



COURSE TITLES AND DESCRIPTIONS

Shaping workers' compensation: MLAC's role and recommendations

MLAC's role includes studying aspects of the workers' compensation law and reporting to the legislature such findings and recommendations that the committee deems appropriate, such as medical and legal system costs, adequacy of benefits, and court decisions that have a significant impact on the workers' compensation system. MLAC has historically advised the legislature on potential legislative changes to the workers' compensation system.

Presented by Ivo Trummer and MLAC Panel

Beyond belief with premium audit: Join two of SAIF's premium audit experts to explore the role of premium audits in the workers' compensation insurance system, the work of SAIF's premium audit department, and learn about the day-to-day experiences of a premium auditor. Format to include fact or fiction, two truths and a lie, and multiple choice questions. Answers will be provided with context for learning opportunities.

Presented by Kelly Woodruff and Ena Pullman

Unlocking value: SAIF's secret sauce for success

Are you ready to dive into the core of SAIF's value proposition? This engaging and interactive course is designed to energize and inspire you to champion SAIF's unique strengths. Discover what our customers truly appreciate through our in-depth research and explore the key elements that enable SAIF to consistently deliver exceptional value to our customers.

Presented by Rochelle Null and Mike Watters

CX + EX = FCR: Our change journey with the Customer Care Center

This session delves into SAIF's transformative journey to enhance customer experience (CX) and employee experience (EX) while improving first-call resolution (FCR) metrics through effective change management strategies, including the ADKAR model

(Awareness, Desire, Knowledge, Ability, Reinforcement). The Customer Care Center (CCC) project introduced a comprehensive contact center model focused on streamlining functionality, enriching the caller and employee experience, and promoting operational excellence.

Presented by Jessica Hage and Muey Saechao

Legislative update | Workers' compensation proposals in the 2025 legislative session

This session will give an update on workers' compensation legislative proposals at the mid-point of the legislative session. We anticipate proposals to include increases to time loss payments, changes to the lump sum payment process, an extension of PTSD presumption for certain workers, and many more. During the session, SAIF will also advocate for a legislative proposal seeking limited statutory permission to coordinate the delivery of health care services. This aims to address rising medical costs and wait times for accessing workers' compensation health care. SAIF's goal is to keep premiums and rates down for our policyholders while improving the timeliness and quality of care for injured workers.

Presented by Ivo Trummer and Elaine Schooler

State of SAIF: SAIF's president and CEO, Chip Terhune, concludes the seminar with a discussion about the state of SAIF.

Presented by Chip Terhune
