

STRATEGIES FOR TODAY'S WORKFORCE

ABSENCE | DISABILITY | RETURN TO WORK

2019 DMEC ANNUAL CONFERENCE



FINAL PROGRAM



WASHINGTON D.C. | AUGUST 5-8, 2019
GAYLORD NATIONAL RESORT & CONVENTION CENTER

MARK YOUR CALENDAR

2020 DMEC COMPLIANCE CONFERENCE
Boston | March 23-26, 2020

2020 DMEC ANNUAL CONFERENCE
Anaheim | August 3-6, 2020

COMPLIMENTARY WIFI

DMEC will provide attendees with complimentary WiFi access in our conference meeting space at the Gaylord National Resort.

NETWORK NAME ▶ DMEC
PASSWORD ▶ DMEC2019

WELCOME TO WASHINGTON D.C. AND THE 2019 DMEC ANNUAL CONFERENCE

MEET YOUR DMEC STAFF



Terri L. Rhodes
Chief Executive Officer



Tasha Patterson
Vice President,
Operations



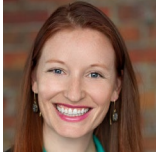
JoAnne Spitale
Director, Conferences



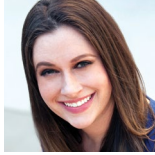
Mary Hill
Director, Finance & HR



Kristin Jones
Education Manager



Katy Anderson
Marketing and
Membership Manager



Jennifer Nelson
Marketing & Sales
Associate



Mandy Dean
Senior Conference
Coordinator



Cindy Espe
Online Events
Administrator



Jennifer Harrell
Database
Administrator



Dominica Vargo
Customer and Accounting
Support Specialist



2019 DMEC ANNUAL CONFERENCE MOBILE APP

Download the mobile app for access to session materials, to ask questions during general sessions, to complete evaluations and earn CEU hours, and to participate in the DMEC Quest.

2 EASY WAYS

- 1 | Search for "DMEC" in the Apple or Google Play store and download the app
- 2 | Enter tinyurl.com/DMECAC19 for a web version



REGISTRATION DESK HOURS

MONDAY	7:00 am-5:00 pm
TUESDAY	7:00 am-5:00 pm
WEDNESDAY	7:00 am-5:00 pm
THURSDAY	7:00 am-12:30 pm

REGISTRATION RIBBON WALL

Don't forget to stop by DMEC's ribbon wall to select your badge ribbons. From serious to silly, everyone will find a ribbon to show off your accomplishments and personality!

Sponsored by

jacksonlewis

COMPLIMENTARY WIFI

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PARTICIPATE IN THE 2019 DMEC LEAVE MANAGEMENT SURVEY AND WIN!

Please take a few minutes to share your organization's leave management experience by participating in the 2019 DMEC Leave Management Survey. Not only will your input help in developing best practices, but you could win:

- Two \$50 Amazon gift cards
- A free CLMS online course and exam registration

The first 50 respondents will also receive a \$5 Starbucks gift certificate which can be redeemed electronically upon completion of the survey.

Access the survey via the mobile app or visit www.dmec.org/2019-leave-survey to participate.

PHOTO & VIDEO CONSENT

During the 2019 DMEC Annual Conference, DMEC representatives may take photographs or video recordings of attendees. By registering and attending the conference, attendees consent to DMEC's use of their image, likeness, or voice for editorial or marketing purposes.

NOT TO BE MISSED EVENTS

FIRST-TIME ATTENDEE ORIENTATION & MIXER

CHERRY BLOSSOM BALLROOM
MONDAY 5:00-6:00 PM

Are you a first-time conference attendee? Join us at one of our scheduled first-time attendee orientations for a beverage and an overview of what to expect at this year's conference.

OPENING WELCOME RECEPTION

CHERRY BLOSSOM BALLROOM LOBBY
MONDAY 6:00-8:00 PM

Kick start your conference experience with a chance to connect with old friends and fellow attendees over refreshments at the opening welcome reception. Everyone is invited to join the festivities for a special evening of great food and fun.

Sponsored by the DMEC Diamond & Platinum Sponsors

FIRST-TIME ATTENDEE LOUNGE

DMEC SOLUTIONS MARKETPLACE
TUESDAY 7:00 AM-6:30 PM
WEDNESDAY 7:00 AM-3:00 PM

Take some time to refresh, relax, and get a new professional headshot. Also, don't miss our exclusive first-time attendee meet & greet hours (12:30-1:30 pm each day).

Sponsored by The Standard

DMEC SOLUTIONS MARKETPLACE

PRINCE GEORGE'S EXHIBIT HALL E
TUESDAY 7:00 AM-6:30 PM
WEDNESDAY 7:00 AM-3:00 PM

This year's marketplace offers an opportunity to visit with dozens of exhibitors who are ready to share the latest advancements in products, services, technology, and more. Drop off your business card at participating booths for a chance to win great prizes during the Wednesday dessert break. Participate in the DMEC Quest scavenger hunt for a chance to take home our \$1,000 grand prize! The grand prize drawing will be held on Thursday (must be present to win).

ROUNDTABLE DISCUSSIONS

You asked; we answered! We've added an extra set of roundtable discussions to the 2019 agenda. On Monday, meet with your industry peers to discuss industry-specific concerns, and on Wednesday, select one of several challenging hot topics to discuss in-depth.

MONDAY, AUG. 5:

- Education - Magnolia 1
- Government & Non-profit - Magnolia 2
- Energy & Utilities - Magnolia 3
- Healthcare/Hospital Systems - Annapolis
- Manufacturing - Azalea 1
- Retail & Apparel - Azalea 2
- Transportation - Azalea 3

WEDNESDAY, AUG. 7

- Cosourcing & Outsourcing - Annapolis
- FMLA & ADA - Magnolia 1
- Innovative Integration - Magnolia 2
- Managing Internal Programs - Magnolia 3
- Medical Certifications & Forms - Azalea 2
- Workplace Wellness & EAP Programs - Azalea 3

HAPPY HOUR WITH EXHIBITORS

DMEC SOLUTIONS MARKETPLACE
TUESDAY 5:30-6:30 PM

Come mingle and relax with attendees and exhibitors after a full day of sessions. Enjoy a complimentary beverage and light snacks.

CAPITAL LIVE!

BOBBY MCKEY'S DUELING PIANO BAR
WEDNESDAY 8:00-11:00 PM

There's no better way to let loose and relax after several busy days of new ideas than to join your fellow conference attendees at our popular Wednesday night event. This year, get ready to party, sing, dance, and laugh the night away at Bobby McKey's Dueling Piano Bar. Come for an hour or stay for the whole evening!

This year's venue, Bobby McKey's Dueling Piano Bar, is a short 3-minute walk from the Gaylord National Resort. Head out of the front lobby resort doors and straight down Fleet Street to join the fun!

Sponsored by MetLife

\$1,000 GRAND PRIZE DRAWING

GENERAL SESSION
THURSDAY 12:00 PM

You must be present to win.

Sponsored by Allsup

SESSION LOCATIONS

MONDAY PRECONFERENCE WORKSHOP/GENERAL SESSIONS

Woodrow Wilson Ballroom

OPENING WELCOME RECEPTION

Cherry Blossom Ballroom Lobby

DMEC SOLUTIONS MARKETPLACE

Prince George's Exhibit Hall E

TUESDAY/WEDNESDAY MEALS, BREAKS & HAPPY HOUR

DMEC Solutions Marketplace

CONCURRENT SESSIONS

See program listing for locations

THURSDAY BREAKFAST

Cherry Blossom Ballroom Lobby

THANK YOU

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PRECONFERENCE WORKSHOP

MONDAY AUGUST 5 | MENTAL HEALTH IN THE WORKPLACE

9:00-10:00 AM

MENTAL HEALTH AT WORK: COSTS AND BENEFITS

Employers recognize the importance of effectively addressing mental health in the workplace. To ignore it, results in high costs from rising disability rates, poor retention, lost productivity, and sub-optimal performance. It also hits the bottom line in healthcare costs, not just for mental health conditions, but for other common and chronic health conditions. Costs alone are not the only drivers of change, but also the recognition of the interplay between mental health and well-being are resulting in improvements. Case studies show an increasing number of employers engaged in innovative practices in workplace mental health. Join us as we explore those innovative practices and the positive results that come with the investment.

SPEAKERS

Darcy Gruttadaro, JD

Director, Center for Workplace Mental Health, American Psychiatric Foundation

Michael Klachefsky

Principal, Absence, Productivity & HR Consulting

10:00-10:30 AM

BREAK

10:30-11:30 AM

PTSD FRONTLINE: PROVIDING TREATMENT TO FLORIDA'S FIRST RESPONDERS



In 2018, Florida passed a law covering post-traumatic stress disorder (PTSD) for first responders, making it one of the first states to adopt a law requiring workers' compensation benefits for first responders affected by PTSD. Exposure to traumatic events can trigger depression, anxiety, drug abuse, and a high-level of suicide. This session will delve into early lessons learned from treating Florida first responders, including the development of the regulatory factors, employer response, coverage, and provider services.

