CONFERENCES

BENEFITS

GAIN INSIGHTS from a variety of organizations who share real-world experience and case studies, giving you expert knowledge on how to address the complex issues you are facing in your organization.

SHARE IDEAS with peers and executive thought leaders from across the country during your choice of 40+ scheduled sessions and events.

TAKE BACK proven strategies, actionable ideas, and tested program models to assist with the development and implementation of cost-saving programs in your company.

WHO SHOULD ATTEND

Professionals responsible for

» Absence and disability management
» Leave and time off management
» Return to work programs
» Human Resources/Benefits
» FMLA/ADA compliance
» Claims/Case management
» Health and productivity management
» Risk and litigation management
» Occupational health and safety
» Workers’ compensation

CERTIFICATIONS & DESIGNATIONS

DMEC has applied for recertification continuing education units for the following certifications and professional designations. Please check the final 2016 DMEC Annual Conference program and onsite tracking form for approval status and credit hour approvals.

SPHR/PHR Senior Professional/Professional in HR
SHRM-CP/SHRM-SCP (SHRM Recertification)
ADMS Associate Disability Management Specialist
CA-BRN California Board of Registered Nursing (and reciprocal states)
CCAA Certified Career Assessment Associate
CCMP Certified Case Management Professional
CCMC Certified Case Manager
CDMS Certified Disability Management Specialist
CPDM Certified Professional in Disability Management
CRCC Certified Rehabilitation Counselor
CWA Certified Work Adjustment Specialist
CVE Certified Vocational Evaluation Specialist

Dear Colleague,

The complex and rapidly-changing landscape of absence and disability management presents a unique opportunity for integrated absence management professionals. You have a chance to increase your role as a strategic leader and innovator within your organization — identifying opportunities to control escalating absence costs, developing compliant programs, and creating a productive and sustainable workforce.

Are you excited, but daunted by this challenge? The 2016 DMEC Annual Conference is your ticket to success.

During the conference, you’ll have the opportunity to join 700+ like-minded absence, disability, and return to work professionals who are looking to tackle strategic workforce issues facing their organizations. You will hear first-hand about successful, real-world approaches to complex program management, plus you will gain practical insight into emerging trends and regulatory changes affecting your programs.

Register today and get ready to be educated and energized as you prepare to propel your absence, disability, and return to work programs strategically — and compliantly — into the future.

SEE YOU IN NEW ORLEANS!

TERRI RHODES
MBA, CPDM, CCMP
Chief Executive Officer, DMEC

DMEC
Disability Management Employer Coalition
800.789.3632 • info@dme.org
www.dme.org

DMEC is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP™ or SHRM-SCP™.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that the program has met the HR Certification Institute’s criteria to be pre-approved for recertification credit.
HILTON NEW ORLEANS RIVERSIDE

2 POYDRAS STREET
NEW ORLEANS, LA 70130

Explore the best of New Orleans from the Hilton New Orleans Riverside hotel in the heart of downtown. Right next to the Riverwalk and just a few blocks from the French Quarter, the hotel offers convenient access to the many attractions of the Big Easy and a perfect place to relax and unwind during your stay.

DMEC RATE

PHONE  » 800.445.8667

CONFERENCE RATE  » $169 (excluding taxes)
Guest room Internet is included in the rate

CUTOFF  » June 23, 2016

To secure the DMEC group rate of $169 per night, contact the Hilton at 800.445.8667 and ask for the DMEC group rate. Guest rooms must be secured no later than Thursday, June 23, 2016. Book early as our discounted rooms may sell out before the cutoff date!

IMPORTANT: Please be advised that DMEC has not authorized any third-party housing services to represent the event and sell hotel rooms on our behalf. Reserve your hotel room directly with the Hilton New Orleans Riverside using the information above.

GETTING THERE

Located thirteen miles and 25 minutes from the conference venue, the Louis Armstrong International Airport (MSY) provides attendees access from nearly anywhere in the world. Upon arrival, taxis are readily available at approximately $33 each way and shared ride shuttle service is available for approximately $24 each way. Make your reservations at www.supershuttle.com using discount code DMECA for a discounted rate.

CONFERENCE VENUE & ACCOMMODATIONS

HILTON NEW ORLEANS RIVERSIDE

CONFERENCE PROGRAMMING COMMITTEE

Thank you to our dedicated 2016 conference programming committee for their time, expertise, and assistance in developing the educational content for the 2016 DMEC Annual Conference.

Bryon Bass
SVP of Disability and Absence Practice & Compliance

Robin Davis, MS, CPDM
Senior Manager, IDM Operations Benefits, JCPenney

Marlene Dines, MS, CRC, CPDM
National Integrated Disability Management Leader, Kaiser Permanente

Loyd Hudson, MS, CPDM, SPHR
Manager Integrated Disability, American Electric Power

Deborah Jacobs, MS
Leave/Disability Manager, Amazon

Richard Mieskowski, CPDM
Compliance Consultant, Integrated Disability Management, Spectrum Health Hospitals

Mike Moses, ARM, CPDM
ADA Case Manager, Integrated Disability Management, Kaiser Permanente

Tammy Schoenert, SPHR, CDPM
Manager, H-E-B Corporate Benefits

Daniel Shaughnessy, ARM
Director, Disability Wellness & Loss Prevention, Textron Inc

Lisa Triplett, CPDM
Health and Welfare Manager, Jostens
MONDAY JULY 18
7:00 am-6:00 pm Registration Open
9:00 am-3:30 pm Preconference Workshop 1
See page 4 for details
4:00-5:00 pm Preconference Workshop 2
See page 5 for details
6:00-8:00 pm OPENING WELCOME RECEPTION

TUESDAY JULY 19
7:00-8:00 am WELCOME BREAKFAST
8:00-8:15 am Welcome and Opening Remarks
8:15-9:00 am Opening Keynote
Sponsored by Zurich
See page 6 for details
9:00-10:00 am General Session
See page 6 for details
10:00-10:30 am COFFEE & CONVERSATION BREAK
10:30 am-12:00 pm General Session
See page 6 for details
12:00-1:30 pm NETWORKING & IDEA-SHARING LUNCHEON
Sponsored by Presagia
1:30-5:00 pm Concurrent Sessions
» Employer Models & Best Practices
» Employer Tools & Tactics
» Trending Topics
» Workplace Well-Being
See pages 7-9 for details
2:30-3:00 pm DESSERT & CONVERSATION BREAK
5:00-6:00 pm ATTITUDE ADJUSTMENT WITH EXHIBITORS
Sponsored by ClaimVantage Inc

