

NYSIA SPRING WORKSHOP SPEAKER BIOS

JUNE 2019



Kelly Dean is a Partner of Walsh and Hacker, located in Albany, NY. Her practice focuses almost exclusively on Workers' Compensation defense, from initial filings and proceedings to appellate practice before the Appellate Division. Kelly joined Walsh and Hacker in 2011 after serving as a Staff Attorney for Special Funds Conservation Committee. Kelly regularly writes columns featured in the Albany County Bar Association Newsletter and has presented at CLEs for the New York State Bar Association and Injured Workers' Bar Association.

Kelly is a 2008 graduate of Albany Law School and was admitted to practice in New York in 2009. She is a member of the New York State Bar Association and the Albany County Bar Association. In her spare time, she enjoys spending time with her sons and running.



William F. Cox, MD, residing in Albany, New York, is a board-certified psychiatrist with 27 years of post-residency experience including extensive experience over the past seven years performing independent medical examinations, peer reviews, and forensic cases. Most of these IMEs have been for New York state Workers Compensation cases; he has also performed several examinations for the Department of Veterans Affairs for post-traumatic stress disorder and other psychiatric impairments, Railroad Retirement Board, short- and long-term disability, and employee and military fitness for duty. The majority of his professional work is dedicated to the private practice of general adult psychiatry with emphasis on trauma, anxiety disorders, chronic depression, and personality disorders.



Rajan Rai is the Liability Intelligence Director and CLE provider for DigiStream, a national investigations firm with 14 offices. He educates and advises defense counsel, insureds, self-insureds, carriers and TPAs on investigative best practices in surveillance and social media. Prior to joining DigiStream, Raj was an Executive Director for a private equity real estate media company headquartered in New York City. He holds a Bachelor's Degree in Business Administration and Management Information Systems from Arcadia University.



Daniel J. Falge, Esq., is the Managing Partner at the Law Firm of Falge, LaClair, Hvozda & Cassidy, P.C. Dan received his Juris Doctorate degree from Syracuse University College of Law in 1993 and in 1990, received his Bachelor of Science Degree in Neurobiology and Behaviors (pre-med) from Cornell University. Dan is admitted to practice in the State of New York and before the United States District Court for the Northern District of New York.

Dan is a member of the Onondaga County Bar Association, the New York State Bar Association, the American Bar Association, Syracuse Claims Association, Workers' Compensation Bar Association of Central New York and Strathmore's Who's who. He also has been inducted into and is currently a Fellow of the College of Workers' Compensation Lawyers, an organization established to recognize and honor those attorneys who have distinguished themselves in the field of Workers' Compensation.

Dan began his career working directly with claims handling in the area of Workers' Compensation Insurance with a major insurance carrier. He has been representing the rights and interests of employers and carriers in New York in all areas of Workers' Compensation Law for over 25 years. Dan manages his firm in Syracuse, New York, and is actively involved in client relations. He regularly appears before the New York State Workers' Compensation Board. Dan concentrates on the litigation of complex cases with emphasis on negotiation and resolution of high exposure claims. He has been a frequent speaker to employers and carriers in New York State on all issues involving Workers' Compensation Law.



Rachel M. Maldonado is an Associate of the Medicare Compliance Group, concentrating in Medicare compliance issues that arise in workers' compensation and general liability settlements. Prior to joining the firm, Ms. Maldonado's practice involved Social Security disability and workers' compensation litigation as an Attorney Representative at GENEX Services and an Associate at a solo practice. A registered attorney with the United States Social Security Administration, she has vast knowledge of and experience with Medicare, Medicare Set Asides, and workers' compensation law in Pennsylvania. Ms. Maldonado received a J.D. from Duquesne University in 2009, where she held a Public Interest Association Law fellowship assisting low-income clients with custody matters. Additionally, she received the CALI award in Taxation. She received a B.S. in Psychology, cum laude, from the University of Pittsburgh Honors College in 2006. Ms. Maldonado is admitted to practice law in Pennsylvania.

