

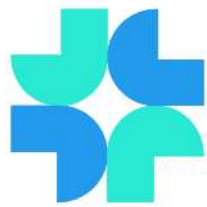
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NEW AND RENEWING OUT OF STATE OR SELF-INSURED ICA AUTHORIZATION

Adjusters who handle claims in an out-of-state office or Adjusters who handle claims for an Authorized Self-Insured Employer must obtain authorization from the Commission.

TO DO

Join ICA Community

Once Enrolled, enroll in the ICA Claims Seminar under Classes

TO KNOW

The Post-Test will be sent on Tuesday, August 26, 2025

A test score of 80% or better is required to obtain your 2-year
authorization

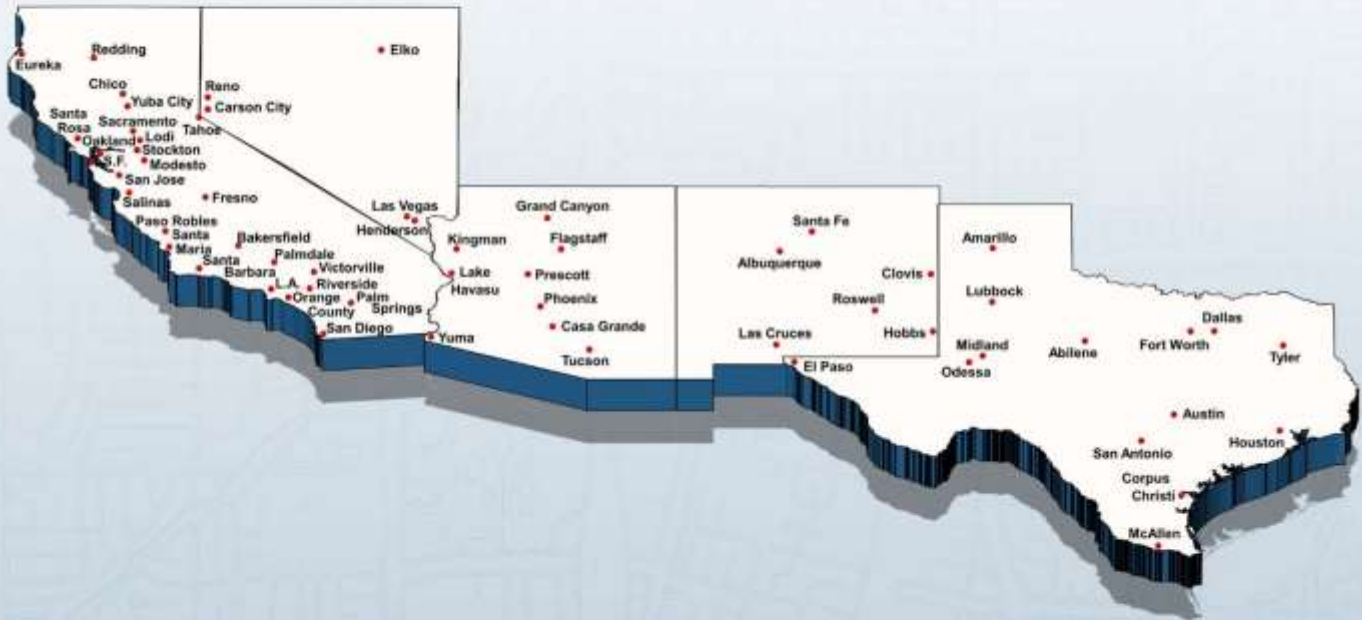
Visit: azica.gov/out-state-adjuster-authorization-program for more
information about the ICA Adjuster Authorization and other
resources.

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HOW TO GET THE MOST OUT OF YOUR SEMINAR

1. JOIN THE WIFI - ICA2025

2. WE ARE PAPERLESS! DOWNLOAD YOUR COPY OF THE CLAIMS MANUAL WITH THIS QRC CODE

3. THURSDAY CLASSES - CHOOSE YOUR OWN ADVENTURE! SEE THE COLOR-CODING GUIDE TO HELP SELECT YOUR COURSES THAT BEST FIT YOUR CAREER NEEDS!