SPEAKER

Michael Coupland, RPsych

Network Medical Director, Registered Psychologist, IMCS Group Inc

11:30 AM-12:30 PM

LUNCH ON YOUR OWN

12:30-1:30 PM

THE SUICIDAL EMPLOYEE: MANAGING REAL ISSUES AND REAL RISK WITH PRACTICAL SOLUTIONS

Suicide is the 10th leading cause of death in the United States. On average, 44,965 Americans die by suicide each year, and suicide costs the United States \$69 billion annually. Suicide remains an area of occupational concern that can have wide-ranging impacts on employees, supervisors, and the overall work environment. If an employee walked up to you tomorrow and expressed suicidal thoughts, what would you say? How prepared is your company to manage suicide risk? Does your organization have strategies for effective suicide prevention? During this session, we will describe the problem and impact of suicidality and suicide attempt on the work environment and employee functioning. We'll review warning signs and behaviors that signal the person may be at immediate risk or serious risk for suicide, and we'll discuss strategies for responding to statements and other indicators of suicide risk in occupational settings.

SPEAKER

Katie Connell, PhD, ABPP

Chief Clinical Officer, PsyBar

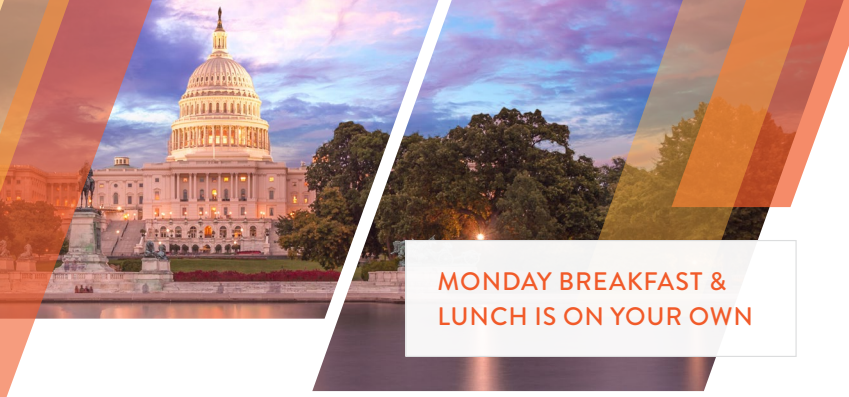
NEW! DMEC EVALUATION & CEU PORTAL

TO ACCESS THE PORTAL, FOLLOW THE INSTRUCTIONS BELOW.

- ▶ There are three easy ways to access the DMEC Evaluation & CEU Portal.
 - 1 | Select the DMEC Evaluation & CEU Portal button on the 2019 DMEC Annual Conference app home screen.
 - 2 | In the app, select the "Evaluation" icon on the bottom of a session's agenda listing.
 - 3 | Not using the app? Access the URL link provided by DMEC in the email prior to the conference.
- ▶ On your first visit to the DMEC Evaluation & CEU Portal, follow the instructions to create your portal account.
- ▶ Review and consent to the Privacy Notice during your initial login.

TO EARN YOUR CEU CREDITS:

- ▶ Navigate to the "Task List", enter the first task, and select a session you have attended to evaluate.
- ▶ Complete the session evaluation to earn your credit. You may complete evaluations at the end of each session, at any time during the conference, or at the end of the conference.
- ▶ You must complete the evaluation for EACH SESSION attended to receive credit for the session.
- ▶ When evaluations for all sessions attended have been completed, download and print your verification certificate to upload your CEUs to the certifying organization.



MONDAY BREAKFAST & LUNCH IS ON YOUR OWN

1:30-2:00 PM

BREAK

2:00-3:00 PM

MENTAL HEALTH AT WORK: AN EMPLOYER'S FIRST YEAR OF PROGRAM DEVELOPMENT

Mental health support is available through medical insurance, employee assistance programs, and other resources, but many employees in need do not access services. After a year of researching mental health offerings available to employers, Puget Sound Energy (PSE) began a journey to expand mental health awareness, education, and access for their employees. During this session, we will cover the decision-making process for PSE and explore the customized program, including communications and training, that was developed to foster an environment where both knowing about and accessing resources is the "norm" rather than the exception.

SPEAKER

Jenny Haykin, MA, CRC
Integrated Leaves & Accommodations Program Manager, Puget Sound Energy

3:00-3:15 PM

WRAP-UP & ANNOUNCEMENTS

3:15-3:30 PM

BREAK

3:30-4:30 PM

INDUSTRY ROUNDTABLE DISCUSSIONS

Join your industry peers for small-group discussions on hot topics within your industry. Share challenges, opportunities, and best practices from your organization's experience.

- EDUCATION › Magnolia 1
- GOVERNMENT & NON-PROFIT › Magnolia 2
- ENERGY & UTILITIES › Magnolia 3
- HEALTHCARE /HOSPITAL SYSTEMS › Annapolis
- MANUFACTURING › Azalea 1
- RETAIL & APPAREL › Azalea 2
- TRANSPORTATION › Azalea 3

MONDAY 5:00-6:00 PM

FIRST-TIME ATTENDEE ORIENTATION & MIXER

CHERRY BLOSSOM BALLROOM

First-time attendees can join us for a beverage and an overview of what to expect at this year's conference.

MONDAY 6:00-8:00 PM

OPENING WELCOME RECEPTION

CHERRY BLOSSOM BALLROOM LOBBY

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MONDAY PRECONFERENCE WORKSHOP

AGENDA AT A GLANCE

MONDAY AUGUST 5

7:00 am-5:00 pm Registration Open

PRECONFERENCE WORKSHOP MENTAL HEALTH IN THE WORKPLACE

9:00-10:00 am Mental Health at Work: Costs and Benefits

10:00-10:30 am BREAK

10:30-11:30 am PTSD Frontline: Providing Treatment to Florida's First Responders

11:30 am-12:30 pm LUNCH ON YOUR OWN

12:30-1:30 pm The Suicidal Employee: Managing Real Issues and Real Risk with Practical Solutions

1:30-2:00 pm BREAK

2:00-3:00 pm Mental Health at Work: An Employer's First Year of Program Development

3:00-3:15 pm Wrap-Up & Announcements

3:15-3:30 pm BREAK

ROUNDTABLES

3:30-4:30 pm Industry Roundtable Discussions

5:00-6:00 pm FIRST-TIME ATTENDEE ORIENTATION & MIXER

6:00-8:00 pm OPENING WELCOME RECEPTION

TUESDAY AUGUST 6

7:00 am-5:00 pm Registration Open

7:00-8:00 am BREAKFAST WITH EXHIBITORS

GENERAL SESSIONS

8:00-8:30 am Welcome & Opening Remarks

8:30-9:30 am Opening Keynote Session: The War at Work – Building a Next-Generation Enterprise for a Next-Generation Workforce

9:30-10:00 am COFFEE & CONVERSATION BREAK WITH EXHIBITORS

10:00-11:00 am Empowering Employees to Thrive in the Ever-Changing Work-Life World

11:00 am-12:00 pm How Advocacy Can Elevate the Employee Experience

12:00-1:30 pm LUNCH WITH EXHIBITORS

CONCURRENT SESSIONS

1:30-2:30 pm **A1** The Employee Resiliency Initiative: A Guide to Improving Behavioral Health

B1 Getting the Most Out of EAPs: What That Means for Productivity

C1 "It's Complicated": The Always-Evolving ADA/FMLA Relationship

D1 Tools and Techniques to Implement Effective Reasonable Accommodations

E1 A Case Study: Developing a Paid Parental Leave Program

2:30-3:00 pm **DESSERT & CONVERSATION BREAK WITH EXHIBITORS**

3:00-4:00 pm **A2** Opioids and the ADA/FMLA

B2 Reducing Your ADA Burden by Implementing a Return-to-Work Strategy

C2 Devil in the Details: How to Design a Compliant Paid Sick Leave Policy

D2 Decipher Your Leave Data: A Focus on Quality and Reporting

SHORT QUICK-DIVE SESSIONS

3:00-3:25 PM **E2** How to Effectively Communicate with Your C-Suite

3:35-4:00 PM **F2** Launching Your Organization's Self-Audit Checklist

4:00-4:15 pm BREAK

4:15-5:15 pm **A3** Marijuana Misinformation: The Truth About Cannabis in the Workplace

B3 Employer Input Wanted: U.S. DOL RTW Initiatives

C3 Development and Implementation of Medically-Approved Intermittent Work Leave Guidelines

