

Opening Remarks

Brian Mourer, WCP®
Director of Plan Administration
NCCI





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Welcome to Delray Beach, Florida



RMF
2024




Residual Market Forum Value

- Issues & Insights
- Engaging Dialogue
- Networking
- Certification






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Residual Market Forum Agenda—Thursday, February 15, 2024

	Time	Session/Activity
	7:00 a.m.–10:00 a.m.	Attendee Registration Check-In
	8:00 a.m.–9:00 a.m.	Breakfast
	9:00 a.m.–9:10 a.m.	Introduction <i>Brian Mourer, Director of Plan Administration</i>
	9:10 a.m.–9:50 a.m.	The State of the Residual Market <i>Cliff Merritt, Senior Division Executive, Residual Markets</i>
	10:00 a.m.–12:00 p.m.	Regulator Forum (including break)
	10:00 a.m.–11:45 a.m.	Assigned Carrier Forum (including break)
	11:45 a.m.–1:30 p.m.	Lunch

Residual Market Forum Agenda—Thursday, February 15, 2024

Time	Session/Activity
	<p>1:30 p.m.–2:00 p.m. Dispute Resolution Process Panel <i>Cliff Merritt, Senior Division Executive, Residual Markets</i> <i>Brian Mourer, Director of Plan Administration</i> <i>Veruschka Zachtshinsky, Disputes Consultant</i></p>
	<p>2:00 p.m.–2:30 p.m. Actuarial Perspective of the Residual Market <i>Samantha McLeod, FCAS, MAAA</i> <i>Executive Director and Actuary</i></p>
	<p>2:30 p.m.–3:00 p.m. Break</p>

Thursday, February 15, 2024 cont'd

Time

Session/Activity



3:00 p.m.–3:45 p.m.

Economic Outlook

Stephen Cooper, Executive Director and Senior Economist

Patrick Coate, PhD, Economist II



3:45 p.m.–4:00 p.m.

Claims Data Dashboard (CDD)

Paul Hendrick, FCAS, Director and Actuary



4:00 p.m.–4:10 p.m.

Closing Remarks

5:00 p.m.–6:30 p.m.





Reception

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Elevate Skye Bar & Lounge Reception



Friday, February 16, 2024

	Time	Session/Activity
	8:30 a.m.–9:30 a.m.	Breakfast and Meet the Subject Matter Experts
	9:30 a.m.-10:15 a.m.	Large Loss Overview <i>Alexandra Bello, Actuarial Consultant</i>
		Residual Market Filings Update <i>Lesley O'Brien, Director of Filings and Research</i>
		VCAP[®] Service Update <i>Brian Mourer, Director of Plan Administration</i>
	10:15 a.m.–10:20 a.m.	Closing Remarks