Admissions Pennsylvania

Education Education J.D., Duquesne University, 2009

B.A., summa cum laude, University of Pittsburgh, 2006



Ciara F. Koba is a partner in the Pittsburgh office of Gordon & Rees and is a member of the Medicare Compliance Group. Ms. Koba is an attorney and registered nurse with significant general and surgical nursing experience and she brings a unique understanding of the healthcare industry to the resolution of Medicare issues. She focuses her practice on Medicare Secondary Payer Compliance issues that arise in the resolution of workers' compensation, longshore, Jones Act, Federal Employers Liability Act and general liability claims and she has been instrumental in settling tens of thousands of cases nationwide involving Medicare issues. Her work includes MMSEA Section 111 Mandatory Insurer Reporting, Medicare Compliance Audits, Medicare Conditional Payment resolution, and the preparation of Medicare Set-Aside Allocations. Ms. Koba is a recognized national presenter on Medicare Secondary Payer compliance topics and frequently lectures to insurance carriers, self-insured businesses, third-party administrators, law firms and professional industry organizations. Ms. Koba graduated from Duquesne University School of Law, cum laude, in 2011. While there, she founded the university's first Health Law Society and served as its president. Ms. Koba received a Bachelor of Science in Nursing from Duquesne University in 2006.

Admissions Pennsylvania

Memberships Allegheny County Bar Association

☑ Health Law Section

National Alliance of Medicare Set-Aside Professionals (NAMSAP)

☑ Member, Board of Directors, Jan. 2015-present ☑ Board Liaison, Legislative Committee, 2014-present ☑ Board Liaison, Data Development Committee, Feb. 2015-present

Education Education J.D., cum laude, Duquesne University School of Law, 2011 B.S., Duquesne University School of Nursing, 2006

Publications

☐ "Coordination of Medicare Benefits and Coverage Denials – The Latest Impact of Section 111 Reporting," California Workers' Compensation & Risk Conference, Dana Point, CA, September 2017 ☐ "Medicare Compliance Updates in Liability Settlements," The National Association of Railroad Trial Counsel Annual Meeting, Washington, DC, September 2017 ☐ "Evidence Based Medicine and Non-Submit Programs," National Alliance of Medicare Set-Aside Professionals MSP Policy Palooza 2017, Baltimore, MD, September 2017 ☐ "State of the MSP," National Alliance of Medicare Set-Aside Professionals (NAMSAP) webinar, January 2017 ☐ "Top 3 Medicare Issues," California Workers' Compensation and Risk Conference, Dana Point, CA, October 2016 ☐ "Divided We Stand – Medicare Advantage Organization Case Law," NAMSAP, San Antonio, TX, September 2016 ☐ "Medicare Reporting and the New Players in Medicare Compliance," California Coalition on Workers' Compensation 14th Annual Conference Legislative and Educational Forum, Anaheim, CA, July 2016 ☐ "Best Practices for Conditional Payments," MSP Master Class, San Diego, CA, June 2016 ☐ "The New World of ICD-10; It's All About Identifying the Correct Injury," MSP Master Class, Orlando, FL, January 2016 ☐ "MMSEA Section 111 Mandatory Insurer Reporting Compliance Changes," NBI Nationally Broadcasted Webcast, September 2014 ☐ "MMSEA Section 111 Mandatory Insurer Reporting Compliance Changes," NBI Nationally Broadcasted Webcast, November 2013 ☐ "Beyond MSAs – Medicare Mandatory Insurer Reporting," Burns White Medicare Compliance Seminar Reception, Pittsburgh, PA, September 2013 ☐ "Medicare Set-Asides in Personal Injury Litigation," NBI Settling Your Case & Sleeping at Night CLE, Syracuse, NY, March 2013 ☐ "Medicare Set-Asides in Personal Injury Litigation," NBI Settling Your Case & Sleeping at Night CLE, New York, NY, February 2013 ☐ "Medicare Set-Asides in Personal injury Litigation," National Business Institute (NBI) Settling Your Case & Sleeping at Night CLE, Buffalo, NY, February 2013



Hon. Clarissa M. Rodriguez of Queens County is the Chair of the Workers' Compensation Board. Before joining the Board in 2016, Mrs. Rodriguez worked as an attorney for the Queens County Legal Aid Society of New York in the Foreclosure Prevention and Predatory Lending Unit, and in the Housing Unit. Mrs. Rodriguez also worked in the Civil and Matrimonial Parts of the Nassau County Supreme Court. She served with the Civil Rights Bureau of the New York State Office of the Attorney General, the City University of New York's (CUNY) Office of General Counsel, the Municipal Employees Legal Services at District Council 37, and the Homelessness Outreach and Prevention Project of the Urban Justice Center, among others, prior to joining the Bar.

