

BACK TO BASICS

Managing Your Workers' Compensation Program:

Tips, Strategies & Real-time Answers

Let's get back to those basics. Put our decades of experience to work for you at this year's interactive claim seminar. We'll cover trending issues and proven ways to bring your injured employees the best care possible while keeping costs under control. Our time-tested strategies are designed to meet today's challenges.



Come with questions: Our eight-person panel will be staffing a mock hotline so you'll go home with all the answers you need. Topics include:

- **Why Modified Duty Matters**
- **How to Bring a Claim to Closure**
- **Think You Know Experience Mod's?**
- **The Massachusetts DIA: Employer Participation & The Three Levels**
- **Hot Topics: Marijuana, Family Leave, Employment Screens & more.**

Email your hotline questions in advance to Susan Linehan at slinehan@aimmutual.com

2019 Claim Seminars – Complimentary Breakfast/ Luncheon Series

MARLBOROUGH, MA Thursday, October 10	TAUNTON, MA Thursday, October 17	BEDFORD, MA Tuesday, October 22	HOLYOKE, MA Thursday, October 24
Courtyard by Marriott 8:00 a.m. – Noon <i>Breakfast</i> Registration 7:30 a.m. 75 Felton Street	Holiday Inn 8:00 a.m. – Noon <i>Breakfast</i> Registration 7:30 a.m. 700 Myles Standish Blvd.	DoubleTree by Hilton Hotel-Bedford Glen 11:00 a.m. – 3:00 p.m. <i>Luncheon</i> Registration 10:30 a.m. 44 Middlesex Turnpike	Delaney House 8:00 a.m. – Noon <i>Breakfast</i> Registration 7:30 a.m. 3 Country Club Road

Register today at www.aimmutual.com Seating is limited. Register early!



Seminar and breakfast/lunch buffet are provided compliments of the A.I.M. Mutual Insurance Companies. Please direct any questions to Susan Linehan at 781.270.8874 or email: seminarinfo@aimmutual.com

Seminar Panel - 25th Annual Claim Seminar

The Honorable Omar Hernández is Senior Judge at the Department of Industrial Accidents (DIA) and was first appointed as an Administrative Judge in 2003. After earning degrees from Cornell University and Suffolk University School of Law, he worked for Attorney Paul Gargano and then moved to Rainer & Rainer in Boston, handling workers' compensation claims. In 1994, he became an attorney in the Workers' Compensation Litigation Unit for the MA Human Resources Division, defending workers' compensation cases filed against state agencies. He was named Deputy General Counsel in 2000.

Laura Parsons, WCLA, FCLA, is Director of Claim for A.I.M. Mutual. She has held positions as Claim Technical Director, Special Projects Coordinator and Claim Supervisor since joining the Companies in 1997. She has specialized in workers' compensation for the past 20 years and is licensed to handle claims in Massachusetts, New Hampshire, Connecticut, Vermont and

Maine. She began her claim career in 1980 with American Mutual where she supervised workers' compensation, special litigation, hazardous waste, and accident & health claims.

Mark Lynch began his claim career in 1984 and he has specialized in workers' compensation insurance since 1989. He has held field positions as well as supervisory positions and is currently the A.I.M. Mutual Claim Manager. Mark is licensed to handle claims in Massachusetts, New Hampshire and Vermont.

Catherine McKeever is a Claim Supervisor for A.I.M. Mutual. She joined A.I.M. Mutual in 2008 and held the position of Senior Claim Specialist until assuming a supervisory role. She has specialized in workers' compensation insurance for the past 27 years and is licensed to handle claims in Massachusetts, New Hampshire,

Seminar Panel (continued)

and Connecticut. She is a graduate of the University of Connecticut and began her career with Cigna Property & Casualty Company in Farmington, Connecticut, in 1991 as a Claim Representative.

Tom Jones is an attorney specializing in labor and employment matters. He has spent more than a decade helping AIM members resolve Human Resources concerns on the hotline and at monthly roundtables. He prepares the AIM reference guides on a variety of employment law issues. Tom previously served as deputy director and general counsel to the Massachusetts Department of Labor, where he oversaw implementation of state labor and employment laws. He also served as AIM's designee to the Workers' Compensation Advisory Council, serving a two-year term as chair. Tom is an MCAD-certified trainer.

Kevin M. Snyder is Senior Manager-Underwriting for A.I.M. Mutual Insurance Companies responsible for underwriting operations in Massachusetts, New Hampshire, Vermont, Connecticut and Maine. He joined A.I.M. Mutual in 2010 as a Regional Underwriting Manager and was named Senior Regional Underwriting Manager in 2016. He assumed his current

position in July, 2017. Previously, he was with Guy Carpenter & Company, LLC, where he was a Treaty Reinsurance Broker for eight years. In his capacity as an intermediary, Kevin was responsible for the design, negotiation, placement, and servicing of reinsurance programs for a number of insurance company clients. While the majority of his background is in workers' compensation, he also has experience with a variety of personal and commercial lines of business. Kevin holds a Bachelor of Science degree in Psychology from Saint Joseph's University.

Dottie Tatoian is a Senior Regional Claim Specialist for A.I.M. Mutual. She has participated in training programs on workers' compensation investigation, claim handling, fraud identification and settlement negotiation. She facilitates a working relationship between policyholders and occupational health providers to ensure a successful return to work for injured workers. She worked for the Massachusetts Trial Court Department before joining A.I.M. Mutual in 1993 and is licensed to handle claims in both Massachusetts and Connecticut.

Additional speakers will include A.I.M. Mutual Insurance Companies' Regional Defense Counsel at each seminar.

