwin's nursing background includes rehabilitation, managed care, case management, utilization review, peer review and neonatal intensive care. She has worked in both the public and private sectors, including in workers' compensation in both Colorado and Nevada. Ms.

2019 CONFERENCE BIOGRAPHIES

Godwin earned her Bachelor of Science in Nursing at the University of Colorado Health Sciences Center in 1985. She is a married mother of two, an avid swimmer and loves the outdoors and horses.

Rahul Gupta - Senior Trial Deputy, Orange County District Attorney's Office

Rahul Gupta specializes in prosecuting cyber-crime in the Major Fraud unit. Mr. Gupta has a background in technology and currently teaches attorneys and law enforcement officers throughout California on digital evidence, social media and crypto currency. Mr. Gupta received his bachelor's degree in history from UCLA and his J.D. from Notre Dame Law School.

Jana Hermann - Chief Investigator Compliance/Audit, Insurer Employer/TPA Oversight, Division of Industrial Relations, Workers' Compensation Section (WCS)

Jana Hermann has been with the Division of Industrial Relations for eight years as the Uninsured Claims Coordinator. Her career in the workers' compensation industry began in 1979 when she was first employed by the Nevada Industrial Commission. She has worked for both insurers and TPAs, therefore, she brings along with her a diverse perspective to the Workers' Compensation Section. She has extensive knowledge of the applicable NRSs and NACs, which is highly valuable to our agency. Outside of work, she enjoys being with her family.

Linda Jones - Enforcement Compliance Unit, Division of Industrial Relations, Workers' Compensation Section (WCS)

Linda Jones has been involved in workers' compensation since 1996. She worked for several years in the private sector in an insurance company that wrote workers' compensation policies nationwide; later, she moved to Nevada and worked for several years in commercial lines insurance agencies. Ms. Jones joined the Medical Unit of the Workers' Compensation Section in the State of Nevada in 2012. Since 2014, she has been working in the Enforcement Compliance Unit in WCS. She finds that her experience working in so many areas of workers' compensation helps her daily in her position as an Investigator in ECU.

Angela Leath - Crisis Intervention Administrator, Las Vegas Fire and Rescue (LVFR)

Angela Leath is currently developing or overseeing the development of several programs for LVFR to include: the Critical Incident Stress Management Program, the Peer Support Program, the Chaplaincy Program, the Family Wellness Program, the Retiree Program, and the Therapy Dog Program. She was responsible for facilitating the Critical Incident response for LVFR following the Route 91 festival shooting. Ms. Leath served as a Behavioral Health Technician in the US Army (2005 - 2013), where she developed numerous behavioral health-training curriculums and was the Noncommissioned Officer in Charge (NCOIC) of Combat and Operational Stress Control Operations in both Iraq and Afghanistan. She also served as the NCOIC of the Warrior Resiliency Center's PTSD program in Ft. Bliss, Texas. Ms. Leath is a National Trainer for Mental Health First Aid (MHFA) Adult, Public Safety, and Fire/EMS modules, an approved instructor for the International Critical Incident Stress Foundation (ICISF) Group Crisis Intervention Course, and an approved instructor for the Living Works Applied Suicide Intervention Skills Training (ASIST) and Suicide Alertness for Everyone (safeTALK) training. She has a Master of Social Work Degree and is a Licensed Social Worker in the State of Nevada.

Carlos Luna - Vice President of Marketing, Risico Total Managed Care

At URAC-accredited Risico Total Managed Care, Carlos Luna is a trusted adviser to stakeholders in healthcare, claims, managed care, insurance, and government agencies in workers' compensation. A recognized thought leader on national workers' compensation issues, his blogs have been published by industry-leading publications such as WorkCompCentral, WorkCompWire, Insurance Business Magazine, Louisiana Comp Blog, and more. He is a key influencer throughout the country having worked on evidence-based medicine guidelines and formulary adoptions in California, Nevada, and New York. He is widely known for having initiated a national dialog regarding the importance of national standards in the development of evidence-based medicine guidelines. He was named a "New Leader in Workers' Compensation" by WorkCompWire in 2017 and was featured as LegalNetInc.com's "Thursday Thought Leader" in 2018. Mr. Luna is passionate about establishing an equitable and balanced workers' compensation system that benefits all of its stakeholders.