D3 Driving Results with Data in Healthcare Organizations

E3 The Tapestry of Absence Management

5:30-6:30 pm **HAPPY HOUR WITH EXHIBITORS**

WEDNESDAY AUGUST 7

7:00 am-5:00 pm Registration Open

7:00-8:00 am BREAKFAST WITH EXHIBITORS

7:00-7:25 am Morning Mindfulness: Prepare for the Day Ahead

GENERAL SESSIONS

8:00-8:45 am The Power of Perseverance: A Journey to Triumph

8:45-9:30 am DMEC Awards Presentation

9:30-10:00 am COFFEE & CONVERSATION BREAK WITH EXHIBITORS

10:00-11:00 am FMLA/ADA Lessons Learned: Recent Court Cases, Jury Verdicts, and Settlements

11:00 am-12:00 pm DOL Audits: What Employers Need to Know

12:00-1:30 pm LUNCH WITH EXHIBITORS

CONCURRENT SESSIONS

1:30-2:30 pm **A4** ROI: Building the Business Case

B4 Let's Do More than Survive HR: Using CPR to Thrive While Managing Difficult HR Matters

C4 Staying Out of the Doghouse: Addressing Employee Service Animal Accommodation Requests

D4 How to Use Absence and Disability Data to Understand Your Workforce

E4 Capturing the Benefits of Change: A Catalyst for Uncovering Your Best Career and Life

2:30-3:00 pm **DESSERT & CONVERSATION BREAK WITH EXHIBITORS**

3:00-4:00 pm **A5** The RFP Process: A Deep Dive

B5 Winning the War for Talent by Perfecting the Employee Experience

C5 Creating an LGBTQ Inclusive Workplace: Going Beyond Policies

D5 Predictive Modeling: Leveraging Data Science to Improve the Customer Experience

E5 Women's Leadership Panel: Forging the Path for Future IDAM Leaders

4:00-4:15 pm BREAK

SHORT QUICK-DIVE SESSIONS

4:15-4:40 PM Breathe to Succeed

4:50-5:15 PM Breathe to Succeed

ROUNDTABLES

4:15-5:15 pm Hot-Topic Roundtable Discussions

8:00-11:00 pm **CAPITAL LIVE!**

THURSDAY AUGUST 8

7:00 am-12:30 pm Registration Open

7:30-8:30 am BREAKFAST

GENERAL SESSIONS

8:30-9:30 am They're Here! A Deep Dive into Paid Family and Medical Leaves

9:30-9:45 am COFFEE & CONVERSATION BREAK

9:45-10:45 am Got ROI?

10:45-11:45 am Real-Life Robocop: Meeting "Impossible" RTW Goals in Catastrophic Cases

11:45 am-12:00 pm Closing Remarks and Grand Prize Drawing

12:00-12:30 pm CEU Information & Questions

TUESDAY AUGUST 6

7:00-8:00 AM

BREAKFAST WITH EXHIBITORS

GENERAL SESSIONS

8:00-8:30 AM

WELCOME & OPENING REMARKS

SPEAKERS



Marcia Carruthers, MBA, CPDM
Chairman of the Board, DMEC



Terri L. Rhodes, CCMP, CLMS, CPDM, MBA
Chief Executive Officer, DMEC

8:30-9:30 AM

OPENING KEYNOTE SESSION

THE WAR AT WORK: BUILDING A NEXT-GENERATION ENTERPRISE FOR A NEXT-GENERATION WORKFORCE

For future-focused organizations to succeed in the age of the networks, a bold approach to leadership is needed. An approach where freedom, trust, and experimentation are not only embraced, but encouraged.

Unfortunately, while our advancement in technology has equipped us to navigate the disruptive waters of change, our leadership ethos has not. Today, many of our organizations still operate from a 19th century industrial age management mindset that undervalues unconventional thinking, discourages full transparency, deters initiative, frustrates experimentation, and allows people to “play small.”

During this energy-packed session, Seth Mattison will provide a road map for anticipating the strategic challenges that demand fundamentally new thinking, inspire leaders to break free from obsolete mental models that limit success, and help leaders build tomorrow's best practices today to compete and win in the new networked world of work.

SPEAKER
Seth Mattison

Sponsored by
FINEOS

9:30-10:00 AM

COFFEE & CONVERSATION BREAK WITH EXHIBITORS

10:00-11:00 AM

EMPOWERING EMPLOYEES TO THRIVE IN THE EVER-CHANGING WORK-LIFE WORLD

As the workplace continues to change, leaders are left wondering how they should help employees navigate competing priorities in a more dynamic world. Employees' expectations are shifting, and they're looking to organizations for a holistic benefits package that supports their needs now and for the future. During this session, we will share meaningful insights from MetLife's annual Employee Benefit Trend Study as well as actionable guidance for supporting the value of a holistically-well workforce that empowers employees and their families to thrive in this new work-life world.

SPEAKERS

Joseph Heaney
Senior Vice President, MetLife

Michael B. Weiner
EY Assist Leader, Ernst & Young LLP

**Sponsored session*

11:00 AM-12:00 PM

HOW ADVOCACY CAN ELEVATE THE EMPLOYEE EXPERIENCE

Advocacy is a concept that has been introduced as a way to improve disability and absence management, and elevate the overall employee experience. While taking many forms, advocacy programs are rooted in making the employee a priority and showing concern for the individual's health and well-being. This can involve explaining the process and available benefits, using technology to improve communications, or offering access to additional resources. Advocacy proponents claim that this approach not only improves an employee's satisfaction, it can also create financial dividends by reducing litigation rates, medical costs, and leave durations. In this session, we will provide a practical, in-depth look into leading advocacy programs and their resulting performance. We'll explain how these programs work and how they are evolving; what components and resources are needed to support these programs; how management and employees have reacted to this integrated disability model; and what qualitative and quantifiable results have been achieved.

SPEAKERS

Scott Daniels, JD
Senior Director of Disability, Comcast, NBCUniversal and Comcast Spectacor

Shawn Johnson
Managing Director, Sedgwick

**Sponsored session*

12:00-1:30 PM

LUNCH WITH EXHIBITORS

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MEETING LOCATIONS

KEYNOTE/GENERAL SESSIONS

Woodrow Wilson Ballroom

DMEC SOLUTIONS MARKETPLACE

Prince George's Exhibit Hall E

TUESDAY/WEDNESDAY MEALS & EVENTS

DMEC Solutions Marketplace

CONCURRENT SESSIONS

See program listing for locations



1:30-2:30 PM

CONCURRENT SESSIONS

choose one

USING THE TRACK SYSTEM

Attendees are encouraged to select sessions across various tracks that best fit their education and training needs.

TRACK | PROMOTING WELLNESS

A1 THE EMPLOYEE RESILIENCY INITIATIVE: A GUIDE TO IMPROVING BEHAVIORAL HEALTH

ANNAPOLIS

CenturyLink Inc., the second largest U.S. communications provider with over 40,000 employees, experienced absence incidence rates, exceeding the 90th percentile, due to high employee stress and turnover. During this session, learn how their commitment to helping employees improve their health and wellness drove measurable reductions to incidence and duration of behavioral health claims.

SPEAKERS

Dan Jolivet, PhD

Workplace Possibilities Practice Consultant, The Standard

Tamara Parker, PHR

Lead Benefits Analyst, CenturyLink

Andrea Weiner, LPC, CRC

Mental Health Consultant, The Standard

**Sponsored session*

TRACK | RETURN TO WORK AND PRODUCTIVITY

B1 GETTING THE MOST OUT OF EAPS: WHAT THAT MEANS FOR PRODUCTIVITY

CHERRY BLOSSOM BALLROOM

While most employers have employee assistance programs (EAPs) within their benefits plan, they often don't utilize the full scope of their programs. In this session, we'll discuss the impact of EAPs and how employers can leverage their robust capabilities, including for mental health and addiction issues, which are often less obvious than a physical injury.

SPEAKERS

Dale Grenolds

Executive Vice President, ComPsych

Tracy Hamill, MD

Medical Director, Sun Life Financial Group

**Sponsored session*

DESSERT & CONVERSATION BREAK

Please join us from 2:30-3:00 pm for dessert with exhibitors.

Sponsored by  **TRISTAR**

TRACK | MAINTAINING COMPLIANCE

C1 "IT'S COMPLICATED": THE ALWAYS-EVOLVING ADA/FMLA RELATIONSHIP

WOODROW WILSON BALLROOM

Technological advances and business shifts are changing the nature of work, and interpretation of the FMLA's interaction with the ADA is evolving to keep up with these changes. In this session, we will discuss the advantages and challenges that telecommuting has created, and best practices for ADA and FMLA compliance for when employees can — or want to — work from home.

SPEAKERS

Matt Morris, JD

VP of FMLASource, ComPsych

Jeff Nowak, JD

Shareholder, Littler Mendelson, PC

MODERATOR

Kate Tornone

Senior Editor, HR Dive, Industry Dive



TRACK | MAXIMIZING SOLUTIONS

D1 TOOLS AND TECHNIQUES TO IMPLEMENT EFFECTIVE REASONABLE ACCOMMODATIONS

BALTIMORE 3-5

Responding to stay-at-work and return-to-work accommodation requests has become increasingly complex. In this session, we'll discuss returning from leave; modified duty; using various technologies to accommodate; service animals; managing situations where the employee or manager is resistant to change; tools for training front-line managers; and tips for gathering metrics to track accommodations.

