



Health Care Provider and Insurance Carrier Quarterly Meeting  
October 22, 2025  
2 p.m. to 3:30 p.m.

**Agenda**

Item	Presenters
<b>Welcome</b>	Jeff Nelson Commissioner of Workers' Compensation
<b>Operations Update</b>	Mary Landrum, Deputy Commissioner Operations
Health care provider & return to work outreach	Amy Rich, Director Health Care Provider and Return to Work Outreach
OMA audits update	
Medical quality review panel member nominations	Santiago Calderon, Director Designated Doctor Operations
AMA Guide 6 <sup>th</sup> Edition study update	Jennifer Self, Manager Health Care Quality Review
<b>Business Process Update</b>	Tammy Campion, Deputy Commissioner Business Process
Income benefit report	Martha Luevano, Director Enterprise Automation Services
Performance based oversight updates	
Designated doctor exam services	
<b>Communications Update</b>	Kara Mace, General Counsel Legal and Communication Services
Conference overview	
New media resources portal	
<b>Compliance &amp; Investigations Update</b>	Connor Ambrosini, Lead Attorney Enforcement
C&I stats update	
Death benefit audit breakdown	
<b>Claims &amp; Customer Services Update</b>	Teresa Johnson, Director Outreach and Claims Services
Catastrophic incidents management	
<b>Q&amp;A</b>	
<b>Closing Remarks</b>	Jeff Nelson Commissioner of Workers' Compensation