4. MEET PEOPLE! SAY HOWDY, INTRODUCE YOURSELF, GET TO KNOW YOUR AZ COMMUNITY

5. NEED HELP? FIND AN ICA STAFF MEMBER WEARING A BADGE



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2025
CLAIMS
MANUAL



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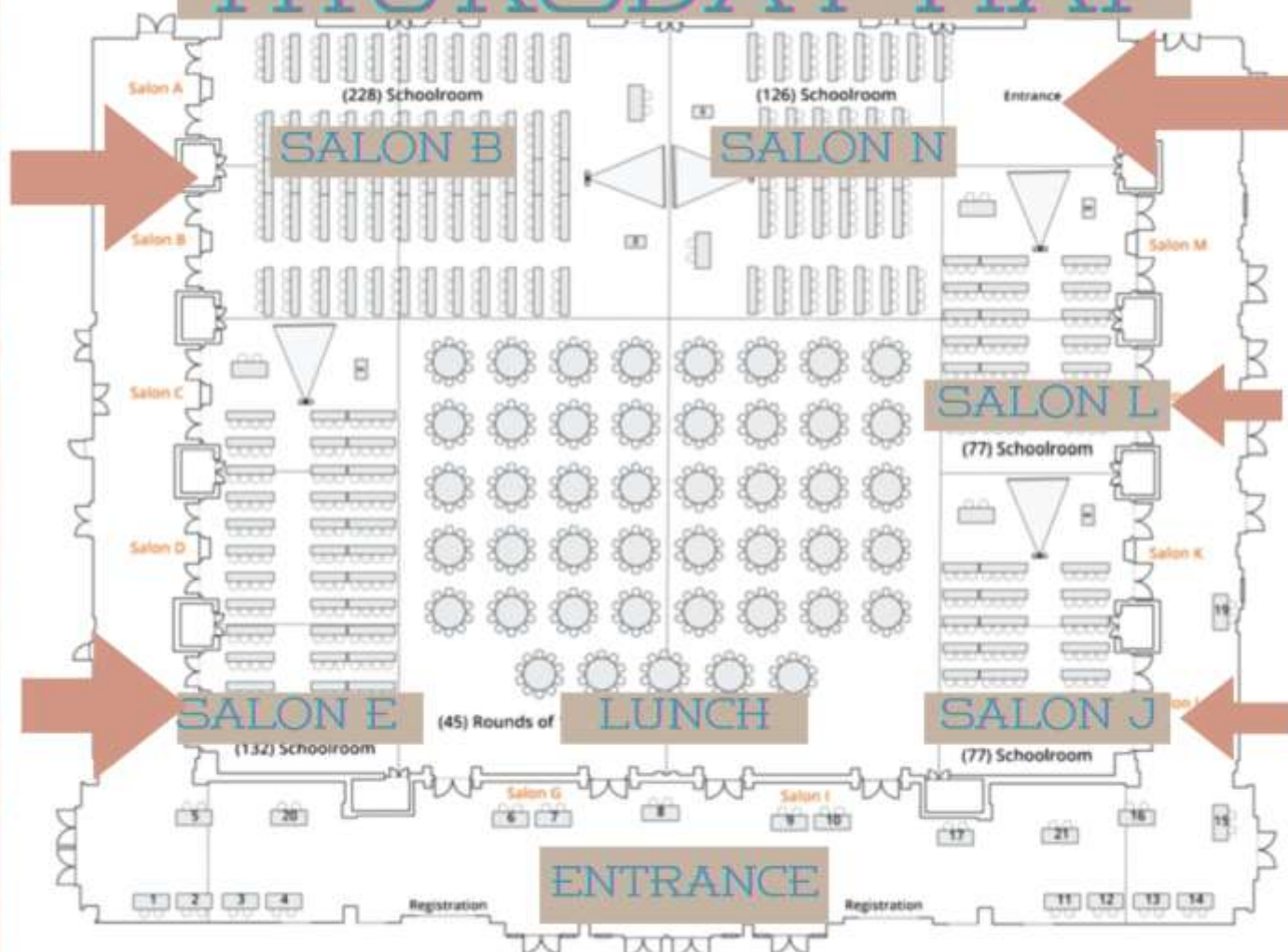


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THURSDAY MAP



THURSDAY, AUGUST 21, 2025

8:15-9:00.....Check-in

9:00-10:20..... Session One

10:20-10:40 Refreshment Break

10:40-12:00 Session Two

12:00-1:30 Lunch served in Ballroom

1:30-2:50..... Session Three

2:50-3:10 Refreshment Break

3:10-4:30 Session Four



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2025 ICA Worker' Compensation Claims Seminar **Arizona's Premier Workers' Compensation Education Event** **August 21, 2025, Thursday Session Schedule** **WiFi Password ICA2025**

Session	Salon B	Salon E	Salon N	Salon J	Salon L
1 9:00-10:20	ADJUSTING OVERVIEW*	HEARING PROCESS	SCHEDULED PERMANENT DISABILITY*	MEDICAL RESOURCE OFFICE UPDATE	LEARNING FROM ADOSH (COMPLIANCE)
2 10:40- 12:00	AVERAGE MONTHLY WAGE CALCULATIONS*	COMPENSABILITY	UNSCHEDULED PERMANENT DISABILITY*	GOOD FAITH CLAIMS MANAGEMENT	PETITION TO REOPEN
3 1:30- 2:50	SCHEDULED PERMANENT DISABILITY*	COMPENSABILITY	HEARING PROCESS	MEDICAL RESOURCE OFFICE UPDATE	LEARNING FROM ADOSH (CONSULTATION & CLAIMS)
4 3:10- 4:30	UNSCHEDULED PERMANENT DISABILITY*	ADJUSTING OVERVIEW*	GOOD FAITH CLAIMS MANAGEMENT	AVERAGE MONTHLY WAGE CALCULATIONS*	LABOR
*These classes are suggested for New Adjusters.					
Learning Tracks. Color below is tagged on each session					
	New Arizona Adjuster	Experienced Arizona Adjuster	Employer	Nurse Case Manager	Legal/Attorney

ADJUSTING

OVERVIEW

RUBY TATE
CLAIMS MANAGER

How to comply with the AZ statutes, the role of the ICA and other essentials of AZ Jurisdiction.