SPEAKERS

Linda C. Batiste, JD

JAN Principal Consultant, Job Accommodation Network

Anne Hirsh, MS, CPDM

Co-Director, Job Accommodation Network



TRACK | THE STRATEGIC WORKFORCE

E1 A CASE STUDY: DEVELOPING A PAID PARENTAL LEAVE PROGRAM

BALTIMORE 1-2

Halliburton created a paid parental bonding leave program that is intended to help employees better balance the demands of the workplace with the needs of their families by providing them with two options to choose from. During this session, they will discuss the implementation challenges including payroll, funding, and scheduling, and how they successfully adopted the program for their employees.

SPEAKERS

Kevin Curry

Chief Revenue Officer, ReedGroup

Jennifer Mericle, PHR

Manager, Global Benefits, Halliburton

**Sponsored session*

3:00-4:00 PM

CONCURRENT SESSIONS

choose one

TRACK | PROMOTING WELLNESS

A2 OPIOIDS AND THE ADA/FMLA



ANNAPOLIS

Prescription opioid use by employees is a growing challenge for employers. The costs to employers in terms of absence, poor work quality and productivity, occupational injuries, healthcare costs, and other losses are considerable. During this session, we will dive into this growing challenge and provide real advice on what employers can and cannot do.

SPEAKERS

Glenn Pransky, MD, MOccH

Scientific Advisor, Lincoln Financial Group

Kimberlee Rudeen

AVP, Group Products, Lincoln Financial Group

**Sponsored session*

TRACK | RETURN TO WORK AND PRODUCTIVITY

B2 REDUCING YOUR ADA BURDEN BY IMPLEMENTING A RETURN-TO-WORK STRATEGY



CHERRY BLOSSOM BALLROOM

The evolution of the ADA brings additional complexity to an employer's return-to-work (RTW) strategy, and understanding how the RTW program can satisfy obligations under the ADA is a new frontier. Join us for this session to better understand why and how your organization can implement successful return-to-work strategies working "in step" with ADA requirements.

SPEAKERS

Neal Binsfeld

Access Consultant, University of Minnesota

Daris Freeman

Assistant Vice President, Legal Counsel, Unum

Marcy Ledford, MS, CRC, CEAS

Director, Workforce Solutions Group, Unum

**Sponsored session*

TRACK | MAINTAINING COMPLIANCE

C2 DEVIL IN THE DETAILS: DESIGNING A COMPLIANT PAID SICK LEAVE POLICY



WOODROW WILSON BALLROOM

Paid sick leave (PSL) laws continue to pop up around the country and on state and local levels. In this session, we will discuss the key elements to consider when designing programs to comply with the various paid sick leave laws. We'll explore how the "devil is in the details" on discreet issues such as notice requirements, reasons for time off, and interplay with other laws.

SPEAKER

David Mohl, JD

Principal, Jackson Lewis PC

TRACK | MAXIMIZING SOLUTIONS

D2 DECIPHER YOUR LEAVE DATA: A FOCUS ON QUALITY AND REPORTING

BALTIMORE 3-5

Leave management programs generate a huge amount of valuable data; however, few employers know how to effectively leverage it. In this session, we'll explore the importance of data integrity for leave compliance, providing examples of common pitfalls, and share types of reports employers can use to assess workload, productivity, leave trends, and day-to-day operations.

SPEAKERS

Brycie Repphun, CPDM

Account Executive - Total Absence Management, The Partners Group

Geoff Simpson

Vice President, Sales & Marketing, Presagia

Interested in trying something new? Join us for our 25-minute, quick-dive sessions.

TRACK | THE STRATEGIC WORKFORCE

3:00-3:25 PM

E2 HOW TO EFFECTIVELY COMMUNICATE WITH YOUR C-SUITE

BALTIMORE 1-2

Have you ever wondered what it takes to really be heard by your C-suite? Hear directly from C-suite leaders as they give actionable tips and tools to build your business case and communicate effectively with this level of the organization.

SPEAKERS

Sandy Callahan

Senior Vice President and Chief Executive Officer, ReedGroup

Kevin Curry

Chief Revenue Officer, ReedGroup

3:35-4:00 PM

F2 LAUNCHING YOUR ORGANIZATION'S SELF-AUDIT CHECKLIST

BALTIMORE 1-2

Most organizations understand the importance of conducting an internal compliance audit, but not many understand what an effective self-audit really entails. Gain actionable insight into what components are needed for a thorough self-audit, what employees should — and shouldn't — be involved at every step, and how to course correct when you find issues.

SPEAKER

Teri Weber, ACI, PMP

Partner, Spring Consulting Group

4:00-4:15 PM

BREAK

4:15-5:15 PM

CONCURRENT SESSIONS

choose one

TRACK | PROMOTING WELLNESS

A3 MARIJUANA MISINFORMATION: THE TRUTH ABOUT CANNABIS IN THE WORKPLACE



ANNAPOLIS

It's impossible to ignore the evolving legal landscape surrounding marijuana, but that's only a piece of the puzzle. From understanding the higher THC concentration in modern marijuana to debunking common misconceptions, we'll get you up to speed on the truth about cannabis in the workplace and what your legal responsibilities are to address it. We'll discuss the far-reaching effects cannabis has to safety, workers' compensation, return-to-work efforts, employer drug testing practices, and more.

SPEAKERS

Stuart Colburn

Shareholder, Downs Stanford, PC

Marcos Iglesias, MD, FACOEM, FAAFP

Chief Medical Officer, Broadspire

*Sponsored session

TRACK | RETURN TO WORK AND PRODUCTIVITY

B3 EMPLOYER INPUT WANTED: U.S. DOL RTW INITIATIVES

CHERRY BLOSSOM BALLROOM

The U.S. Department of Labor Office of Disability Employment Policy (ODEP) is leading two initiatives aimed at improving stay-at-work/return-to-work outcomes among people with work disabilities. Come hear about these unique initiatives and provide critical feedback for future development.

SPEAKERS

Meredith DeDona, MPH

Senior Policy Advisor, U.S. Department of Labor

Nadia Mossburg, MA, MSW

Senior Policy Advisor, U.S. Department of Labor

Melissa H. Turner

Senior Policy Advisor, Office of Disability Employment Policy, U.S. Department of Labor

MODERATOR

Chris McLaren, PhD

Senior Economist, U.S. Department of Labor

2019 DMEC SOLUTIONS MARKETPLACE

The 2019 DMEC Annual Conference features sponsors and exhibitors with a wide range of solutions for your organization. This is your opportunity to see how the products and services work, bring back ideas to your company, build new contacts, and discuss your specific needs. Representatives will be available to meet with you during scheduled meal events. Be sure to seek them out!

DMEC SOLUTIONS MARKETPLACE HOURS

TUESDAY 7:00 AM-6:30 PM

WEDNESDAY 7:00 AM-3:00 PM

FIRST-TIME ATTENDEE LOUNGE

DMEC SOLUTIONS MARKETPLACE

Take some time to refresh, relax, and get a new professional headshot at the First-Time Attendee Lounge.

TUESDAY 7:00 AM-6:30 PM

WEDNESDAY 7:00 AM-3:00 PM

Sponsored by



STOP BY, RELAX, & RECHARGE

DMEC Charging Station and Lounge

Sponsored by



TUESDAY 7:00 AM-6:30 PM

WEDNESDAY 7:00 AM-3:00 PM

TRACK | MAINTAINING COMPLIANCE

C3 DEVELOPMENT AND IMPLEMENTATION OF MEDICALLY-APPROVED INTERMITTENT WORK LEAVE GUIDELINES



For full concurrent session descriptions and the latest updates, check out the online conference agenda.
WWW.DMEC.ORG/ANNUAL-CONFERENCE/AGENDA

WOODROW WILSON BALLROOM

More than half of Americans live with at least one chronic condition, yet traditional disability duration guidelines do not take into consideration the intermittent nature of chronic conditions. In this session, we will present a joint research project on the development of intermittent time-off work guidelines and discuss how to incorporate the patient's voice, along with the guidelines, to produce a treatment plan that works for all parties.

SPEAKERS

Carrie Davino-Ramaya, MD

Medical Director, Northwest Permanente, PC Physicians and Surgeons

Krishnan Ramaya, PhD

Faculty Chair, Associate Professor, College of Business, Pacific University

Martha Garcia, CPDM

Project Manager Lead, Kaiser Permanente

Fraser Gaspar, PhD, MPH

Epidemiologist, ReedGroup's MDGuidelines

TRACK | MAXIMIZING SOLUTIONS

D3 DRIVING RESULTS WITH DATA IN HEALTHCARE ORGANIZATIONS



BALTIMORE 3-5

As a healthcare employer, learn how you can use data and analytics to measure and improve the effectiveness of your leave policies, programs, processes, and leave management team. We will focus on developing metrics for your healthcare organization, evaluating results versus metrics, and making adjustments to the process to improve leave durations and employee health.

