

24th Annual Claim Seminar

for A.I.M. Mutual Policyholders



Crisis Management in Workers' Compensation

How to Manage Catastrophic Claim Events in the Workplace

- Responding to Traumatic Injuries
- The Injured Worker's Experience
- Paving the Way for Return to Work
- Family, Community & Co-workers

*plus strategies and updates for
company claim coordinators*

A.I.M. Mutual
INSURANCE COMPANIES

Complimentary Breakfast
& Luncheon Seminars for 2018

2018 Claim Seminars



Taunton, MA

Tuesday, October 16, 2018

Holiday Inn

8 a.m. - Noon, Breakfast

Registration begins at 7:30 a.m.

700 Myles Standish Boulevard

Wakefield, MA

Thursday, October 18, 2018

Four Points by Sheraton Wakefield Boston

Hotel & Conference Center

11:00 a.m. - 3:00 p.m., Luncheon

Registration begins at 10:30 a.m.

1 Audubon Road

Chicopee, MA

Tuesday, October 23, 2018

Castle of Knights

8 a.m. - Noon, Breakfast

Registration begins at 7:30 a.m.

1599 Memorial Drive

Marlborough, MA

Thursday, October 25, 2018

Marlborough Courtyard by Marriott

8 a.m. - Noon, Breakfast

Registration begins at 7:30 a.m.

75 Felton Street

*Please note seminars begin
promptly at scheduled times.*

Register Today at
www.aimmutual.com

Your Workers' Comp CLAIM 911 Panel

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 and Vermont. 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 has specialized in workers' compensation 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 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, and Connecticut.



CLAIM 911: Crisis Management in Workers' Compensation

Catastrophic claims are the most difficult we see. They may involve grave injuries or fatalities at your workplace, stemming from equipment failure, explosions or workplace violence, to name a few.

At this year's Claim Seminars, we'll discuss how A.I.M. Mutual is prepared to help in these



complex cases. From emergency response to injury management and post-trauma counseling, we combine our expertise with yours to achieve the best possible outcome. Join us for a series of workers' compensation Ted-talks, each targeting critical areas:

- The Aftermath of Trauma
- Navigating the Medical Care System
- Privacy Issues & Working Within the Law
- What is Mediation?
- Why Modified Duty Matters
- Your Underwriting Partnership

Bringing injured workers back to work whenever possible is our common goal. Do you have modified duty positions already in place? If so let us know at slinehan@aimmutual.com. (A prize may await you!) We'll underscore the value of these positions, provide you with a legislative update, and more. **Register at www.aimmutual.com**

Your Workers' Comp CLAIM 911 Panel *(cont'd)*

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.

Alia MacPherson, MSN, FNP-BC is a Nurse Advocate on the clinical staff of Best Doctors Occupational Health Institute (BDOHI) working with injured workers with a special focus on those suffering chronic pain conditions and high dose opiates. Her work includes clinical advocacy, facilitation and helping injured workers identify and utilize effective non-opiate based therapies. Prior to BDOHI she provided primary care to at-risk populations as an Advanced Practice Registered Nurse in the greater New Haven, Connecticut, area. She is an MSN graduate of Yale School of Nursing and holds a BSN from University of Massachusetts Boston where she won the JFK Award for Academic Excellence and the

Dean's Award. She is certified as a 200-hour Yoga Instructor and has a specific interest in non-opiate, evidence-based complementary and integrative medical therapeutics for chronic pain populations.

Michael J. Shor, M.P.H., is the Managing Director of Best Doctors Occupational Health Institute. A former ICU nurse, he co-founded and served as president of Healthcare First. He is a prolific writer and speaker on contemporary medical care cost and quality issues. He currently chairs the Massachusetts Bar Association Workplace Safety Taskforce Sub-committee on Opiate Use in Work-Related Injury. Michael is a graduate of the Boston University School of Public Health, Syracuse University School of Management and the Newton Wellesley Hospital School of Nursing.

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' Underwriters as well as Regional Defense Counsel.

A.I.M. MUTUAL OFFICE LOCATIONS:
Burlington • Holyoke • Hooksett, NH • Marlborough

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