



Strategies for Keeping Your Workers Compensation Insurance Claims in Check

Today's workers compensation system is complex, and knowing what moves to make—and when—is not always easy. To give employers every advantage, A.I.M. Mutual has developed proven and innovative strategies to effectively control claim costs and help injured employees recover faster. At our 19th Annual Claim Seminar, we'll focus on four key areas that are critical to the success of your workers compensation claim management program.

Claim Reporting: The clock starts ticking the second a workplace injury happens. We'll discuss why claim reporting delays are costly and why follow-up communication is vital. Just as important is submitting a complete report, including risk factors. *Presenter: Laura Parsons, A.I.M. Mutual Claim Technical Director*

Medical Care Initiative: We will focus specifically on rising health care costs and what employers can do to contain them. Navigating the health care system presents unique challenges, and if an injured worker
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2013 Claim Seminars – Complimentary Luncheon Series

11:00 a.m. – 4:00 p.m.

Seating is limited. Register early!

Wednesday, October 16, 2013
Castle of the Knights, Chicopee

Friday, October 18, 2013
Holiday Inn, Taunton

Tuesday, October 29, 2013
Country Club of Pittsfield,
Pittsfield

Thursday, October 31, 2013
Andover Country Club, Andover

Tuesday, November 5, 2013
Lantana's, Randolph

Thursday, November 7, 2013
Marlborough Courtyard by
Marriott, Marlborough



Register today at www.aimmutual.com

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has an underlying health issue, standard treatment may no longer apply. *Presenter: Michael Shor, M.P.H., Managing Director, Best Doctors Occupational Health Institute*

Worksite Wellness Initiative: Studies are increasingly validating the value of worksite wellness programs. Among the benefits are higher productivity, fewer claims, and improved return to work rates. We'll provide an overview of our new initiative and its impact on the claim process. *Presenters: Senior Manager Wayne Grudzien and Wellness Coordinator Martha Gagnon, A.I.M. Mutual Injury Prevention & Worksite Wellness*

Controverted Claims: What exactly is the role of the employer when a claim is litigated at the Department of Industrial Accidents (DIA)? We are pleased to welcome back DIA Senior Judge Omar Hernández to provide unique insight to the proceedings. You may be surprised at what you can do to better present your case. *Joining Judge Hernández is Michael Kelley, A.I.M. Mutual Vice President & Claim Manager*

At our 2013 Seminar, you will see how our claim management techniques are getting results in a workers compensation environment that continues to present new challenges for your business. Register today for one of our six fall seminars.

Register on-line at www.aimmutual.com. Seminar and lunch buffet are provided compliments of the A.I.M. Mutual Insurance Companies. Please direct any questions to Kelly O'Brien-Plante at 508.697.9027 x10 or email: seminarinfo@aimmutual.com

If you are unable to attend but would like to receive information about other services and seminars offered by A.I.M. Mutual Insurance Companies, please contact Michael Kelley at:

800-876-2765 ext. 8814 or 781-270-8814 (direct)
mkelley@aimmutual.com



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The Honorable **Omar Hernández**, Senior Judge at the Department of Industrial Accidents (DIA), was first appointed as an Administrative Judge in 2003. He was honored in 2012 by the Massachusetts Academy of Trial Attorneys for his years of outstanding public service to the residents of Massachusetts, both as an attorney and a judge at the DIA. 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 Massachusetts Human Resources Division, defending workers compensation cases filed against state agencies. In 2000, Judge Hernández was named Deputy General Counsel for the Human Resources Department, handling labor relations and civil service issues.

Wayne Grudzien, CSP, ARM, CWPC, is Senior Manager for the Companies' Injury Prevention and Worksite Wellness Department and has over 27 years of insurance loss control experience. Prior to joining A.I.M. Mutual in 2002 as a Regional Loss Control Manager, Wayne held consulting, supervisory, and management positions with several national and regional carriers. Wayne is a Certified Safety Professional and a Certified Wellness Program Coordinator, and he holds the Associate in Risk Management insurance designation. He earned a Bachelor of Science degree in Biology from Springfield College.

Martha Gagnon, CWPC, joined A.I.M. Mutual Insurance Companies in May, 2013, as Wellness Coordinator in the Companies' Injury Prevention and Worksite Wellness (IPWW) department. Martha is responsible for helping interested policyholders create a culture of wellness at their workplaces. Prior to joining A.I.M. Mutual, Martha was Director of Worksite Health Initiatives for the American Cancer Society. She holds a Bachelor of Science degree in Human Services from Lesley University.

Seminar Presenters

19th Annual Claim Seminar

Michael P. Kelley, ARM, AIC, has been Vice President of Claims for A.I.M. Mutual since 1994. Previously, he spent 10 years with a large commercial carrier, where he held a number of supervisory/management positions. He became Operations Manager for an independent consulting firm in 1992. Michael holds both an Associate in Claims and an Associate in Risk Management designation. He is a member of the WCRIB Claim Committee as well as the Board of Governors of the Insurance Fraud Bureau of Massachusetts. He is also a frequent guest speaker for seminars designed to educate employers on the many aspects of workers compensation management. He holds a Bachelor of Science degree in Business Administration from Merrimack College.

Laura Parsons, WCLA, FCLA, has been Claim Technical Director for A.I.M. Mutual since 2003. She joined the Company as a Claim Supervisor in 1997. Laura began her claim career in 1980, supervising workers compensation, special litigation, hazardous waste, and accident & health claims for a domestic insurer. She has specialized in workers compensation claim handling for more than 20 years. Her insurance designations include a Workers Compensation Claim Law Associate as well as Fraud Claim Law Associate, and she is licensed to handle claims in New Hampshire and Connecticut. She earned a Bachelor of Science degree in Criminal Justice from Westfield State College.

Michael J. Shor, M.P.H., is the Managing Director of the Best Doctors Occupational Health Institute. A former ICU nurse at what is now Boston Medical Center, 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 Subcommittee 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.

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