SPEAKERS

Tyler Amell, PhD, MSc, BSc

Chief Relationship Officer, CoreHealth Technologies

Seth Turner, MBA

VP, Business Development, AbsenceSoft

**Sponsored session*

TRACK | THE STRATEGIC WORKFORCE

E3 THE TAPESTRY OF ABSENCE MANAGEMENT



BALTIMORE 1-2

Absence management in education settings tends to be more complex and require collaboration and communication between various programs and offices. Baltimore County Public Schools employs a cooperative model, and during this session, they will provide an overview of their absence management program and the offices involved, and conduct a "role-play" of the case review process.

SPEAKERS

Michelle Dacey

Manager, Employee Absence and Risk Management, Baltimore County Public Schools

Karen Miles, CEBS, MBA, SHRM-CP, SPHR

Retirement and Leaves Specialist, Baltimore County Public Schools

Vickie Mohney

Integrated Disability Management Representative, Baltimore County Public Schools

Amber Watson, BSN, RN

Nurse Case Manager, Office of Employee Absence and Risk Management (OEARM), Baltimore Public Schools

Toria Williams

Employee Absence Representative, Office of Employee Absence and Risk Management, Baltimore Public Schools

MODERATOR

Frances Allen, PhD, PHR, SHRM-CP

Executive Director, HR Operations, Baltimore County Public Schools

5:30-6:30 PM
HAPPY HOUR WITH EXHIBITORS

DMEC QUEST & GIVEAWAY

Download the conference mobile app to participate in DMEC's online scavenger hunt! Attendees will be given the opportunity to earn points by attending sessions & events, visiting exhibitors & sponsors, and much more. Stay at the top of the DMEC Quest leaderboard for a chance to win \$1,000 at the closing session (must be present to win).

Sponsored by

WEDNESDAY AUGUST 7

7:00-8:00 AM

BREAKFAST WITH EXHIBITORS

7:00-7:25 AM

MORNING MINDFULNESS: PREPARE FOR THE DAY AHEAD

CAMELLIA 3-4

Join us for a morning wellness activity and practice the tools you need to change your morning habits, take ownership of your time, and start your day on track. During the session, you will be led through a morning mindfulness exercise that will help you harness your energy, priorities, and creativity and prepare for the day ahead.

SPEAKER

Sandy Abrams

Author of Breathe to Succeed

8:00-8:45 AM

THE POWER OF PERSEVERANCE: A JOURNEY TO TRIUMPH

Returning to life after an illness can be challenging not only physically, but mentally. Hear from two-time U.S. Paralympic medalist, Jamie Whitmore, as she talks about how she not only overcame a life-threatening illness, but also found the mental toughness to persevere and continue her quest to be an elite athlete. Discover how Jamie accepted her disability and adversity with tremendous strength to rise above the challenges, focus on what was possible, and reach her goals. Jamie's story will challenge your perception of people with disabilities and illustrate the power of the human achievement.

SPEAKERS



Jamie Whitmore
U.S. Paralympian

**Sponsored session*



Kimberly Mashburn
National Accounts Practice Lead, The Hartford

8:45-9:30 AM

DMEC AWARDS PRESENTATION

SPEAKER



**Terri L. Rhodes, CCMP,
CLMS, CPDM, MBA**
Chief Executive Officer, DMEC

9:30-10:00 AM

COFFEE & CONVERSATION BREAK WITH EXHIBITORS

Sponsored by



10:00-11:00 AM

FMLA/ADA LESSONS LEARNED: RECENT COURT CASES, JURY VERDICTS, AND SETTLEMENTS



Hundreds of court decisions interpreting employer obligations under the ADA and the FMLA are decided each year as well as frequent jury verdicts and settlements of ADA and FMLA claims. In this session, we will discuss key verdicts and settlements, and advise employers about the "do's" and "don'ts" with regard to ADA/FMLA compliance challenges. Learn what makes courts and juries sympathetic to employers and what does not. Explore how to improve your policies, practices, and processes for handling ADA accommodation issues to help avoid liability, and how to ensure you are up to date in this hotly-litigated area.

SPEAKERS

Megan Holstein, JD

SVP Absence and Claims Management, FINEOS

Marjory D. Robertson, JD

AVP & Senior Counsel, Sun Life Financial Services Company, Inc

**Sponsored session*

11:00 AM-12:00 PM

DOL AUDITS: WHAT EMPLOYERS NEED TO KNOW



The U.S. Department of Labor is empowered to conduct audits of employers to enforce labor standards and assure compliance with labor laws such as the Family and Medical Leave Act (FMLA). For the past 10 years, the DOL has conducted an average of 1,500 FMLA audits per year. On-site investigations have been increasing and can lead to substantial fines and penalties if the DOL identifies compliance issues. It is critical for an employer to ensure that its FMLA records and practices are compliant. In this session, we will discuss what employers can do to clean house now as well as strategies for handling the DOL once it is on their doorstep.

SPEAKERS

Alisa Huth Gifford, JD

Counsel, Cigna Corporation

Jeff Nowak, JD

Shareholder, Littler Mendelson, PC

**Sponsored session*

12:00-1:30 PM

LUNCH WITH EXHIBITORS

1:30-2:30 PM

CONCURRENT SESSIONS

choose one

USING THE TRACK SYSTEM

Attendees are encouraged to select sessions across various tracks that best fit their education and training needs.

TRACK | THE BUSINESS CASE

A4 ROI: BUILDING THE BUSINESS CASE



BALTIMORE 1-2

When we have inefficient or non-compliant absence programs, we often know what we need to do to fix them but don't know where we will get the money. During this session, we'll walk through how to build a business case and show a return on investment, discuss what needs to be included in the business case, and explore what resources are available to assist you in building one.

SPEAKER

Patty Borst

National Practice Leader – Disability and Absence Management, The Partners Group

*Sponsored session

TRACK | THE EMPLOYEE EXPERIENCE

B4 LET'S DO MORE THAN SURVIVE HR: USING CPR TO THRIVE WHILE MANAGING DIFFICULT HR MATTERS

WOODROW WILSON BALLROOM

Do you catch yourself day dreaming about your next job or retirement? If so, sit back and prepare to recharge your HR soul in this session. We'll talk about how knowing your stuff isn't enough; you also have to build excellent processes, retool your brain, and recharge your soul!

SPEAKER

Rachel A. Shaw, MBA

President, Shaw HR Consulting, Inc

TRACK | THE INCLUSIVE WORKPLACE

C4 STAYING OUT OF THE DOGHOUSE: ADDRESSING EMPLOYEE SERVICE ANIMAL ACCOMMODATION REQUESTS



ANNAPOLIS

Service animal accommodation requests are on the rise, and the myriad issues surrounding these requests increasingly hound HR professionals. In this session, we will cover these topics and more, with an eye toward keeping you out of the doghouse.

SPEAKER

Joanne Lambert, JD

Office Managing Principal, Jackson Lewis PC

TRACK | TECHNOLOGY SOLUTIONS

D4 HOW TO USE ABSENCE AND DISABILITY DATA TO UNDERSTAND YOUR WORKFORCE

CHERRY BLOSSOM BALLROOM

Employers can use absence and disability claims data to answer a range of questions about their workforce and improve their experience. The key to success, however, is to use the right information. During this session, we'll discuss how to clean data, interpret the findings, understand its pitfalls, and improve future data gathering efforts.

SPEAKERS

Ian Bridgman

Executive Director, The Claim Lab

Carol Harnett, MS, GBDS

President, The Council for Disability Awareness

Ed Quick, MA, MBA, CDMS

Senior Manager, Global Time Away from Work Programs, Technology Organization

TRACK | BUILDING YOUR PROFESSIONAL BRAND

E4 CAPTURING THE BENEFITS OF CHANGE: A CATALYST FOR UNCOVERING YOUR BEST CAREER AND LIFE

BALTIMORE 3-5

Change is ubiquitous, constant, and ever-present. But as much as we know it's always coming, why is it we feel caught off-guard when it arrives? During this session, we will explore how change impacts us, how we can take advantage of its rejuvenating potential, and what tools we need to not just survive it, but to grow through it.

SPEAKER

Kelly O'Brien

Owner, Lead Facilitator, KOK Consulting

MEETING LOCATIONS

GENERAL SESSION

Woodrow Wilson Ballroom

DMEC SOLUTIONS MARKETPLACE

Prince George's Exhibit Hall E

TUESDAY/WEDNESDAY MEALS & EVENTS

DMEC Solutions Marketplace

CONCURRENT SESSIONS

See program listing for locations



DESSERT & CONVERSATION BREAK

Please join us from **2:30-3:00 pm** for dessert with exhibitors.

