

Hear widely-recognized workers' compensation journalist Roberto Cenicerros discuss how employers, insurers, third party administrators and other stakeholders are adjusting their programs to address growing medical severity and claim complexity. The nationwide trends that veteran worker's comp reporter Cenicerros recently covered include funding opioid detox programs, mining data to select the best doctors, and employers lobbying to opt out of state workers' comp systems.

He will also discuss some of the crazier court decisions from around the country.

1. Introduction: background, industry experience, and vantage point on news, current events, and trends shaping injured worker claims management and the workers' comp industry.
2. The unusual and serious news events around the country from court decisions to insurance arrangements, medical marijuana, and the opt-out movement.
3. The claims management landscape and issues employers and insurers struggle with including an aging work force, obesity, comorbidities. They are no longer mere discussion topics, but manifesting in claims experience and vendor services.
4. How claims are emerging and the range of practices to mitigate them and improve outcomes:
 - Pre-employment testing – countering an out-of-shape labor pool
 - Mining big data to refine medical management and medical provider selection
 - Challenging corporate silos to manage occupational and non-occupational absence
5. Where does the industry go from here with insurance rates dropping.