Earlier in her career, Mrs. Rodriguez was the project editor/legislative liaison of the National Parents and Teachers Association in Washington D.C. In addition, she was the community organizer for the Cypress Hills Local Development Corporation, and a social services counselor at the West Side Campaign Against Hunger in New York City. She sat on the Board of Directors of the Cypress Hills Local Development Project from 2012 to 2017 and is a member of the Latino Lawyers of Queens County, Dominican Bar Association, and the Hispanic National Bar Association.

Mrs. Rodriguez is the recipient of the Council on Legal Education Opportunity (CLEO) Fellowship of the American Bar Association, and El Diario/La Prensa's 9th Annual NYC Outstanding Latina Award. She is a graduate of the City University of New York School of Law and holds a BA in political science from the State University of New York, Purchase College.



Marcos A. Iglesias MD,

CHIEF MEDICAL OFFICER, SENIOR VICE PRESIDENT, Broadspire

Dr. Iglesias is a seasoned physician executive and national speaker with over 25 years of experience in workers' compensation and disability treatment, evaluation and insurance leadership. His professional interests include the prevention and mitigation of delayed recovery and disability. His passion for helping workers live active, productive and fulfilling lives has led him to develop innovative comprehensive disability management solutions that focus on early identification of risk factors and appropriate early interventions to return workers to preinjury function. He is a graduate of the Faculty of Medicine, University of Toronto, and the Marshall School of Business, University of Southern California.



Denise Algire is the Director of Risk Initiatives and National Medical Director for Albertsons Companies, the combined organizations of Albertsons and Safeway Inc, one of the largest food and drug retailers in North America with over 290,000 employees across 41 jurisdictions. Denise oversees medical and disability management programs and strategic initiatives across Albertsons Companies Risk Management programs. She is a nationally recognized expert in health care, workers compensation and integrated disability management. She is board certified in occupational & environmental health and case management, and a fellow of the American Board of Occupational & Environmental Health Nurses. She received her MBA in International Business and Global Leadership from the University of Texas and her BSN from the University of New Mexico. Prior to joining Albertsons Companies, Denise was a Principal and the Integrated Health Practice Leader for Risk Navigation Group where she developed and implemented programs and strategies for global employers, healthcare, government, and property casualty insurance companies. Prior to this, Denise served as CEO and Chief Operating Officer for two large medical groups. Denise is a published author, researcher and frequent speaker at national industry conferences.



Brian Trick has worked for Wegmans for over 23 years in a variety of roles. His current role is Senior Claims Manager and has held this title since 2004. In this role, he oversees the Self-Administration of all Workers' Compensation, General Liability, Auto, Short-Term Disability, and FMLA claims. He is the Co-Chairman of the Greater Rochester Chamber of Commerce Workers' Compensation committee and a former Chairman of the NY Self-Insurers Association. Brian also participates on the NY Business Council Workers' Compensation committee. In addition, he volunteers with Junior Achievement and the Ronald McDonald House of Rochester. He holds a Bachelor's Degree in Organizational Management and a Master's Degree in Strategic Leadership from Roberts Wesleyan College. Brian also served in the United States Army Reserves for 8 years as a Nuclear Biological and Chemical Defense Specialist and served in that position during Desert Storm while attached to the 1st Armored Division.



Rachel Fikes, is the VP & Program Director, Workers' Compensation Benchmarking Study, Rising Medical Solutions. She is a 20-year communications and insurance services veteran, Rachel Fikes leads Rising Medical Solution's Workers' Compensation Benchmarking Study, a national research program she has piloted since its inception in 2013. Now the largest survey of claims leaders, the annual study identifies and quantifies industry priorities, challenges, and strategies. With its potent method of validating *how* and *what* higher performing claims organizations are doing compared to industry peers, the study uses its data findings to advance benefits delivery in workers' compensation. For her leadership, she has garnered such recognition as the *Comp Laude*[®] Award and inclusion in Insurance Business' *Elite Women* listing which recognizes women influencers who are shaping a more diverse insurance industry. In addition to spearheading the Benchmarking Study, Rachel also directs all of Rising's marketing, communications, and public relations initiatives in her vice president role. Rachel earned her Bachelor of Arts in Psychology from Kenyon College.