WEDNESDAY JULY 20
7:30-8:30 am RISE & SHINE NETWORKING BREAKFAST
8:30-9:30 am General Session
See page 10 for details
9:00 am-12:00 pm Ethics and the Insurance Profession: A Workshop for Group Insurance Agents
9:30-10:00 am COFFEE & CONVERSATION BREAK
Sponsored by The Hartford
10:00 am-12:00 pm General Session
See page 10 for details
12:00-1:30 pm NETWORKING & IDEA-SHARING LUNCHEON
Sponsored by CareWorks Absence Management
1:30-5:00 pm Concurrent Sessions
» Employer Models & Best Practices
» Employer Tools & Tactics
» Trending Topics
» FMLA/ADA
See pages 11-12 for details
2:30-3:00 pm DESSERT & CONVERSATION BREAK
8:00-11:00 pm NEW ORLEANS LIVE!
Transportation provided
See page 10 for details
Sponsored by MetLife, Liberty Mutual, and Allsup Inc

THURSDAY JULY 21
7:30-8:30 am LAST-CHANCE NETWORKING BREAKFAST
8:30-9:30 am General Session
See page 13 for details
9:30-9:45 am COFFEE & CONVERSATION BREAK
9:45-11:45 am General Session
See page 13 for details
11:45 am Closing Remarks and $1,000 grand prize drawing
Sponsored by Allsup Inc
**Lagniappe (lan’ yap)**

**Something extra that you don’t pay for — thrown in to sweeten the deal**

**THE PRECONFERENCE WORKSHOPS ARE INCLUDED IN YOUR FULL CONFERENCE REGISTRATION FEE. Pre-registration required**

> 11:00-11:45 am

**SESSION 2 | ACKNOWLEDGING AND ADDRESSING THE ELEPHANT IN THE ROOM: MENTAL HEALTH STIGMA**

Mental illness, regardless of whether it is situational or chronic, is fraught with societal stigma which stifles diagnosis, treatment, open dialogue, and awareness of mental health and caring for those impacted. The workplace is no different and some argue even greater stigma occurs at work amongst peers and leadership. Organizations are beginning to raise awareness of stigma and hit the topic of mental health stigma straight on. Within employers, communities, mental health programs, and social media the deployment of peer advocates and peer support programs are gaining traction, these patient advocates have “been there, done that” and provide a meaningful opportunity for employers.

Program solutions are only successful with engagement and addressing stigma is critically important to ensure mental health and well-being programs generate meaningful outcomes. We will share insights into tackling the elephant in the room, stigma.

**WORKSHOP LEADERS**

Donna Hardaker, CPC  
Director, Wellness Works, Mental Health America of California

Heather Holladay  
Integrated Health Manager, Pacific Gas & Electric

Rich Paul, MSW, CEAP  
SVP Employer Strategy & Development, Beacon Health Options

Byron Bass  
SVP of Disability and Absence Practice & Compliance

Hyong Un, MD  
Chief Psychiatric Officer and Head of Aetna Employee Assistance Program, Aetna

Adele Spallone, LMHC, LMFT  
VP, Business Integration & Strategies, Disability and Absence Management Services, Aetna

> 1:30-2:15 pm

**SESSION 3 | EFFECTIVE PROGRAMS TO ADDRESS MENTAL HEALTH IN THE WORKPLACE**

Engaging employees in their health is critically important to their well-being and productivity and ultimately corporate success. What programs are available for employers to support a culture of health with emphasis on mental health and well-being? How are these programs performing? What changes in regards to employee engagement and experience are driving success?

We will address three common considerations for workforce well-being, advocacy, mindfulness, and resilience. We’ll also discuss how organizations training the workforce or offering solutions in these areas can improve the employee experience and engagement along the way.

**WORKSHOP LEADERS**

Scott Daniels, JD  
Director of Disability Benefits, Comcast

Jack Stoddard, MBA  
Chief Strategy Officer, Accolade Inc

**Opening Welcome Reception**

» Monday 6:00-8:00 pm

*“Hello, how are you doing?”*

Kick-start your “N’awlins” conference experience with a chance to connect with new and old friends and fellow attendees over refreshments at the 2016 DMEC opening welcome reception. Everyone is welcome to join the festivities for a special evening of great food and fun.

Sponsored by

**PRECONFERENCE WORKSHOP 2**

The Beyond the Basics Workshop is included in your full conference registration fee. Pre-registration is required.

> 4:00-5:00 pm

**YOUR INTEGRATED HOUSE IS ONLY AS STRONG AS YOUR IDAM FOUNDATION**

A “BEYOND THE BASICS” WORKSHOP

Doing the basics well is the number one thing an Integrated Disability and Absence Management (IDAM) organization can do to reduce risk, improve the employee and employer experience, and be ready for the unexpected — and there are ALWAYS unexpected situations. Too often the very fundamentals of disability and absence management are glossed over, creating a disconnect among practitioners, managers, partners, and employees. Learn the basics of IDAM from seasoned experts, through real-life case studies. We will explore key programs, practical concepts, accepted best practices, and case studies. You will also learn by doing through a clever hands-on group exercise demonstrating the advantages of program integration. Gain insights into fundamental building blocks required to design and streamline programs, along with an overview of key legal and legislative compliance requirements within the areas of FMLA and ADA. You will take away simple, actionable ideas to implement the very first day you return to the office.

**WORKSHOP LEADERS**

Adrienne Paler, MM, CPDM, SPHR  
Integrated Disability and Absence Management Professional

Loyd Hudson, MS, CPDM, SPHR  
Manager, Integrated Disability, American Electric Power

**MODERATOR**

Gina Magee, MBA  
President & CEO, Insurance Educational Association
7:00-8:00 am
Welcome Breakfast with Exhibitors

GENERAL SESSION
8:00-8:15 am
WELCOME AND OPENING REMARKS
Terri Rhodes
MBA, CPDM, CCMP
Chief Executive Officer, DMEC

» 8:15-9:00 am OPENING KEYNOTE
YOUR ATTITUDE CAN CHANGE YOUR ALTITUDE
Shifting Your Focus to Possibilities

"Many people fail because they quit too soon."