3:00-4:00 PM

CONCURRENT SESSIONS

choose one

TRACK | THE BUSINESS CASE

A5 THE RFP PROCESS: A DEEP DIVE

BALTIMORE 1-2

Request for proposal (RFP) processes are a means to an end: selecting or maintaining a carrier or third-party administrator for outsourced absence management services. In this session, we will do a deep dive into the world of RFPs and cover the who (to include), the what (process to follow), and the how (to level the playing field and ensure that neither the employer nor the respondent has an advantage over the other).

SPEAKERS

Laura McCormick

Manager, Disability and Leave Management, Baystate Health Systems

Claudia Ruggiero

Team Lead, Disability Management, Chevron Corporation

Teri Weber, ACI, PMP

Partner, Spring Consulting Group

MODERATOR

Karen English, CPCU, ARM, MBA

Partner, Spring Consulting Group

**Sponsored session*

TRACK | THE EMPLOYEE EXPERIENCE

B5 WINNING THE WAR FOR TALENT BY PERFECTING THE EMPLOYEE EXPERIENCE

WOODROW WILSON BALLROOM

You want to secure the best talent, but so does everyone else. In a world where the war for talent is real, and effective recruitment is an art form, it's crucial to create a positive employee experience that attracts, develops, and retains. During this session, we'll offer practical solutions to help you embark on the employee experience journey and how to get it right along the way.

SPEAKERS

Andy Devore

Manager, Leaves & Workers Comp Administration, JOANN Fabric & Craft Stores

Robin Kaminski

Director, Human Resources, JOANN Fabric & Craft Stores

Elisa Wyman

Senior Vice President, Rewards, York Risk

MODERATOR

Heather Luiz

Senior Vice President, Absence Management, York Risk

**Sponsored session*

For full concurrent session descriptions and the latest updates, check out the online conference agenda.

WWW.DMEC.ORG/ANNUAL-CONFERENCE/AGENDA

2019 DMEC SOLUTIONS MARKETPLACE

WEDNESDAY 7:00 AM-3:00 PM

WEDNESDAY CONCURRENT SESSIONS

TRACK | THE INCLUSIVE WORKPLACE

C5 CREATING AN LGBTQ INCLUSIVE WORKPLACE: GOING BEYOND POLICIES**ANNAPOLIS**

While most companies have a nondiscrimination policy that includes sexual orientation and gender identity, 46% of LGBTQ workers remain closeted at work. In this session, we'll explore how employers can increase visibility and make inclusiveness a part of their culture by supporting employees who are transitioning/coming out, addressing language that is included in benefit programs, and ensuring biases and issues are raised and addressed.

SPEAKERS**Ryan K. Sallans**

LGBTQ Speaker, Consultant & Author

Kristina Kishbaugh

Team Leader, New Business & Benefit Services – Projects, Guardian Life Insurance Company of America

MODERATOR**Gene Lanzoni**

AVP, Group & Worksite Marketing, Thought Leadership, Guardian Life Insurance Company of America

TRACK | TECHNOLOGY SOLUTIONS

D5 PREDICTIVE MODELING: LEVERAGING DATA SCIENCE TO IMPROVE THE CUSTOMER EXPERIENCE**CHERRY BLOSSOM BALLROOM**

During this session, we will focus on current and future application of analytics to simplify and add precision to the process of transitioning claims from short-term to long-term disability, identifying fraud and misrepresentation, and utilizing cutting-edge data science techniques to supplement claims management practices. You'll walk away with an understanding of how to leverage data and insights to improve the customer experience.

SPEAKERS**John Aschenbrenner, PgMP**

Vice President, Data Science Program Management, The Prudential Insurance Company of America

Douglas Elfers

Manager, Data Scientist, The Prudential Insurance Company of America

Kenneth Hallden

Vice President, Long Term Disability Claims, The Prudential Insurance Company of America

MODERATOR**Evan Scarponi**

Vice President, Disability and Absence Claims, The Prudential Insurance Company of America

**Sponsored session*

TRACK | BUILDING YOUR PROFESSIONAL BRAND

E5 WOMEN'S LEADERSHIP PANEL: FORGING THE PATH FOR FUTURE IDAM LEADERS**BALTIMORE 3-5**

During this lively discussion, a diverse group of female leaders will share their personal career journeys, including how tough life lessons and failures have helped get them to the next level. You'll walk away with solid lessons you can put into practice to advance your own career.

PANELISTS**Kymerly Y. Alexander Clay, CPDM**

Integrated Absence and Disability Management Administrator, City of Long Beach

Ophelia Galindo

Global Director, Leave & Accommodation, Amazon

Sandy Garner, SPHR, SHRM-SCP

VP, People & Culture, Black Rifle Coffee Company

MODERATOR**Maria Henderson, MS, CDMS**

Chief Innovation Officer, WorkCare, Inc

4:00-4:15 PM

BREAK

Looking for a way to relax after a long day of conference sessions? Attend one of our "Breathe to Succeed" sessions.

4:15-4:40 PM OR 4:50-5:15 PM
(select one)

BREATHE TO SUCCEED**CAMELLIA 3-4**

Often, we struggle to control our mindset — and ultimately our effectiveness — when we're coming off of a stressful experience. During this session, we'll teach you practical tools and techniques you can implement immediately to control your response, energy, and perspective, all through the power of your breath and mindset.

SPEAKER**Sandy Abrams**

Author of "Breathe to Succeed"

4:15-5:15 PM

HOT-TOPIC ROUNDTABLE DISCUSSIONS

Join your peers for small-group discussions on hot topics in the industry. Share challenges, opportunities, and best practices from your organization.

COSOURCING & OUTSOURCING › Annapolis
FMLA & ADA › Magnolia 1
INNOVATIVE INTEGRATION › Magnolia 2
MANAGING INTERNAL PROGRAMS › Magnolia 3
MEDICAL CERTIFICATIONS & FORMS › Azalea 2
WORKPLACE WELLNESS & EAP PROGRAMS › Azalea 3



CAPITAL LIVE!

Sponsored by

MetLife

8:00-11:00 PM

BOBBY MCKEY'S DUELING PIANO BAR

There's no better way to let loose and relax after several busy days of new ideas than to join your fellow conference attendees at our popular Wednesday night event. This year, get ready to party, sing, dance, and laugh the night away at Bobby McKey's Dueling Piano Bar. Come for an hour or stay for the whole evening!

- Located steps from the conference hotel
- Complimentary drink tickets provided at the event
- Great food, entertainment, networking, and fun

THURSDAY AUGUST 8

7:30-8:30 AM

BREAKFAST

8:30-9:30 AM

THEY'RE HERE! A DEEP DIVE INTO PAID FAMILY AND MEDICAL LEAVES



Paid family and medical leave laws are now a reality in several states. Your organization must be ready for these job-protected, paid leaves as more states begin to adopt new laws. What do employers need to know about these leaves? What decisions need to be made? How do these leaves interact with other existing state leaves, company policies, and the FMLA? During this session, we'll take a tour of the latest information regarding employee rights and employer obligations, options, and considerations for these mandatory leave benefits.

SPEAKERS

Marti Cardi, JD

Vice President, Product Compliance, Matrix Absence Management, Inc

Chris Smith

AVP, Practice Leader - Leave, Disability & ADA, Matrix Absence Management, Inc

**Sponsored session*

9:30-9:45 AM

COFFEE & CONVERSATION BREAK

9:45-10:45 AM

GOT ROI?

Many employers are outsourcing portions of their absence management program to a carrier or third-party administrator. If you're one of them, you may have found that your management team quickly shifted focus from providing support to proving return on investment (ROI). As a result, you may feel like you've just gotten the program up and running, and you're already being faced with questions like, "Was it worth it?", or, "Have costs decreased?" Like almost every other type of progress, the efficiencies of outsourcing don't happen overnight, and the financial impact takes time. You're not alone in this challenge. In this session, we'll uncover a savings and ROI framework that you can set and measure against over time. You'll hear how companies like Chevron and Baystate Health, Inc. have implemented a framework, and the success they've seen.

SPEAKERS

Karen English, CPCU, ARM, MBA

Partner, Spring Consulting Group

Laura McCormick

Manager, Disability and Leave Management, Baystate Health Systems

Claudia Ruggiero

Team Lead, Disability Management, Chevron Corporation

MODERATOR

Teri Weber, ACI, PMP

Partner, Spring Consulting Group

MEETING LOCATIONS

BREAKFAST › Cherry Blossom Ballroom Lobby

GENERAL SESSIONS/BREAK › Woodrow Wilson Ballroom

10:45-11:45 AM

REAL-LIFE ROBOCOP: MEETING "IMPOSSIBLE" RTW GOALS IN CATASTROPHIC CASES

Technological advances are helping people with spinal cord injuries go from wheelchair to walking. Yet, with a hefty price tag, payers have been reluctant to approve these new devices for injured workers. In this session, you'll hear from Jeremy Romero, a police officer who sustained an on-duty spinal cord injury, yet returned to policework six months after his incident. Jeremy will discuss the details of his accident, fight for survival, physical and psychosocial challenges of adapting to life after a spinal cord injury, and his determination to "walk" again through an exoskeleton device. He'll detail how case management helped him navigate complicated healthcare bureaucracy, communicate and educate his needs with providers, and advocate with insurance companies to gain financial commitment for the device.