Kasey McCourtney - Recovery Specialist, Cannon Cochran Management Services

Kasey McCourtney has been in the insurance industry for 20 years. Her experience comes from starting as a claims assistant, progressing to handling catastrophic/fatality claims, and then claims supervision; to now handling subsequent injury recoveries for multiple self-insured employers. To date, she has recovered almost \$4 million dollars for these self-insured employers.

2019 CONFERENCE BIOGRAPHIES

Shaun R. Meng, Esq. – Partner, Hooks Meng Schaan & Clement

Shaun Meng's practice focuses on the defense of workers' compensation claims, administrative hearings, employer coverage, employment matters, and subrogation litigation. Mr. Meng also performs civil and criminal litigation before Nevada State Courts where industrial accidents and/or industrial insurance coverage is at issue. In law school, he practiced law for a criminal defense firm under Nevada's Student Practice License. He also completed a judicial externship for the Honorable Judge Valorie J. Vega in Nevada's Eighth Judicial District Court. He is a member of Claims and Litigation Management Alliance, Nevada Chapter Board of Directors 2018-Vice President; The Risk Management Society (RIMS); Nevada Contractors Association; Nevada Self-Insurers Association; and State Bar of Nevada – Labor & Employment Law Section. Mr. Meng attended Brigham Young University-Idaho (B.S. 2009); University of Nevada, Las Vegas, William S. Boyd School of Law (J.D. 2011). He is admitted to Nevada Bar (2012); Utah Bar (2013); and Arizona Bar (2013). He served as Law Clerk to the Honorable Valorie J. Vega (2012).

Barbara Richardson – Commissioner, Nevada Division of Insurance

Barbara Richardson is the Commissioner of the Nevada Division of Insurance. Prior to assuming that role, she had been the New Hampshire Insurance Department's Director of Operations and Fraud for 12 years. She oversaw several units of the Department, including the Premium and Retaliatory Tax unit, the Criminal Fraud investigation unit, the Business unit, and the Producer Licensing unit. She is a graduate of Vassar College and has a law degree from the University of New Hampshire School of Law and an MBA from Loyola University in Chicago. She has been an active member on the national level of the NAIC's Producer Licensing Task Force, the Producer Licensing Working group, and the Antifraud Task Force. In addition to these duties, Ms. Richardson was an adjunct professor at the University of New Hampshire School of Law, teaching insurance law.

Paul Rozario - Director of Investigations, Nevada State Contractors Board

Paul Rozario has been Director of Investigations for the Nevada State Contractors Board (NSCB), starting in June 2014. He is responsible for program development and management for criminal and compliance investigative matters and personnel. He also oversees internal investigations and is liaison to all statewide law enforcement agencies. Prior to his employment with the NSCB, Mr. Rozario served 27 years in federal law enforcement, all with the United States Drug Enforcement Administration (DEA). During his tenure with the DEA, Mr. Rozario had assignments in San Francisco, CA; Bangkok, Thailand; Orange County, CA; Arlington, VA; and Los Angeles, CA. From July 2010 – May 2014, Mr. Rozario served as the DEA Assistant Special Agent in Charge in Las Vegas, Nevada, and was responsible for managing all DEA operations within the state.

Vanessa Skrinjaric - Subsequent Injury Coordinator, Division of Industrial Relations, Workers' Compensation Section (WCS)

Vanessa Skrinjaric has 20 years of experience as a legal research assistant in workers' compensation for both DIR and the Nevada Attorney for Injured Workers. Additionally, she was an auditor in WCS for two years, as well as a benefit penalty investigator for 2 years. She graduated from UNLV with a degree in Political Science.