Your list of areas to focus on is neither short or simple: leave management, return-to-work programs, outsourcing, behavioral health, FMLA and ADA compliance, and so much more. However, the list of resources, opportunities, and new technology available to meet your needs is longer. For each challenge facing employers today, there are solutions. Through an innovative mix of music, storytelling, and disarming humor, Billy McLaughlin will bring his vision of how triumphs often come from adversity and how changing what you focus on can make a significant difference.

Billy’s story is truly inspirational. After a 2001 diagnosis of focal dystonia, a neuromuscular disorder, Billy began his unlikely journey of teaching himself to play his signature style of music left-handed. His story is the subject of an award-winning documentary film called Changing Keys, which chronicles his struggles and his amazing comeback. Billy’s focus on shifting your vision from obstacles to possibilities may be just what you need to make a positive difference for the future of your employees and organization.

Sponsored by

ZURICH

» 9:00-10:00 am
MIND YOUR BUSINESS:
IMPROVING WORK PRODUCTIVITY THROUGH MENTAL WELLNESS

Using insights and discussion from the Mental Health preconference workshop, this session will set the stage for the conference’s workplace well-being track. We’ll focus on why mental health is important to the workforce of both today and the future. We’ll cover the impact of mental health on productivity, along with the business case and challenges for addressing it. And while we’re only starting to scratch the surface of what it means to build cultures that focus on mental health and well-being, we’ll talk about the importance of thinking big, starting small, and acting fast.

SPEAKERS
Patricia Purdy
VP, Global Employer Benefits Solutions, Pacific Resources
Kimberly George
Senior Vice President, Corporate Development, M&A, and Healthcare, Sedgwick

» 10:00-10:30 am
Coffee & Conversation Break with Exhibitors

» 10:30 am-12:00 pm
NAVIGATING EMPLOYER COMPLEXITIES IN 2016

Let’s face it, it’s not 1993 and the challenges for today’s employers are increasing. Managing a workforce through absenteeism, turnover, and fierce competition for talent calls for a solid strategy. This session will provide tried and true, actionable guidance on items such as paid and unpaid sick leave, employee life-work balance, the changing environment of telecommuting and social networking to attract and retain talented millennials, and creating a safe and health-centered work environment.

SPEAKERS
Scott Mattes, BA, MS
Manager, Workforce Health Team, Amerigas Propane
Sonya Stephens, MBA
Sr. Benefits Analyst, Symantec Corporation
Andrew Harrison
Americas HR Direct, Benefits & Leave Operations Manager, Nike
Nikki James
Americas HR Direct Leave Operations Supervisor, Nike
Julie Johnson, CCM, CPDM
Operations Manager, Leave Services, Liberty Mutual
Joanne Archer
National Account Executive, Liberty Mutual

» 12:00-1:30 pm
Networking & Idea-Sharing Luncheon

Sponsored by

PRESAGIA
AFTERNOON CONCURRENT SESSIONS

» 1:30-2:30 pm

TRACK EMPLOYER MODELS & BEST PRACTICES

A1 HARLEY-DAVIDSON MOTOR COMPANY: BUILDING A “BEST IN GALAXY” OCCUPATIONAL HEALTH PROGRAM

Through continuous improvement and best practice implementation, Harley-Davidson has been able to successfully focus not only on the manufacturing of one of the world’s most sought after motorcycles, but also on the people that bring that dream to life. Harley-Davidson’s 10-year partnership with BTE has been critical in achieving what we consider “best in galaxy” results for our employees. From early intervention to return-to-work programs, safety and productivity have been our ultimate goal. Learn how we are accomplishing this by addressing the “whole person” versus the “employee with an occupational issue” through innovative thinking and collaborative program development. We’ll share real-world implementation tips and tools that have led to a remarkable 78% reduction in workers’ compensation costs and overall incident severity.

SPEAKERS
Beth Mrozinsky
Director of Safety & Health, Harley-Davidson Motor Company
Susanne Gartner, RN, COHN-S/CM
Director of Onsite Health, BTE

TRACK EMPLOYER TOOLS & TACTICS

B1 READY OR NOT WORKERS’ COMP, HERE WE COME!

As the myriad of leave laws continue to expand, disability and WC claim volumes swap positions, and the ADA calls for common return-to-work practices across both, it is no longer acceptable for workers’ compensation to sit on the sidelines. In fact, it can be downright dangerous from a legal perspective, and can quickly end in a costly outcome that could have been avoided. Attendees will learn how that risk can be avoided, and ultimately how to successfully bring risk management and benefits together for an integrated approach to disability, workers’ compensation, and leave at your organization.

SPEAKERS
Jane Ryan
Return to Work Recovery and Claims Services, Mayo Clinic
Trina Mouton
Manager, Disability Management & Wellness, CenterPoint Energy
Patrick Leary
Health and Productivity Professional
Karen English, CPCU, ARM
Partner, Spring Consulting Group

TRACK TRENDING TOPICS

C1 PAID PARENTAL LEAVE: HIGH TECH TREND OR THE WAVE OF THE FUTURE?

Paid parental leave is gaining traction and employers are trying to determine what to offer and how to manage the process. The United States is one of only three countries worldwide that does not mandate paid family leave. However, paid parental leave is gaining traction, and employers are trying to determine what to offer and how to manage the process. Currently, four states have passed some form of paid parental leave, and there is pending legislation in over 20 other states. In addition, individual municipalities (e.g. San Francisco) are also mandating paid parental leave. There is also ongoing discussion at the national level for some form of paid family leave. As the conversation expands, employers are taking matters into their own hands with a growing number offering their own form of paid maternity, paid paternity, or paid family leave with high tech companies leading the charge. Hear the results of the 2016 DMEC Paid Parental Leave survey and what members are considering or have implemented.