SPEAKERS

Patricia Elizalde, LPN, CRC, CDMS, CCM

Branch Manager, GENEX Services, Inc

Jeremy Romero

Retired Deputy, Bernalillo County Sheriff's Office

**Sponsored session*

11:45 AM-12:00 PM

CLOSING REMARKS AND GRAND PRIZE DRAWING

Sponsored by



12:00-12:30 PM

CEU INFORMATION & QUESTIONS

FINAL DAY REMINDERS!

- **CHECK OUT IS AT 11:00 AM.** You may request a late check out at hotel registration, or check your luggage with Guest Services prior to the start of the morning sessions. You are also welcome to bring your luggage with you to store in the back of the meeting room.
- **DON'T FORGET!** Complete your session and post-conference evaluation forms on the DMEC mobile app to earn your CEU credits.
- **QUESTIONS** regarding CEU credits and certificates of completion will be answered until 12:30 pm at the registration desk.

DMEC SOLUTIONS MARKETPLACE

BOOTH 406 | ABSENCE, PRODUCTIVITY & HR CONSULTING LLC

www.AbsenceConsulting.com

APH brings a wealth of knowledge and experience to Insurers, Service Providers and Employers on all aspects of Benefit Programs. Our Principals are seasoned professionals in disability/absence, SAW/RTW, PFL, PTO, ADA, WC, and Compliance. We've held leadership positions at major insurers and founded national TPAs focused on solutions to employers of all sizes.

BOOTH 600 | ABSENCESOFT

www.absencesoft.com

AbsenceSoft has one simple goal—to create best in-class software for companies to manage ADA Accommodations, FMLA, Disability and other leaves of absence, easily, efficiently, compliantly and cost effectively. Our proprietary software, AbsenceTracker, provides organizations with the tools to improve productivity, increase compliance and reduce cost.

BOOTH 602 | ALEX BY JELLYVISION

www.jellyvision.com

Jellyvision's interactive software, ALEX®, talks people through decisions related to their pay, benefits, and savings. We use behavioral science, humor, and tech to help employees achieve better financial outcomes for themselves and their employers. ALEX is used by more than 1,500 companies, including 114 of the Fortune 500, with more than 18 million employees. Learn more at jellyvision.com.

BOOTH 408 | ALLSUP

www.allsup.com

Allsup provides nationwide Social Security disability, return to work, healthcare exchange plan and Medicare services for individuals, their employers and insurance carriers. Allsup professionals deliver specialized services supporting people with disabilities and seniors. Founded in 1984, the company is located in Belleville, Illinois.

BOOTH 409 | ANTHEM LIFE

www.anthem.com

Anthem Life Insurance Company, part of the nation's second largest health insurance company, Anthem, Inc., has the financial stability and products to help keep your employees healthy and productive. Visit our booth to learn how we provide group life, disability, integrated health & absence management solutions!

BOOTH 505 | AUTHENTIC4D

www.authentic4d.com

Authentic4D provides revolutionary 3D video imaging technology. Our highly credentialed nationwide team of sub-specialized radiologists promptly review CT and MRI scans for accuracy. When diagnostic errors are noted we produce our unique video report package that assists clients in making timely claims decisions while avoiding payments for unnecessary medical treatment.

BOOTH 105 | BROADSPIRE

www.choosebroadspire.com

Broadspire,® a Crawford® Company and leading third-party administrator to employers and insurance companies, offers a broad suite of customized claim, medical management, accident and health, and disability and leave management services designed to help increase employee productivity while containing costs.

BOOTH 209 | CIGNA GROUP INSURANCE

www.cigna.com

Cigna is a global health service company dedicated to providing proactive support for the whole person. At Cigna, our goal is to help improve the health, productivity and sense of security for those we serve through our broad suite of connected solutions.

BOOTH 313 | CITIZENS DISABILITY INTEGRATION

partners.citizensdisability.com

Citizens Disability INTEGRATION offers a wide array of efficient and proven risk management services to insurance carriers, Third-Party-Administrators (TPAs), and employers to maximize offsets and recover overpayments, including national Social Security Disability representation, LTD overpayment recovery, Social Security overpayment waiver representation, post-award services, and Medicare entitlement and verification.

BOOTH 501 | CLAIMVANTAGE

www.claimvantage.com

ClaimVantage is a leading international provider of Life, Health, and Absence claim management software solutions. Supporting both group and individual lines of business for insurance carriers, TPAs, and employers, this claimant-centric software provides users with an innovative, configurable and intuitive cloud-based platform to improve efficiency and ensure regulatory compliance.

BOOTH 402 | COMMISSION FOR CASE MANAGER CERTIFICATION (CCMC)

www.ccmcertification.org

The Commission for Case Manager Certification (CCMC) is the first and largest organization that certifies case managers. The CCMC is positioned as the most active and prestigious certification organization supporting the case management industry. The CCM credential is the only cross setting, cross-discipline case manager credential for health care and related fields that is accredited by the National Commission for Certifying Agencies (NCCA).

BOOTH 210 | DMEC

www.dmec.org

The Disability Management Employer Coalition (DMEC) is the only association dedicated to providing focused education, knowledge, and networking for absence and disability professionals. Stop by the DMEC booth for information on membership, certification programs, educational opportunities, resources and tools, and much more.

BOOTH 504 | EMPIRE SUITE

go.empiresuite.com

Empire SUITE automates the manual processes of managing and tracking regulatory and non-regulatory leave. Our goal is to make your life easier by equipping your workforce with a multi-platform software solution. Web, mobile and email options allow users to submit leave requests easily. Say goodbye to sending "leave" notification emails because our system automates notifications to your colleagues and sends the information to your Payroll and HRIS applications. We give you back your time so your team can focus on the BIG company goals.

BOOTH 307 | ESIS, INC

www.esis.com

With 66 years of experience, ESIS provides one of the industry's broadest selections of risk management solutions. ESIS' customized approach to program design and integration helps clients achieve better results. Our single-source absence solutions streamline processes, create efficiencies, mitigate costs, and promote a productive work environment.

BOOTH 400 | FINEOS

www.FINEOS.com

FINEOS has over 50 life, accident and health insurance customers globally; including 6 of the top 10 carriers in the US and 6 of the top 10 carriers in Australia. The FINEOS Platform provides full end to end core claims, billing, policy administration, absence and Integrated Disability and Absence Management (IDAM) for group, voluntary and individual business across life, accident and health. The FINEOS Platform includes the FINEOS AdminSuite core product suite as well as add-on products, FINEOS Engage to support digital engagement and FINEOS Insight for analytics and reporting.

BOOTH 213 | GENEX

www.genexservices.com

Genex Services provides best-in-class clinical solutions enabling workers' compensation and disability payers and employers to transform their bottom lines. Genex clinical services are enhanced by intelligent systems and 360-degree data analysis. Its clinical expertise consistently drives superior results while enhancing the lives of injured and disabled workers.

BOOTH 205 | GUARDIAN

www.guardiananytime.com

Every day, Guardian makes the lives of 26 million Americans more secure through our insurance and wealth management products and services. From our founding in 1860, doing the right thing for our policyholders and customers has guided everything we do. With a Fortune 250 ranking, we are one of the largest mutual insurance companies in the country, focused on giving people the security they deserve for life.

BOOTH 407 | HUMAN RESOURCE EXECUTIVE MAGAZINE

hrexecutive.com

Human Resource Executive® was established in 1987 and continues today as the premier publication focused on strategic issues in HR. Written for vice presidents and directors of human resources.

HRExecutive.com is an interactive resource designed specifically for directors and vice presidents of HR to deliver users breaking news, unique insights and extensive reference materials.

BOOTH 507 | INSURANCE EDUCATIONAL ASSOCIATION (IEA)

www.ieatraining.org

Insurance Educational Association (IEA) is a leading nonprofit provider of professional education in disability and risk management. We serve thousands of students annually with a wide variety of classroom, on demand and webinar courses. We are proud to offer the CPDM program in partnership with DMEC.

BOOTH 308 | JACKSON LEWIS PC

www.jacksonlewis.com

Jackson Lewis PC is a law firm with more than 900 attorneys in major cities nationwide serving clients across a wide range of practices and industries. Having built its reputation on providing premier workplace law representation to management, the firm has grown to include leading practices in the areas of government relations, healthcare and sports law. Named the "Innovative Law Firm of the Year" by the International Legal Technology Association, the firm's commitment to client service and depth of expertise draws clients to Jackson Lewis for excellent value-driven legal advice.

BOOTH 206 | JOB ACCOMMODATION NETWORK

AskJan.org

The Job Accommodation Network (JAN) is a free consulting service providing accommodation guidance and technical assistance on the ADA and other disability related legislation. JAN is committed to increasing the employability of people with disabilities. JAN is contract funded by the Office of Disability Employment Policy, U.S. Department of Labor.