Donald C. Smith, Esq. - Senior Division Counsel, State of Nevada, Department of Business & Industry, Division of Industrial Relations (DIR)

Don Smith is the Senior Division Counsel for the Nevada Division of Industrial Relations, based in the Las Vegas office. He has been a licensed attorney in Nevada for more than 40 years with extensive experience in workers' compensation from the regulator's, insurer's, and claimant's perspectives. Prior to returning to DIR, he worked 17 years as in-house counsel for the State Industrial Insurance System and later Employers Insurance Company. When he left the corporate world, he was General Counsel and corporate secretary for four workers' compensation insurance companies that wrote coverage throughout the United States. His experience also includes representing workers' compensation claimants in private practice and as a deputy with the Nevada Attorney for Injured Workers. Mr. Smith received his B.A. from the University of Southern California in Los Angeles and his J.D. from the University Of San Diego, School Of Law.

Gregory M. Smith - Assistant Director/Chief of Staff, Clark County District Attorney's Office (recently retired)

Prior to his time in the DA's Office, Gregory Smith was employed at the Nevada Office of the Attorney General for twenty-plus years. He served under four attorneys general, including former Governor Brian Sandoval and current U.S. Senator, the Honorable Catherine Cortez Masto. During his tenure at the AG's Office, he rose from the ranks of Criminal Investigator to Chief of Investigations. Most of his law enforcement career in the AG's Office was spent overseeing the staffs of the Workers' Compensation Fraud Units located in Reno, Carson City, and Las Vegas. He completed his tenure in the AG's Office as the Chief of Staff. In addition to his work experience, Mr. Smith possesses a bachelor's and master's degree in Criminal Justice from the University of Nevada Las Vegas.

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Paola Stauffer - Vice President of Claims Operations and Services, Advantage Workers' Insurance Company (Division of WCF Insurance)

Paola Stauffer is a proven leader in claims and medical management who draws from more than 26 years of experience in workers' compensation. The arc of her career spans the full spectrum - from claims adjuster, training manager, coach, Vice President of Claims Administration, and now, Vice President of Claims Operations - overseeing a team of more than 60 frontline and management level professionals. Her dynamic leadership style is complemented by her outside-the-box thinking. She has quickly become a key influencer among payers helping to inform policy and regulatory standards concerning claims management practices. Most recently, she led the development of WCF's award winning pharmacy program, focused on fighting the opioid epidemic through patient-centric strategies. Ms. Stauffer holds a BA in Health Care Administration, AIC, and is a certified paralegal. She serves as a board member for UHIN and as an education planning committee member for the Rocky Mountain Occupational and Environmental Health Clinic.

David Tackitt – IT Professional, Division of Industrial Relations

David Tackitt has been designing, developing and implementing software and hardware solutions for over two decades. He is a MicroSoft Certified Professional and SQL Server Database Administrator. He came to Nevada from the Chicago area, where he served for years as CIO for a multi-national manufacturing company. He also headed his own IT Services Consulting firm, specializing in software solutions using MicroSoft and other technologies for a variety of industries such as manufacturing, real estate, retail services, restaurant management, trade show management, and more. He spent 2015 working in the federal Government with the State Department and is now home working with the State of Nevada in Las Vegas. He is currently an IT Professional with the Division of Industrial Relations. He continues to work on CARDS upgrades and enhancements while creating and implementing software for the rest of DIR.

James L. Werbeckes - Vice President, Government & Regulatory Affairs, EMPLOYERS®

James Werbeckes has been Vice President for Government & Regulatory Affairs at EMPLOYERS® since March of 2004. Prior to joining EMPLOYERS®, Mr. Werbeckes served as Nevada Government Affairs Manager for Farmers Insurance Group, from May 1985 through March of 2004. Mr. Werbeckes has over 30 years of government and lobby experience. He holds a B.S. in Business Administration from the University of Nevada.