SPEAKERS
Michelle Jackson
Assistant Vice President, Workforce Solutions, Unum
Heidi Bimrose, CRC, CEBS
Director, Health and Productivity Development, Unum

TRACK WORKPLACE WELL-BEING

D1 BEHAVIORAL HEALTH CLAIMS MANAGEMENT: AN INSIDE LOOK AT AN EMPLOYEE-CENTERED INTEGRATED MODEL

Behavioral and mental health conditions are leading causes of both absenteeism and presentism for many employers. Comcast recognized the need to invest in a program that provided better care and service for its employees, which would ultimately pay off in increased productivity by assisting employees in getting healthier and back to work more quickly. The program required a sophisticated integration across EAP, behavioral health, and disability vendors. This presentation will highlight how they worked together to create a process that yields value to the employee and Comcast.

SPEAKERS
Scott Daniels, JD
Director of Disability Benefits, Comcast
Dodi Kelleher, MS, DMH
Principal, D Kelleher Consulting
Mary Tavarozzi
North America Practice Leader, Absence & Disability Management, Willis Towers Watson
Jennifer Beckerman
Assistant Vice President, Client Services, Sedgwick

USING THE TRACK SYSTEM

Attendees are encouraged to select the sessions across various tracks that best fit their education and training needs.

Dessert & Conversation Break

Please join us from 2:30-3:00 pm for dessert with exhibitors.
3:00-4:00 pm

**A2 IMPACTING CHEVRON’S BOTTOM-LINE: FITNESS FOR DUTY AND TRANSITIONAL WORK SUCCESSES**

In 2002, Chevron Disability Management (DM) embarked on a philosophical shift, moving a large corporation to acceptance of employees returning to work with varying restrictions. Over the last 14 years, we have continued to improve the program through implementation of comprehensive process documentation and an effective fitness for duty process. We will implement effective return-to-work policies and human resources manager will discuss from the job sooner, while complying with medical and practices that get employees safely back on.

**SPEAKERS**

Claudia Ruggiero, RN, MS, CPDM, SPHR, COHN-S
Team Lead, Disability Management, Chevron
Heather Young, DNP, MPH, MSN, COHN-S
Sr. Occupational Health Nurse Practitioner, Chevron

**B2 COMPLIANCE, COMPASSION, AND COMPANY: DIFFERING PERSPECTIVES ON EFFECTIVE RETURN-TO-WORK PRACTICES**

An attorney, doctor of occupational medicine, and human resources manager will discuss from their different perspectives how to create and implement effective return-to-work policies and practices that get employees safely back on the job sooner, while complying with medical certification and other requirements of the FMLA, ADA, and workers’ compensation laws.

**SPEAKERS**

Rebecca Briley, SHRM-SCP
Human Resources Manager, EFCU Financial Federal Credit Union
Kate Bischoff, JD, SHRM-SCP, SPHR
Attorney, Zelle LLP
Peter Matos, DO, MPH, FACOEM, FACPM
Chief Medical Officer, President, Founder, Traekos Health LLC

4:00-5:00 pm

**A3 HOW TO SUCCESSFULLY UTILIZE A VENDOR TO ADMINISTER YOUR ACCOMMODATION PROCESS: WALMART’S EXPERIENCE**

Since July 2013, Walmart has outsourced the Return from Leave of Absence (RLOA) accommodation process to a vendor. The company has also utilized a vendor’s services to supplement and expand its Accommodation Service Center team’s efforts to meet ADA requirements, including portions of the interactive process and review of individual requests for accommodation. In this presentation, Walmart will share the steps taken to outsource key aspects of its accommodation program as well as the benefits of a successful vendor partnership.

**PANELISTS**

Herminio Vargas, MBA, MPA, JD
Senior Manager, Integrated Absence Management, Walmart
Ben Cormack, JD
Senior Manager, Integrated Absence Management, Walmart

**B3 HOW TO MEASURE THE IMPACT OF OUTSOURCING WHERE IT COUNTS**

Outsourcing your leave of absence program can be a decision driven by many factors and measuring program performance can be challenging without the right pieces in place. In order to determine if outsourcing objectives are met, it is critical to capture both quantitative and qualitative data to determine employee, financial, and overall organizational impacts. Learn how Lutheran SeniorLife developed, implemented, and manages their approach to assessing the performance of their leave of absence outsourcing program.

**SPEAKERS**

Cheryl Kaclik
Corporate Director, Benefits, Lutheran SeniorLife
Mike Secrist
Assistant Vice President, Data Analytics Practice, Sagewell Partners, an Alliant Insurance Services Company
Holly Moyer, CRC
Assistant Vice President, Absence Management Practice, Sagewell Partners, an Alliant Insurance Services Company
C3 STANDING FOR HEALTH: SOLUTIONS FOR THE PHYSICAL AND MENTAL IMPACTS OF SITTING ALL DAY

Let’s face it, nobody ever said “I feel better after that nice brisk sit!” But what are the physical and mental impacts of sitting for extended periods? How does technology play a role in this topic? Is it better for the workforce to have sit/stand work stations? Is it a fad that all employees are requesting without a real benefit? Come get answers to these questions. This presentation will provide real guidance from a range of perspectives on how to assess this relatively new concern for employers and society in general.

SPEAKERS
Peggy Surgarman, PhD
Director of Worker’s Compensation, City and County of San Francisco

Steve Wiesner, MD
Physician Advisor for the Kaiser Permanente National Integrated Disability Management (IDM) Program, The Permanente Medical Group

Roberta Etcheverry, CPDM
Disability Management Specialist, DMG: Diversified Management Group

D3 DIABETES AND THE BOTTOM LINE: KEEPING EMPLOYEES HEALTHY, PRODUCTIVE, AND AT WORK

Three panelists, including an employer, a diabetes expert, and an absence management expert, will discuss different aspects of diabetes and workplace health management as it pertains to productivity and protecting the company’s bottom line. Health issues like diabetes are the result of poor health management and postponement of medical care, and are more prevalent in the U.S. than ever before. They are a top contributor to frequent absences and intermittent leave, which have a substantial effect on productivity. Proactive wellness programs and health management initiatives can, over time, significantly improve employee absence and incidents of disability. If employees are able to work, it means fewer claims, more productivity, and higher earnings.

