



Health Care Provider and Insurance Carrier
 Quarterly Meeting
 January 21, 2026
 2 p.m. to 3:30 p.m.

Agenda

Item	Presenters
Welcome	Jeff Nelson Commissioner of Workers' Compensation
Operations Update	
Health Care Provider Outreach	Amy Rich, Director Health Care Provider and Return to Work Outreach
CY '25 OMA Complaints and Investigations, Audits, and AMA Guides Study	Jennifer Self, Manager Health Care Quality Review
Medical Fee Dispute Resolution Update	Greg Arendt, Director Medical Fee Dispute Resolution
Business Process Update	Martha Luevano, Director Enterprise Automation Services
Hearings Update	Jeff Carothers, Regional Director of Hearings, Southern and Eastern Regions Hearings
Compliance & Investigations Update	Dan LaBruyere, Deputy Commissioner Compliance and Investigations
Claims & Customer Services Update	Erica DeLaCruz, Deputy Commissioner Claims & Customer Services
Q&A	
Closing Remarks	Jeff Nelson Commissioner of Workers' Compensation