

CONFERENCE SPEAKERS

IVAN DIAZ'S Walt Disney Company career has spanned 18 years.

Throughout his tenure, he has held leadership responsibilities at the Walt Disney World® Resort, Hong Kong Disneyland® Park, Walt Disney Imagineering and the Disneyland® Resort in the fields of safety, development and design and engineering. He currently serves as Director, Facilities and Operations Services (FOS) Training and Safety Communications, where he leads a startup-like organization within the broader FOS organization. In his previous role, Ivan served as Director of Parks Development and Integration where he helped guide the design and development of theme parks and attractions around the world as well as serving in a variety of other roles. Ivan holds a Bachelor of Science degree in Electrical Engineering from Florida State University and is a registered professional engineer in Florida. He also has a Master of Business Administration degree from the Crummer Graduate School of Business at Rollins College.



GREG GITTER is the President of Legacy Claim Solutions (LCS), a group that specializes in the valuation, negotiation and resolution of high-exposure workers' compensation claims for excess carriers, employers, insurance companies and third-party administrators. Greg has been involved in the workers' compensation industry for more than 20 years in various capacities, including claims adjusting, investigations and claims office management. He has extensive experience working in multiple state workers' compensation systems as well as an intimate knowledge of Jones Act and U.S. Longshore and Harbor law. Recently, Greg has focused on the impact of long-term, high-exposure, complex and catastrophic workers' compensation claims, and he developed a specialized skillset and specific strategies to identify and resolve these claims to the mutual benefit of all parties involved. Greg currently serves as an instructor with the Certified Medicare Secondary Payer Professional Program. Additionally, he has served on the board of the National Alliance of Medicare Set-Aside Professionals since 2014 and currently serves as Vice President of its Executive Board.



KEVIN GLENNON, RN, BSN, CDMS,

CWCP, QRP, Vice President, Clinical Programs, manages an extensive clinical education and quality assurance program for home care providers and an in-house staff that oversees medical care coordination for post-discharge injuries. He also partners with One Call's rehab specialists to provide solutions for both short- and long-term claims. Kevin has over 30 years of experience in healthcare, encompassing clinical and claims management for workers' compensation, auto and general liability. His background includes medical case management of complex and catastrophic injuries and long-term disabilities.



MAX KOONCE is the Managing Director responsible for Sedgwick Claims Management Services, Inc.'s casualty retail business unit in which he oversees program results and service execution across the company's retail customer base.

This includes use of innovation and technology to improve client outcomes and customer experience. Prior to joining Sedgwick, Max was Senior Director of Risk Management for Walmart Stores, Inc. where he managed the retailer's domestic property and casualty claims program. An attorney by trade, Max previously was an administrative law judge for the Arkansas Workers' Compensation Commission and an appellate court justice for the Arkansas Court of Appeals. Max has served on various state self-insured association boards as well as the National Council of Self-Insurers and Strategic Services on Unemployment and Workers' Compensation. Max earned his Bachelor of Business Administration degree in Economics from Harding University and his Juris Doctor degree from the University of Arkansas in Little Rock. He is licensed to practice law in Arkansas and is a member of the American and Arkansas Bar Associations.



JANINE M. KRAL is the Vice President, Risk Management, Nordstrom, Inc. After graduating from the University of Washington with a double major in Communications and Psychology,



Janine gained valuable, real-world experience working as a multi-line claims adjuster. In 1987, she brought that expertise into the newly formed Risk Management Department at Nordstrom, helping to evolve the program into its present state. In 2008, she became the Vice President of Risk Management. Over the years, Janine has reduced the total cost of risk at Nordstrom, weaving the company culture of customer service into a best-in-class risk management program. Her team of 75 professionals is responsible for managing all litigation and claims for the company; insurance procurement; legal and compliance support for privacy, employment and loss prevention; and business resiliency, including crisis management, emergency response and preparation and business continuity.

ANDREW NAUGLE is a principal in the Seattle office of Milliman, having joined the firm in 2000. He specializes in assisting insurers, exchanges, provider organizations and other risk-bearing entities with strategic planning and execution. He also specializes in administrative operations, use of technology and analytics. During his 20-year career in the insurance industry, Andrew has consulted with clients on a broad range of topics, including designing, evaluating and improving administrative operations; leading administrative expense allocation, benchmarking and optimization projects; managing vendor-selection processes; and designing and implementing policies, procedures and work instructions. Andrew's current research focuses on private health insurance exchanges. He also has 20 years of experience with public-sector programs such as Medicare, Medicaid, TRICARE and the VA. He has assisted clients in developing winning proposals for state and federal contracts.