Becky Quisenberry, Senior Manager of Managed Care for Walmart Risk Management, oversees multiple Workers' Compensation medical-related programs; including medical bill review, medical service contracting, onsite telephonic case management, and the pharmacy program. Becky has been in the Walmart Risk Management division for nearly 30 years and has developed training programs for Workers' Compensation, General Liability, and Bill Review; managed various business units, including

Workers' Compensation, Education & Development, and Managed Care; and implemented many new programs to ensure Walmart's Injured Associates receive the best medical treatment at the best prices.

The most notable of the programs implemented by Becky was the Workers' Compensation Prescription Management Project in 2012 whereby Walmart partnered with a pharmaceutical peer review group to develop criteria to flag at-risk injured Associates for prescription misuse. Through use of the flagging and the peer review process, Walmart dramatically decreased the number of injured Associates who were exceeding the recommended Morphine Equivalent Dosage (MED).

Becky is a graduate of the University of Arkansas with a Bachelor of Arts Degree in Communication and a recipient of an Athens Scholar of Communication Award. When not working, you'll find Becky enjoying time with her 15 year old daughter, hiking, attending concerts, and walking beaches.



Tron Emptage is Chief Clinical Officer Optum Workers' Comp and Auto No-fault Solutions who oversees Optum's comprehensive suite of clinical programs designed to help payers gain more control over medical costs to achieve better outcomes for claimants. Tron leverages nearly 30 years of healthcare, workers' comp, and auto no-fault experience in developing and managing key program components, such as medication plans and formularies, utilization reviews, physician outreach, clinical intervention, and pharmacist and nursing support. The use of these programs by our customers ensures injured workers receive the right therapy at the right time.

Tron called on his hospital, retail pharmacy, home infusion, and medical network experiences to aid in the development of a number of innovative clinical initiatives, including our patent-pending data analytics model, our clinical oversight programs, and our urine drug monitoring program – further helping the company transform the way workers' compensation and auto no-fault payers manage claims and contain costs through utilization programs. He shares his experiences as a frequent speaker at leading industry conferences and as author of several white papers and journal articles on topics ranging from prescription drug misuse to pharmacy management strategies. Tron Emptage earned his Bachelor of Science in Pharmacy from The Ohio State University and a Master of Arts degree from Ashland University. He is an experienced lecturer and teacher, serves on several boards and committees, and volunteers his time with numerous community and non-profit organizations.



Anthony Gentile began his claims career with Liberty Mutual in August of 2009. During his tenure as a Case Manager he worked on the Construction Team managing an assignment of OCIP and CCIP policies consisting of lost time and litigated claims for the NY jurisdiction. In his capacity as a Team Manager, he oversees a dedicated team for a large national account consisting of medical only to high exposure claims in the NY jurisdiction. He is licensed as Independent Adjuster for the state of New York.

EXPERIENCE

Liberty Mutual Insurance Company

Claims Team Manager II (February 2019-Present)
Claims Team Manager (2012-2019)
Senior Claims Specialist (2011-2012)
Claims Specialist I-III (2009-2011)

EDUCATION

University of Connecticut
Bachelor of Arts in Economics May 2009
Associate in Risk Management May 2018.



Frank Kerbein is the director of the Center for Human Resources. Frank comes to The Business Council from the New York State Funeral Directors Association where he was Director of Member Relations. At the Funeral Directors Association, Frank provided human resource and OSHA consulting services to employers of all sizes. Additional experience includes roles as the Executive Director of Foundation Services, and Director of Education and Training. Prior work experience includes human resources staff and leadership positions in the financial services and health care arenas. Frank is a graduate of Cornell University’s School of Industrial and Labor Relations. He is also SPHR certified and has more than 30 years of experience in all areas of human resource management. You can contact Frank at frank.kerbein@bcnys.org.



Mindy Kapner Roller is currently the Division Chief of the Workers’ Compensation Division at the City of New York Law Department. She began her career as an Assistant Corporation Counsel in 1995 and in 2002 was promoted to Deputy Chief. Ms. Roller earned her J.D. from Brooklyn Law School. She is a frequent speaker on various Workers’ Compensation topics for the New York State Self-Insurers Association, the New York Claims Association and NYS Association of Self-Insured Counties. Mindy is past President and Special Counsel to the Board of the New York Claims Association and a past member of the WCB Advisory Committee. She is a NYS High School Mock Trial coach and a member of the NYSIA Board of Managers. Ms. Roller is married to Jonathan Roller, a private practice attorney and has three married children and is the proud grandmother of ten grandchildren.