BOOTH 304 | LEAVELOGIC, INC

leavelogic.com

LeaveLogic revolutionizes how employees and companies manage the family leave process. Our solutions empower employees to confidentially navigate and plan the best leave scenario for their unique situation, while saving companies time, money and effort.

BOOTH 301 | LINCOLN FINANCIAL GROUPwww.lfg.com

Group Protection is an industry leader in the group disability and absence management space and offers a robust offering of other non-medical insurance products, including short and long-term disability, statutory disability and paid family medical leave administration and absence management services, term life, dental, vision and accident and critical illness benefits and services to the employer marketplace through various forms of employee-paid and employer-paid plans. Group Protection has the products, services and expertise to serve the unique needs of employer groups of all sizes, from small companies with fewer than 100 employees to large employers with 10,000 or more employees.

BOOTH 107 | METLIFEwww.metlife.com

With 150 years of experience in the insurance industry, MetLife is one of the world's leading financial services companies, providing insurance, annuities, employee benefits and asset management to help its individual and institutional customers navigate their changing world. MetLife's customer-focused solutions, exceptional service and expert disability and absence services are a powerful blend of people and technology, offering smart guidance and easy access to data to help keep companies healthy and productive.

BOOTH 207 | MITCHELL MCNwww.mcn.com

For 33 years Mitchell MCN has brought objectivity, integrity, and a strong focus on measurable quality to the Review process. As the largest national URAC-accredited Independent Review Organization, we leverage a network of 25,000 options nationwide to provide a full range of independent medical exams and peer reviews.

BOOTH 509 | ODG BY MCGwww.mcg.com/odg

ODG by MCG provides unbiased, evidence-based guidelines that unite payers, providers and employers in the effort to confidently and effectively return employees to health. ODG's guidelines and analytical tools are designed to improve and benchmark RTW, facilitate quality care, limit inappropriate utilization, set reserves, and assess claim risk for triage.

BOOTH 508 | PACIFIC RESOURCESwww.pacresbenefits.com

Pacific Resources is a national benefit consulting company focused on non-medical benefits (Disability, Absence, Life, Voluntary Benefits, and Benefits Administration technology) for large, Fortune 1000 employers.

BOOTH 608 | PRESAGIAwww.presagia.com

Presagia, leader in cloud-based absence management solutions, enables organizations to be more efficient, control lost time and risk, and strengthen compliance. Covering 450+ U.S. federal and state leave rules and 150+ Canadian federal and provincial rules, employers rely on Presagia to simplify their absence management processes.

BOOTH 604 | PSYBAR, LLCwww.psybar.com

PsyBar, using a specialty network of vetted doctors in 1,800 locations, performs forensic behavioral health assessments. IMEs, File Reviews, Fitness for Duty Assessments, Pre-Employment Screenings, Leadership/Management, Vocational/Risk Assessments, Police/Public Safety Evaluations. Our best practice in-person model is a leader in the industry.

Absence, leave and disability professionals rely on PsyBar's network of forensic professionals to provide clinically sound, reviews and in-person credible assessments. PsyBar has been providing clinical expertise in the complicated area of forensic behavioral health since 1995.

BOOTH 202 | R3 CONTINUUMwww.r3continuum.com

R3 Continuum is the only behavioral health company to provide custom behavioral health solutions for workplace well-being. We offer tailored evaluations, crisis response,

consulting solutions, and more to help your organization and its employees cultivate resilience and productivity. Our mission is to help you thrive.

BOOTH 201 | REEDGROUPwww.reedgroup.com

ReedGroup is the largest exclusive provider of absence management services. We manage the leave of absence claim process for companies that offer customized leaves, FMLA, Short-Term Disability (STD) and Long-Term Disability (LTD).

Our outsourcing services, for employers with 5,000 or more employees, provides a seamless, compliant claim process, backed by our leading-edge software and, clinical content that provides evidence based back-to-work guidelines. Our trusted expertise and streamlined services mean your days are freed up to focus on your business. Employees appreciate our personalized experience, employers find their stress lowered and workload reduced, and productivity goes up.

BOOTH 305 | RELIANCE STANDARD/MATRIXwww.reliancestandard.com/ www.matrixcos.com

What happens when a leading, A+ rated benefits carrier integrates with an absence management innovator? A generation of superior absence and productivity management, and a legacy of satisfied clients! Reliance Standard and Matrix are members of The Tokio Marine Group, one of the world's largest and most respected insurance groups.

BOOTH 101 | SEDGWICKwww.sedgwick.com

Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions that include property, casualty and integrated risk services and benefits administration with 21,000 colleagues, located in 65 countries. Taking care of people is at the heart of everything we do. Caring Counts®.

BOOTH 503 | SOCIAL SECURITY LAW GROUPwww.sslg.com

Social Security Law Group (SSLG) is a leading provider of Social Security disability representation, disability plan overpayment recovery, and SSDI benefits monitoring to the LTD insurance industry. Founded in 1994, SSLG provides nationwide attorney advocacy to LTD insurers, third-party administrators, self-insured employers, and disabled individuals.

BOOTH 312 | SPRING CONSULTING GROUPwww.springgroup.com

Spring Consulting Group, an Alera Group Company, LLC, is a leading professional service firm whose core focus is developing integrated and innovative solutions around employee benefits, risk management and insurance. We work with employers, carriers and TPAs to solve some of the most challenging issues of today - rising healthcare costs, plan design, FMLA and ADA compliance, return-to-work and stay-at-work, employee engagement and more.

BOOTH 309 | SUN LIFE FINANCIALwww.sunlife.com/us

Sun Life provides a broad range of employee benefits including Group Life, Disability, Absence Management, Dental, Accident and Critical Illness, as well as Medical Stop-Loss insurance. Our mission is to help people protect what they love about their lives.

BOOTH 113 | THE HARTFORDwww.thehartford.com

The Hartford is a trusted leader in Absence Management, Disability, Life, Workers' Compensation and Voluntary Benefits. We've made income protection and best-in-class claims service a tradition you can count on, and are dedicated to helping businesses attract, retain, and protect employees with our growing portfolio of the latest industry-leading employee benefits products and services. We protect the lives of more than 20 million people, have more than 165 years' experience, and have been named one of the World's Most Ethical Companies by Ethisphere for 11 years.

BOOTH 502 | THE PARTNERS GROUPwww.thepartnersgroup.com

Through our consulting, insurance, and financial services, The Partners Group has been making a difference in our local communities since 1981. We're a partner who helps individuals and businesses identify problems and solve for growth by building custom strategies that discover, protect, and enhance the future.

BOOTH 200 | THE PRUDENTIAL INSURANCE COMPANY OF AMERICAwww.prudential.com/employers/group-insurance

Provider of group benefits and services since 1916, Prudential Group Insurance delivers benefit experiences that help create and protect financial wellness against the financial challenges of unavoidable risks.

BOOTH 401 | THE STANDARDwww.standard.com

At The Standard, our highest priority is helping people achieve financial well-being and peace of mind. We believe in possibilities, not disabilities. With tools designed to help reduce your workload and a proactive approach to help you maintain a more productive and efficient workplace, we're here to partner with you for the long term. Learn more by speaking with our team in Booth 401/403 at the conference, by contacting the local Employee Benefits Sales and Service Office for your area at 800.633.8575 or visiting us at www.standard.com.

BOOTH 306 | TRION, A MARSH & MCLENNAN AGENCY LLCwww.trion.com

Trion's ADL Specialty Practice is dedicated to the needs of the large and complex employer. Our teams provide thought leadership and support for employer absence, disability and life programs drawing from experiences at consulting firms and carriers. Our team specialize in unraveling the complex and often disconnected programs that challenge employers.

BOOTH 302 | UNUMwww.unum.com

Every day, Unum helps millions of people get back to what matters most: their families, their jobs, their well-being and peace of mind. Because when you've got Unum, you've got the strength, compassion and expertise of our people standing behind all of yours. For benefits that keep employees going, we've got you.

BOOTH 405 | WORKFORCE SOFTWAREwww.workforcesoftware.com

WorkForce Software is making work easy for the evolving global workforce.

Our cloud-based WorkForce Suite empowers employees and managers to digitize time and labor processes, optimize demand-driven scheduling, simplify absence management, and enable strategic business insight.

BOOTH 404 | WORKPARTNERSwww.workpartners.com

WorkPartners is an innovative health, wellness, and productivity company that partners with clients across the U.S. in transforming the well-being of their workforce. Driven by advanced data analytics, our integrated workforce solutions help organizations maximize employee engagement, lower healthcare costs, and improve employee health. For more information visit www.workpartners.com

BOOTH 208 | YORK RISKwww.yorkrisk.com

For more than 55 years, York has been delivering results our clients can see and feel. As a leading risk solutions provider, we serve corporations, the insurance industry and public entities, offering integrated and customized solutions to risk management, claims administration, managed care and absence management.

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