GARY PATUREAU, CWCP, CMSP, is the 2016 President of the National Alliance of Medicare Set-Aside Professionals as well as Executive Director/COO of the Louisiana Association of Self-Insured Employers (LASIE), whose mission includes protecting and promoting the right of employers to self insure. Gary's duties include developing strategic



initiatives, managing educational programs and association activities and lobbying for self-insured employer interests. He holds Certified Workers' Compensation Professional and Certified Medicare Secondary Professional designations. Gary has worked in the governmental and community relations field since 1986 and previously served as a special assistant to Congressman and Governor Buddy Roemer. Prior to working with LASIE, Gary served as Executive Director of the Louisiana Literacy Foundation and as a past Chair of the Louisiana Association of Business and Industry Workers' Comp Task Force as well as a member of its Employee Relations and Education and Workforce Development Councils. He serves on the Workers' Compensation Research Institute Advisory Council for Louisiana and on the State Association Board of Managers of the National Council of Self-Insurers (NCSI) and is a Board member of the National Alliance of Medicare Set-Aside Professionals. Gary is a United States Navy veteran, graduate of Louisiana State University Shreveport and active on numerous civic boards and organizations.

MARK PEW, Senior Vice President, Product & Business Development at Preferred Medical (<http://www.thepreferredmedical.com>), is a passionate educator and agitator. Since 2003, he has focused on the intersection of chronic pain and appropriate treatment, ranging from the clinical and financial costs of opioids and benzodiazepines to the corresponding epidemic of heroin use and the evolution in medical cannabis. Recipient of the 2016 Magna Comp Laude Award and his blog named one of the "Best Blogs" of 2016 and 2017, Mark is relevant and respected.



ROB QUAST is the Director of Insurance and Claims at The Kroger Co. responsible for Kroger's captive operations, insurance procurement and oversees claims management. Prior to this role, Rob led Kroger's corporate insurance department and worked in the finance department. He previously spent time in Ernst & Young's assurance practice working on various Fortune 500 companies, including a multi-national property and casualty company. Rob



graduated from the University of Kentucky and is a certified public accountant.

JOHN W. RUSER is President and CEO of the Workers Compensation Research Institute (WCRI) in Cambridge, MA, an independent, not-for-profit research organization providing objective information to inform public policy debates concerning the state workers' compensation insurance systems. Dr. Ruser is responsible for executive leadership and strategic planning for WCRI as well as oversight of its economic and statistical research program. He previously held three executive positions in the federal statistical system, serving as Associate Commissioner for Productivity and Technology and Assistant Commissioner for Safety, Health and Working Conditions, both at the U.S. Bureau of Labor Statistics (BLS), and Associate Director for Regional Economics at the U.S. Department of Commerce, Bureau of Economic Analysis. Earlier in his career, Dr. Ruser was a researcher and Chief of the BLS office that conducted research on employee compensation and working conditions in the U.S. He holds Ph.D. and M.A. degrees in Economics from the University of Chicago and a bachelor's degree in Economics from Princeton University.



MARK WALLS currently is the Vice President of Communications and Strategic Analysis with Safety National where he focuses on industry education and monitoring workers' compensation issues nationwide. In this role, he oversees thought leadership activities and external communications, including developing content for white papers, social media, webinars and speaking engagements. The majority of Mark's 25-year career has been spent on the claims' side, giving him perspective into the day-to-day challenges faced by employers, insurers and third-party administrators. Between jobs with Safety National, Mark served as Workers' Compensation Market Research Leader of Marsh's Workers' Compensation Center of Excellence. Mark also is founder of the LinkedIn Work Comp Analysis Group. With more than 25,000 members, it is the largest online discussion community dedicated



exclusively to workers' compensation issues. In addition, he is co-host of the "Out Front Ideas with Kimberly and Mark" educational series and a frequent speaker at industry conferences, writes columns for a variety of sources and is regularly quoted in multiple media outlets.

RITA WILSON, CEO of Tower MSA Partners, LLC, oversees all business development, sales, marketing and operational activities in support of Tower's integrated pre-MSA settlement optimization workflow. She also drives Internet technology systems development for Tower's proprietary MSP Compliance Automation Suite to deliver end-to-end visibility and a 100 percent paperless workflow for its Medicare Secondary Payer Compliance solution. Prior to co-launching Tower MSA Partners in 2011, Rita founded and operated Select MRI, LLC, a diagnostic company, and Speedy Re-employment and Medicare Set Asides, an MSP compliance company. Previously, she built out the operational and technology model for a workers' compensation pharmacy benefit managers startup, DirectCompRx, Inc., a subsidiary of Fiserv, Inc., ultimately becoming its CEO. Rita is an active member and 2018 President of the National Alliance of Medicare Set-Aside Professionals. She also leads the organization's marketing and communication efforts, serving as chair of its Communications Committee and as a member of the Data and Development and Evidence-Based Medicine Committees.



ZOE ZINN is a risk and claims management professional with extensive experience in workers' compensation program management. With a passion for overcoming challenges, Zoe's achievements and proven effective loss mitigation strategies are a result of influential leadership, collaborative efforts, forward-thinking and a pragmatic approach. She currently is the Workers' Compensation Manager for Packaging Corporation of America, the fourth largest containerboard and corrugated packaging manufacturer in the U.S. with approximately 13,000 employees. Zoe was honored to be selected as one of 50 Most Influential People in Workers' Compensation by SEAK.

