



Virtual Health Care Provider and Insurance  
Carrier Quarterly Meeting  
Thursday, December 12, 2024  
1:30 p.m. to 3 p.m.

**Agenda**

| Item  | Presenters   |
|---|--|
| <b>Welcome</b>  | Jeff Nelson<br>Commissioner of Workers' Compensation   |
| <b>Health and Safety Update</b>   | Mary Landrum, Deputy Commissioner<br>Health and Safety |
| Medicare Economic Index Conversion Factors  |  |
| Annual Audit Plan Update <ul style="list-style-type: none"> <li>• Designated Doctor (DD) request for additional testing</li> <li>• AMA 6<sup>th</sup> edition study update</li> </ul> |  |
| <i>Why become a DD?</i> video   |  |
| Rules Update <ul style="list-style-type: none"> <li>• Telemedicine</li> <li>• Pharmacy</li> </ul>   |  |
| <b>Hearings Update</b>  |  |
| Air Ambulance Medical Fee Dispute Resolution  |  |
| <b>Business Process Update</b>  | Tammy Campion, Deputy Commissioner Business Process    |
| Network Report Card   | Martha Luevano, Director Enterprise Automation Systems |
| 2025 Health Care Provider Performance Based Oversight   |  |

|  |   |
|--|---|
| Preview of Employer E-File                                 |   |
| <b>Operations and External Relations Update</b>            | Matthew Posey, Deputy Commissioner<br>Operations and External Relations |
| Legislative Recommendations and Session Outlook            |   |
| Conference Feedback and Continuing Education Opportunities |   |
| <b>Claims and Customer Services Update</b>                 | Erica De La Cruz, Deputy Commissioner<br>Claims and Customer Service    |
| Benefits Estimator Tool Demo                               |   |
| Lifetime Income Benefits Verification Rule                 |   |
| Seasonal Average Weekly Wage                               |   |
| <b>Q&amp;A</b>   |   |
| <b>Closing Remarks</b>                                     | Jeff Nelson<br>Commissioner of Workers' Compensation                    |