PANELISTS
Eloise Keene
Renal Dietitian, Diabetes Management and Supplies

Linda Benedict
Director, Human Resources, CNIC Health Solutions Inc

Tracy Reinhold
Director, National Account Sales Practice, Sun Life Financial

MODERATOR
Alexandra Dumont
Assistant Vice President, Product and Strategy, Sun Life Financial

About DMEC

The Disability Management Employer Coalition (DMEC) is the only association dedicated to providing focused education, knowledge, and networking for absence and disability professionals. Through our national education programs and our network of local chapters, we deliver trusted strategies, tools, and resources to minimize lost work time, improve workforce productivity, and maintain legally compliant absence and disability programs. Learn more at www.dmec.org
WEDNESDAY GENERAL SESSIONS

7:30-8:30 am
Rise & Shine Networking Breakfast

8:30-9:30 am
MISSION POSSIBLE!
Your mission, should you choose to accept it, is to make a difference for veterans entering the unfamiliar territory of the private sector. You will gain an understanding of reintegration after deployment, mainstreaming of veterans with seen and unseen service-related disabilities, and accommodating time off for military leaves. There will be a focus on tools, support, and education for veteran employees and employers.

PANELISTS
Jack Hammond
Executive Director, HomeBase Program, Massachusetts General Hospital
Louis Chow, PhD
Psychologist, HomeBase Program, Massachusetts General Hospital
Dan Arkins, Jr., ARM
Colonel, US Army Reserve and Disability Product Director, MetLife
Dan LaHart
Manager of Diversity and Inclusion, MetLife

MODERATOR
Phil Bruen
Vice President and Practice Leader Disability and Absence Growth Strategies, MetLife

9:00 am-12:00 pm
OPTIONAL WORKSHOP
ETHICS AND THE INSURANCE PROFESSION: A WORKSHOP FOR GROUP INSURANCE AGENTS
This session will provide group insurance professionals and human resource professionals with information concerning ethics in the insurance workplace. The focus of the session will be on understanding why ethics is so important to the insurance and HR professional, in everyday life as well as their business life. Insurance fraud impacts our industry at all levels, and identification and avoidance of fraud is key to a solid ethics program. Balancing morality and ethics in the workplace is also very important as they can often times be at odds with each other, creating daily challenges for the insurance and HR professional.
Understanding governance of insurance ethics and how it impacts the industry is also important as it pertains to making ethical decisions, avoiding improper actions, and protecting your client's and employee's privacy at all times.

3 Life/Disability Broker/Agent Ethics CEUs

SPEAKERS
Kimberly Mashburn, RN, CCWS
Consultant, Absence, Disability and Wellness, The Hartford
John Robinson, CPCU
Assistant Director of Absence Solutions, The Hartford

9:30-10:00 am
Coffee & Conversation Break
Sponsored by MetLife

10:00-11:00 am
LATEST ADVANCES IN TECHNOLOGY AND RESEARCH TO SUPPORT RETURN TO WORK & PRODUCTIVITY
Please join us for a discussion on the latest technologies under development to support employee return-to-work efforts, as well as enhancing the quality of life for those who are disabled. Medical experts from Spaulding Rehabilitation Center in Boston will discuss and demonstrate the advances being made in assistive technology and how it allows individuals to return to productive roles within their organizations. Spaulding is a nationally recognized leader in rehabilitative care and is the official teaching hospital of the Harvard Medical School Department of Physical Medicine and Rehabilitation, which is frequently leading the way in new research and technologies. In addition, researchers from The University of Kansas will discuss their research efforts in design, testing, and support of the latest technologies to assist those with disabilities.

PANELISTS
Oswald “Oz” Mondejar
Sr VP of Mission and Advocacy, Spaulding Rehabilitation Network/Partners HealthCare
Cheri Blauwet, MD
Disability Access and Awareness Director, Spaulding Rehabilitation Network/Partners HealthCare
Paolo Bonato, PhD
Director of Motion Analysis Lab, Spaulding Rehabilitation Network/Partners HealthCare
Karrie Shogren, PhD
Associate Professor, Department of Education, University of Kansas

MODERATOR
Michael Dunst
AVP, Absence Product & Strategy, The Hartford

8:00-11:00 pm
NEW ORLEANS LIVE!
Laissez Le Bons Temps Roulez
(Lazay Lay Bon Tom Roulay)
Let the Good Times Roll
We're in the homestretch, and there's no better way to let loose and relax after several busy days of new ideas in the Big Easy. Enjoy a great dance band and a little jazz, along with light refreshments and networking opportunities galore. Come for an hour or stay the whole evening. Everyone's invited to get jazzed in New Orleans!

Continuous transportation provided
Complimentary drink ticket(s) provided at the door
Great food, entertainment, networking, and fun

11:00 am-12:00 pm
USING TECHNOLOGY TO MAKE LEAVE ADMINISTRATION AND WORK ACCOMMODATIONS EFFICIENT AND COMPLIANT
The technology advancements in the field of leave administration and work accommodations are astounding. Join us to learn how organizations of all sizes are using technology to deliver a unique employee experience that is simple, timely, and creates a connected and interactive experience. Be part of the discussion as we share considerations for effective program design, selection of a technology, improvements driven by feedback and effective measurement of results.

SPEAKERS
Marc Farrugia, PHR, SHRM-CP
Vice President of Human Resources, Sun Communities
Seth Turner, MBA
Vice President, Business Development, AbsenceSoft

12:00-1:30 pm
Networking and Idea-Sharing Luncheon
Sponsored by MetLife, Liberty Mutual, Allsup
**AFTERNOON CONCURRENT SESSIONS**

» 1:30-2:30 pm

**TRACK** EMPLOYER MODELS & BEST PRACTICES

**A4 BALANCING WORK & CANCER: HOW EMPLOYERS CAN HELP**

Cancer touches countless lives each year, but the impact it makes is going through an evolution. Patients, family members, employers, co-workers, and caregivers are finding new paths of living through the treatment process. Some are able to return to work sooner, whereas others desire not to take a full-time leave. This session will provide an in-depth look at alternative work arrangements and unique return-to-work options which make a positive difference to all those affected.

