



# Looking Back! Looking Ahead! Perspectives and Lessons Learned from 2020

## January 28, 2021

The changes of 2020 have created a ripple effect across every aspect of the Self-Insured Workers' Compensation and Health Insurance community. From a remote work force to virtual settlement hearings, how do the events of this past year change who we are and what is to come? More importantly, what can we learn from 2020 and how can we apply those lessons for the benefit of the entire industry?

Join us for this education session to see how the craziness of 2020 affected the Work Comp and Health Insurance market. Hear from different MASI members representing various perspectives of our industry. Learn how their daily work environment and lives changed during 2020 and what each learned as a result.

## Agenda

**8:15 A.M.**

Wendy Powell, Executive Director  
Mississippi Association of Self-Insurers

**Welcome and Housekeeping**

**8:30 A.M. – 9:30 A.M.**

Panelists:

Brian Tennant, Human Resources Manager, The Taylor Group  
Alison Tyler, Executive Vice President & Chief HR Officer, Bank Plus

***Employer Perspective***

Moderator:

Glenn Partrick, Vice President of Human Resources, Atmos Energy-Mississippi

Managing employee expectation and communication through a pandemic has become a challenge and the “new normal” for most employers. For human resources managers, COVID-19 has caused them to think differently about their roles and responsibilities. From a remote work force to social distancing, how do these new opportunities and challenges transfer to lessons applied when managing injured and ill employees in the future?

**9:30 A.M. – 10:30 A.M.**

Roger Riddick, Attorney & Member  
MGC Insurance Defense

***Defense Counsel Perspective***

Litigation by virtual platform or telephonic communications are one result of 2020. But where do we go from here? As the judicial system evolved to meet the needs of the litigants this year, what does the future hold for the attorney-client relationship and what changes can we to expect from this new virtual legal environment?

**10:30 A.M.**

**Break**

**10:45 A.M. – 11:45 A.M.**

Angela J. Koestler, Ph.D.  
The Nordal Clinic, P.A.

***Mental Health Perspective***

How has this past year affected our mental health, specifically the mental health of the claimants we work with every day. Injured and ill employees already feel isolated and stressed. What did the pandemic of 2020 add to an already overwhelmed, fearful, and anxious workforce?

11:45 A.M. – 1 P.M.

Lunch Break

1 P.M. – 2 P.M.

*Service Provider Perspective*

Andrew Duggar, PT, DPT  
Therapy South

What to think about when considering the unintended consequences of a lockdown?

- Furlough Follies: Challenges of Deconditioned Employees returning to work
- Zoom Ergonomics: Ergonomic Challenges of working from Home
- How have the various injuries of 2020 given us insight as to updated Proactive Procedures for the future?

2 P.M. – 3 P.M.

*Claims Management Perspective*

Panelists:

Cherry Roberts, RN CCM CNLCP, Clinical Director, AmFed  
Debbie McMillen, Claims Manager, CCMSI  
Jennifer Prewitt, Claims Supervisor, CorVel

Moderator:

Aaron Sisk, President, Magnolia Health

To successfully meet the needs of clients during a pandemic, a claims management team must be flexible and willing to adapt to new challenges (and even travel bans) while creating new solutions to familiar challenges. Our panel of claims experts will review 2020 and the opportunities that it presented to keep business moving forward while meeting customer satisfaction during a pandemic.

3 P.M.

Break

3:15 P.M. to 4:15 P.M.

*Physician Perspective*

James Moss, MD  
Mississippi Sports Medicine and Orthopaedic Center

What changes did the medical community see during 2020? Telehealth had already become a useful tool, but the pandemic of 2020 instilled it even more as an option for patient care and treatment. What other changes did orthopaedic surgeons see this year, and how will these changes continue to impact patients in the future?

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