PETITION TO

REOPEN

ROBERT WISNIEWSKI
THE LAW OFFICES OF
ROBERT E. WISNIEWSKI
TODD LUNDMARK
LUNDMARK, BARBERCH, LA
MONT & PUG, P.C.

Review for reopening, concepts and case laws

GOOD FAITH

KEVIN KARGES

LUNDMARK, BARBERCH, LA
MONT & PUG, P.C.
ERIC AWERKAMP
AWERKAMP LAW

Two prominent AZ attorneys discuss how to optimize good faith and minimize bad faith/unfair claims processing.

MEDICAL

RESOURCE OFFICE

VALERIE RUIZ
PROGRAM MANAGER

Treatment Guidelines, Authorization Process and Fee Schedule Discussion.

AMW

SYDNEY STANDIFIRD
ASST CLAIMS MANAGER
CHAD SAUNDERS
FIELD CLAIMS SPECIALIST

A deep dive into calculating Average Monthly Wage

SCHEDULED

IMPAIRMENT

TINA BROWN
BUSINESS ANALYST
AMANDA UTTER
SR CLAIMS ADJUSTER
ASSTEDOL ALLIANCE
Review of ARS § 23-1044(B) (1-22) including how to rate extremities involving fingers.

UNSCHEDULED

AUDRIKA GAVINS
ASST CLAIMS MANAGER
LYNELL BROWN

SR CLAIMS ADJUSTER AMBERLURE
Overview of ARS § 23-1044(C-D) including postinjury earning considerations and maximizing apportionment.

ADOSH

BRIAN HUDSON
ADOSH DIRECTOR
PHIL MURPHY
DEPUTY DIR. OF COMPLIANCE
LELAND WITTMAN
CONSULTATION SUPERVISOR

Join the ADOSH Director in two classes to learn about OSHA's Compliance (9:00 am) and Consultation Program (1:30). A must for all safety & Human Resources

COMPENSABILITY

KELLY KRUEGEL
MITSUBISHI LAW
JAVIER GRAJEDA
MANAGING ATTORNEY
GRAJEDA WEINSTEIN

Two prominent AZ attorneys review important legal concepts and case law

LABOR

MELISSA SPURGEON
DIRECTOR LABOR
CHRISTINA LASATER
INVESTIGATOR III
DAVID BAUGH
SUPERVISOR

Learn about how workers' compensation and labor laws overlap. Get existing information about Unpaid wage laws and Sick Time

HEARING PROCESS

C. ANDREW CAMPBELL
CHIEF ADMINISTRATIVE
LAW JUDGE

Essentials for claims in hearing presented by the Chief of the ALJ Division

THURSDAY COURSE DESCRIPTIONS



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FRIDAY FEATURED SPEAKERS

DEEP DIVE INTO THE IMPACT OF
COMORBIDITIES, BOTH
STATISTICALLY & MEDICALLY

DR. VENNELA THUMULA,
WORKERS COMPENSATION
RESEARCH INSTITUTE



DR. AMIT SAHASRABUDHE
ORTHOPEDIC SURGEON
SPECIALIZING IN SPORTS MEDICINE

FRIDAY, AUGUST 22, 2025

8:00 - 9:00

Check In - JW Marriott Camelback Inn-Scottsdale

9:00 - 9:10

Welcome Activity

ICA Claims Division Team

9:10 - 9:30

State of the ICA

Gaetano Testini, Executive Deputy Director

Dennis Kavanaugh, Industrial Commission of Arizona Chairman

9:30-10

What's New with Ombudsman

Harriet Turney, Ombudsman

10 - 10:30.....Break

10:30 - 11:30

Comorbidity and Psychosocial Influences on Workers' Compensation
Claims

Dr. Vennela Thumula, Workers Compensation Research Institute

11:30 - 12:30.....Lunch & Return

12:30 - 1:30..... Legal Updates

Afshan Peimani, ICA Chief Counsel

David Lundmark, Lundmark, Barberich, LaMont & Puig P.C.

Nicholas Whitley, Taylor & Associates, PLLC.

1:30 - 2:30

Impact of Comorbidities on W/C Claims

Dr. Amit Sahasrabudhe

2:30-3:00 ICA Form Frenzy.....Ruby Tate, Claims Manager

3:00 - 3:30

Closing Remarks & Prize Drawing (must be present to win)



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