**SPEAKERS**
Christine Brennan
Associate Director of Programs, Cancer & Careers

Lynn Zonakis
Principal, The Zonakis Group

**TRACK** EMPLOYER TOOLS & TACTICS

**B4 CHANGE MANAGEMENT: THE KEY TO SUCCESSFUL ABSENCE MANAGEMENT OUTCOMES**

Change management is one of the most critical and often overlooked steps to implementing a successful absence management program. Ensuring you have a change management plan that prepares your employees is key, particularly when working with a partner. This session will outline best practices for optimal absence management program integration success at your organization. Presenters will discuss common challenges when outsourcing components of absence management. A checklist will be provided to develop your organization’s change management plan. In addition, real world case study examples will be shared that demonstrate how effective change management strategies resulted in positive implementations and efficient processes at different organizations.

**SPEAKERS**
James Trujillo
Director, Strategic HR Business Partner, Port of Portland

Brycie Repphun, CPDM
Absence Management Consultant, The Standard Insurance Company

Andrea Lindsey
Account Manager, The Standard Insurance Company

David Setzkorn, MBA, CPCU
National Practice Leader — Absence Management, The Standard Insurance Company

**2:30-3:00 pm Dessert & Conversation Break**

Please join us from 2:30-3:00 pm for dessert with exhibitors.

**3:00-4:00 pm**

**TRACK** EMPLOYER MODELS & BEST PRACTICES

**A5 SURVIVING AND THRIVING THROUGH AN INTEGRATED ABSENCE MANAGEMENT OVERHAUL: TWO EMPLOYERS’ PERSPECTIVES**

No matter the size of your organization, taking on a strategic absence management overhaul can be daunting. If done well, it will yield results worth the effort — creating a more effective, efficient program with benefits to the employee and the employer. In this session, two very different organizations — Marsh & McLennan, a 20,000 life global professional services firm, and DCH Health System, a 4,700 life community based non-profit healthcare system — will share how some of the same strategies were enlisted with excellent results for both organizations. Get insights into the processes followed to revamp their absence management programs while respecting their unique business requirements and need for ROI. Take advantage of discussions around cloud-based technology and how to tailor the process to unique business needs, including building extensive, custom leave correspondence and incorporating company leave policies. Most importantly, hear lessons learned and the outcomes they are now experiencing.

**PANELISTS**

Felicia Ellison, MSN, FNP, COHN-S
Employee Health Director, DCH Health System

Michelle Cox
Customer Service Manager, Human Resources Shared Services, Marsh & McLennan Companies

Samantha Dauer, SPHR
HRSS Quality Lead, Human Resources Shared Services, Marsh & McLennan Companies

**MODERATOR**

Geoff Simpson
Director of Sales and Marketing, Presagia

**USING THE TRACK SYSTEM**

Attendees are encouraged to select the sessions across various tracks that best fit their education and training needs.

**AFTERNOON CONCURRENT SESSIONS**

» 1:30-2:30 pm

**TRACK** EMPLOYER MODELS & BEST PRACTICES

**A4 BALANCING WORK & CANCER: HOW EMPLOYERS CAN HELP**

Cancer touches countless lives each year, but the impact it makes is going through an evolution. Patients, family members, employers, co-workers, and caregivers are finding new paths of living through the treatment process. Some are able to return to work sooner, whereas others desire not to take a full-time leave. This session will provide an in-depth look at alternative work arrangements and unique return-to-work options which make a positive difference to all those affected.

**SPEAKERS**
Christine Brennan
Associate Director of Programs, Cancer & Careers

Lynn Zonakis
Principal, The Zonakis Group

**TRACK** EMPLOYER TOOLS & TACTICS

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**MODERATOR**

Geoff Simpson
Director of Sales and Marketing, Presagia

**USING THE TRACK SYSTEM**

Attendees are encouraged to select the sessions across various tracks that best fit their education and training needs.
**Wednesday Concurrent Sessions**

**Track Employer Tools & Tactics**

**B5 First-Time Outsourcing of FML & ADA: An Exercise in Change Management**

This workshop is designed to help employers who currently handle FML and ADA leave management in-house and may be considering the benefits of outsourcing for expertise in compliance, administration, and service delivery. Our panel discussion will include a spokesperson from Yodle, an employer with 1,000 employees that recently switched from in-house FML and ADA leave management to an outsourced solution. The panel will also include practice leaders from Mercer Consulting and Guardian Life. Panelists will address establishing clear and measurable goals for FML/ADA programs; evaluating the benefits of outsourcing toward achieving employer’s goals; determining criteria for identifying potential vendor partners; developing implementation plans with clear roles/responsibilities to ensure alignment; and communicating effectively with all key stakeholders — internal and external — to help manage change in an outsourced FML/ADA services model.

**Panelists**

- Laura Gray, CBP, Benefits Manager, Yodle, Inc
- Maria Santos, Principal, Mercer Health & Benefits
- Suzanne Surovy, Group Practice Leader, Disability & Absence Management, Guardian Life Insurance Company

**Moderator**

Gene Lanzoni, AVP, Group & Worksite Marketing, Guardian Life Insurance Company

**Track Trending Topics**

**C5 Active Duty to Civilian Life: Role of EAP in Supporting the Transition to the Workplace**

We will explore the challenges faced by the service member, their families, and employers in achieving a successful reintegration into the workplace.

We will also discuss the role of the EAP in supporting the emotional, educational, occupational, and relationship needs of the service member that can promote success in the workplace. Moreover, work/life services that help address the practical and everyday living issues of military families will also be explored.

This presentation will outline some of the best practices that employers can take to become a veteran-friendly workplace, ultimately allowing them to attract and retain these important contributors to the workplace. This includes integrating disabled and wounded warriors back into the workplace as evidenced by the work being done at Northrop Gruman.

**Speakers**

- James R. O’Hair, DLCSW-C, MSP, MSW, CEAP, Coordinator, Employee and Family Assistance Program, Northrop Gruman Corporation
- Rich Paul, MSW, CEAP, SVP, Strategy & Development, Beacon Health Options

**Track FMLA/ADA**

**D5 Name That Leave!**

The first ever leave of absence game show! Recent leave of absence cases, news stories, leave laws, and hypotheticals will be the basis of a fun and exciting game show where audience members answer tricky leave of absence questions. This game show will provide a forum for a fun, funny, and interactive discussion of legal requirements, employee leave administration issues, government enforcement practices, and reasons for protecting an employee’s paid or unpaid leave of absence under a leave law. Challenging situations will be addressed and prizes given!

**Speakers**

- Sara Elder, Divisional VP, Associate Relations & Compliance, Sears Holdings Management Corporation
- Megan Holstein, Esq, Vice President of Compliance, Reed Group

**4:00-5:00 pm**

**Track Employer Models & Best Practices**

**A6 Sprint Within a Marathon: Northwestern Medicine’s Absence Management Story**

Northwestern Medicine (NM) is a nationally recognized integrated academic healthcare system comprising of six hospitals, 80+ locations, and 25,000+ employees and physicians serving Chicago and the North and West suburbs. Integrated describes their growth — three acquisitions over a period of four years requires the ability to define and manage change while also aligning benefit programs to meet the needs of the employee and employer. Their absence management program has evolved consistently with the culture of continuous improvement and accommodating growth. They will share the development and evolution of their absence program in the context of an evolving healthcare environment with rapid organizational growth, supported by a culture of “do the right thing” and employee responsibility — with a goal of increased employee productivity.

**Speakers**

- Gaurav Monga, MBA, PMP, Manager, Leave and Disability Program, Northwestern Medicine
- Elizabeth Quinn, Director, Human Resources, Northwestern Memorial HealthCare
- Sander VanderWerf, MHS, VP, National Absence Management Practice, Aon Hewitt

**Track Trending Topics**

**C6 Laws Colliding: The Affordable Care Act’s Impact on Disability and Leave**

Six years in, the Affordable Care Act (ACA) has changed the healthcare landscape. But often overlooked is how the ACA has also driven change and new challenges in the disability and leave space. In this session, we’ll discuss how the ACA has overlapped and, in some cases, conflicted with the FMLA and ADA. From new wellness program considerations, to increased coverage and reporting requirements, to more frequent audits, we will provide legal analysis on how these laws collide and practical employer insights on how your organization can be proactive while staying compliant.

**Speakers**

- Kari Knight Stevens, Esq, Managing Counsel, Cigna
- Jill Vaslow, Benefits Strategy Director, Cigna

**Track FMLA/ADA**

**B6 The Wellness of Your Absence Program**

Have you recently checked in on the health and wellness of your absence management program? Is health and wellness part of the strategic framework of your overall plan? More and more companies are beginning to evaluate the role of a sound health and wellness management program in their leave management strategy. Dr. Michael Parkinson and Linda Croushore will be co-presenting on the tremendous advantages that an organization can realize by aligning the overall well-being of their employees to their absence management strategies. They will uncover the connection between musculoskeletal health and early absenteeism indicators, the value of a comprehensive maternity program, the role of mental health, and how to leverage a “root cause analysis” in identifying early absence-related indicators. They will also cover the HAPPI model and how it can be helpful in determining a potentially toxic workplace environment’s impact on employee absenteeism and productivity.

**Speakers**

- Linda Croushore, MEd, CRC, LPC, Director of Disability Services, UPMC
- Michael Parkinson, MD, MPH, FACP, Sr Medical Director for Health and Productivity, UPMC WorkPartners

**Track TRENDING TOPICS**

**D6 ADA: Could Your Organization Be the Target of the Next Class Case?**

Recent developments in the ADA have caused some to call it an “inadvertent leave law,” leaving HR with a number of bewildering questions. What short-term health issues qualify as a disability? Which employees need accommodation? How do you decide what’s reasonable? One misstep can draw the attention of the EEOC, exposing your organization to a class case, and the EEOC has pledged to continue its “vigorous enforcement” of the ADA — procuring $95.6 million in ADA-related monetary benefits last year alone. In this informative session, Matt Morris of FMLASource is joined by EEOC trial attorney Richard Mrizek to discuss what the commission considers red flags, as well as how to stay compliant with the act.

**Speakers**

- Richard Mrizek, JD, Trial Attorney, EEOC
- Matt Morris, JD, VP of FMLASource, ComPsych
Last Chance Networking Breakfast

GENERAL SESSION

8:30-9:30 am

OPIOID ABUSE AND THE IMPACT ON WORKPLACE PRODUCTIVITY

Chronic pain is one of the central issues in absence management. The economic burden of pain, aggregating medical costs, and lost productivity, is estimated at $600B annually, and the "opioid epidemic" has resulted in a nine-fold increase in drug-related morbidity and mortality. This presentation addresses the spectrum of the pain dilemma and provides opportunities to effectively manage this epidemic in a way that helps contain medical costs and indemnity expenses, and maximize the functionality, quality of life, and return-to-work capacity of injured and ill workers.

PANELISTS

Steven Feinberg, MD, MPH
Adjunct Clinical Professor, Stanford University School of Medicine

Jacob Lazarovic, MD, FAAFP
SVP, Chief Medical Officer, Broadspire Services Inc

Michael Coupland, CPsych, CRC
Psychologist, Vocational Rehabilitation Consultant, Broadspire Services Inc

MODERATOR

Kelly Dieppa
Head of Disability & Absence Management Operations, Broadspire Services Inc

9:45-10:45 am

AGING AND DISABILITY BEYOND THE OBVIOUS: DATA AND IMPLICATIONS

This session examines issues related to the aging workforce and disability from three perspectives. First, we review four years of Aetna’s STD data — almost 700,000 claims. This analysis confirms that, overall, older employees are more likely to become disabled, but that disability prevalence and duration vary with diagnoses, suggesting the need for nuanced, proactive claim management strategies. Second, we examine the aging workforce as it impacts WC, and offer suggestions for keeping these injured employees at work. Finally, Kraft-Heinz, which is successfully holding disability costs down in the face of an increasingly older population, presents their data and offers very practical takeaways. We’ll also consider the specific needs (i.e. financial) of older workers for a more differentiated approach.

SPEAKERS

Kathi Barton, BS, MBA
Director, Benefits, Kraft-Heinz Company

Tammy Bradly, MS, CCM, CRC, CPDM
Vice President, Clinical Product Development, Coventry Workers’ Compensation Services Inc

Michael Lacroix, PhD
Associate Medical Director, Aetna

10:45-11:45 am

ABSENCE AND DISABILITY MANAGEMENT: SOLUTIONS FOR TODAY AND BEYOND

Each year, annual conference sessions and speakers shed a light on why absence and disability costs are significant to employers, while also providing practical solutions that can be implemented to mitigate those costs. Transitional return to work, health integration, and policy changes are among some of the solutions that continue to evolve and improve productivity. Managing the multi-generational workplace, the rise in depression, the demand for new types of work-life balance, and the need to maintain the skills and experience of older workers are also key components to successful solutions. We know we can’t stay where we are, and we rely on industry experts and research to expose new ways to solve our challenges. This session will review what we have learned from the conference and cover some new health and productivity research that suggests employees often self-modify their tasks in order to remain productive. Learn how to apply strategies more broadly within your organization that will improve the overall productivity of your workforce.

SPEAKER

Kristin Tugman, PhD, CRC, LPC
VP, Health and Productivity Analytics and Consulting Practice, Prudential

Closing Remarks and Grand Prize Drawing

Register by June 9 to receive the early bird discount.
Member group discounts available! Register with at least one other colleague and save $50 off each registration.
Become a DMEC member and save $200 or more off nonmember rates. Join today and become part of the only association dedicated to the absence, disability, and return to work profession!
The DMEC Annual Conference features more than 50 exhibitors with a wide range of services, programs, and products for disability and absence professionals. This is your opportunity to see how the products and services work, bring back ideas to your company, build new contacts, and discuss your specific needs. Representatives will be available to meet you during breakfasts, luncheons, and scheduled breaks. Be sure to seek them out!

**GRAND PRIZE GAME CARD**

All full conference attendees will receive a game card in their conference bag at registration. Attendees visit each exhibitor to get their game card validated, provide a business card to participating exhibitors, and then get entered into special drawing for a chance to the $1,000 grand prize!

**PRIZE DRAWING SCHEDULE**

**WEDNESDAY LUNCHEON WITH EXHIBITORS — TONS OF PRIZES!**

If you provide a business card at participating exhibitor booths, you’ll have a chance to take home one of more than 30 exciting prizes. Last year’s prizes included a Kindle Fire, a FitBit, an Apple Watch, a Kate Spade purse, numerous gift cards, and more!

**THURSDAY GENERAL SESSION — GRAND PRIZE DRAWING!**

Completed game cards will be entered into our grand prize drawing for $1,000! Must be present to win.

**THANK YOU**

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**DMEC RELAXATION STATION**

PRODUCTS & SERVICES SHOWCASE HALL

Stop by the relaxation station and treat yourself to a seated upper-body massage. Melt away classic tension areas to help you remain refreshed, alert, and energized throughout the day.

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CONFERENCE REGISTRATION
Save by registering on or before June 9!

Full Conference Registration: Includes registration materials, Monday preconference workshops, Tuesday-Thursday sessions, three breakfasts, two lunches, two evening receptions, and the Products & Services Showcase.

Promotional Code: Do you have a promotional discount code? If so, include it in the box below and we'll adjust your registration rate accordingly.

Employer Member/Individual $769
Employer Member/Group Rate $719
Employer Non-Member/Individual $969
Employer Non-Member/Group Rate $919
*Supplier Member/Individual $999
*Supplier Member/Group $949
*Supplier Non-Member/Individual $1379
*Supplier Non-Member/Group $1329

Monday Preconference Workshop 1: Included in your registration fee. See page 4 for details. For planning purposes, pre-registration is required.

Monday Preconference Workshop 2: Included in your registration fee. See page 5 for details. For planning purposes, pre-registration is required.

Monday Evening Opening Welcome Reception: Included in your registration fee. For planning purposes, please indicate whether you will attend this event.

Wednesday Night Event: New Orleans Live! Included in your registration fee. For planning purposes, please indicate whether you will attend this event.

TOTAL CONFERENCE FEE DUE $ 

GROUP DISCOUNT: Send two or more staff from your company and save $50 off each registration. Complete one form per registrant and simply check the appropriate group rate. Group discounts cannot be used in conjunction with a promotional code.

REGISTRATION CONFIRMATION: Registered attendees will receive their registration confirmation and conference updates electronically. Please provide a valid email address.

CANCELLATION POLICY: A $75 processing fee will be charged for all cancellations received on or before July 11. No refunds after July 11. Substitutions are accepted.

REGISTRATION:
Provide your name, title, and company/organization as you would like it to appear on your badge.

FIRST NAME ___________________________ LAST NAME ___________________________ TITLE ___________________________
COMPANY/ORGANIZATION ___________________________ EMAIL ___________________________ DAYTIME PHONE ___________________________
MAILING ADDRESS ___________________________
CITY/STATE OR PROVINCE ___________________________ ZIP CODE ___________________________

ATTENDEE PROFILE: Please check the appropriate boxes.

Which best describes your primary responsibility?
☐ Disability / Absence Management ☐ Workplace Accommodations
☐ Human Resources / Personnel ☐ Return-To-Work Coordination
☐ Employee Benefits ☐ Other ___________________________
☐ Risk Management ☐ Legal Services

Which best describes your role within your company/organization?
☐ President / Owner / Principal ☐ Vice President
☐ Senior Management / Director ☐ Department / Section Management
☐ Supervisor ☐ Coordinator / Group Leader
☐ Other ___________________________

Is this your first DMEC National Conference? ☐ YES ☐ NO
☐ Check here if you have any special dietary or accommodation needs.

CHOOSING YOUR CONCURRENT SESSIONS:
Circle one session per row.

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JULY 18-21

BONUS!
PRECONFERENCE WORKSHOPS INCLUDED IN REGISTRATION FEE

WHO SHOULD ATTEND
Professionals responsible for
» Absence and disability management
» Leave and time off management
» Return to work programs
» Human Resources/Benefits
» FMLA/ADA compliance
» Claims/Case management
» Health and productivity management
» Risk and litigation management
» Occupational health and safety
» Workers’ compensation

DMEC CONFERENCES HAVE BEEN HELPING ABSENCE, DISABILITY, AND RETURN TO WORK PROFESSIONALS SUCCEED IN THEIR CAREERS SINCE 1995.

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