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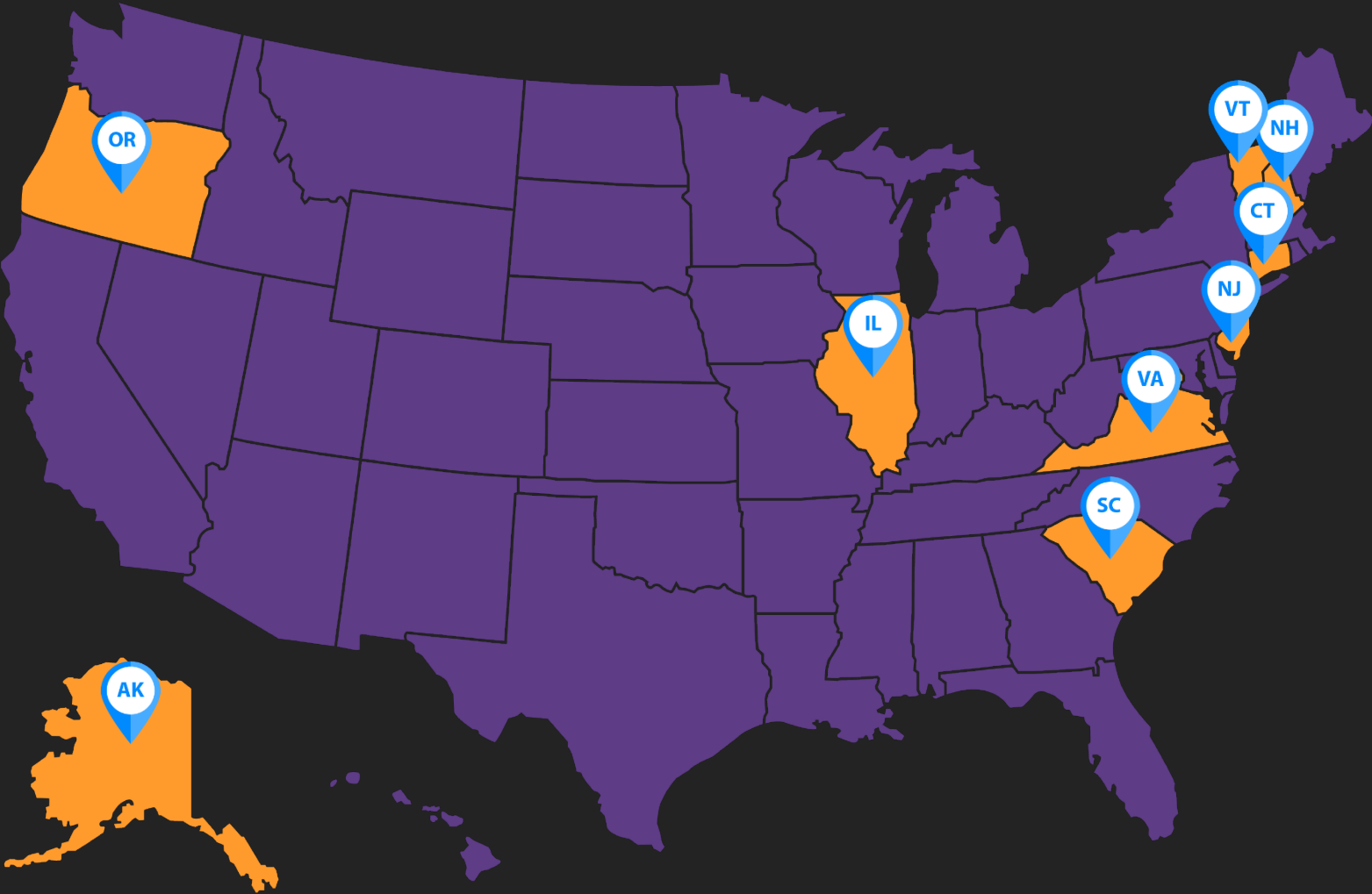
Who Is Attending Today's Event?

- Regulators
- Carrier Staff
- Independent Bureaus
- Other Stakeholders



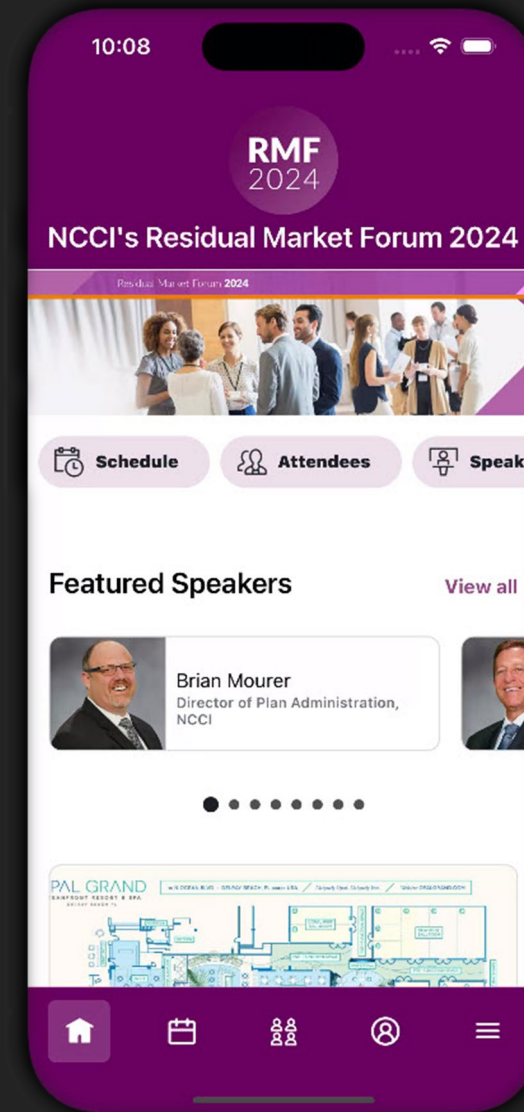
2024 Bid States

- Alaska
- Connecticut
- Illinois
- New Hampshire
- New Jersey
- Oregon
- South Carolina
- Vermont
- Virginia

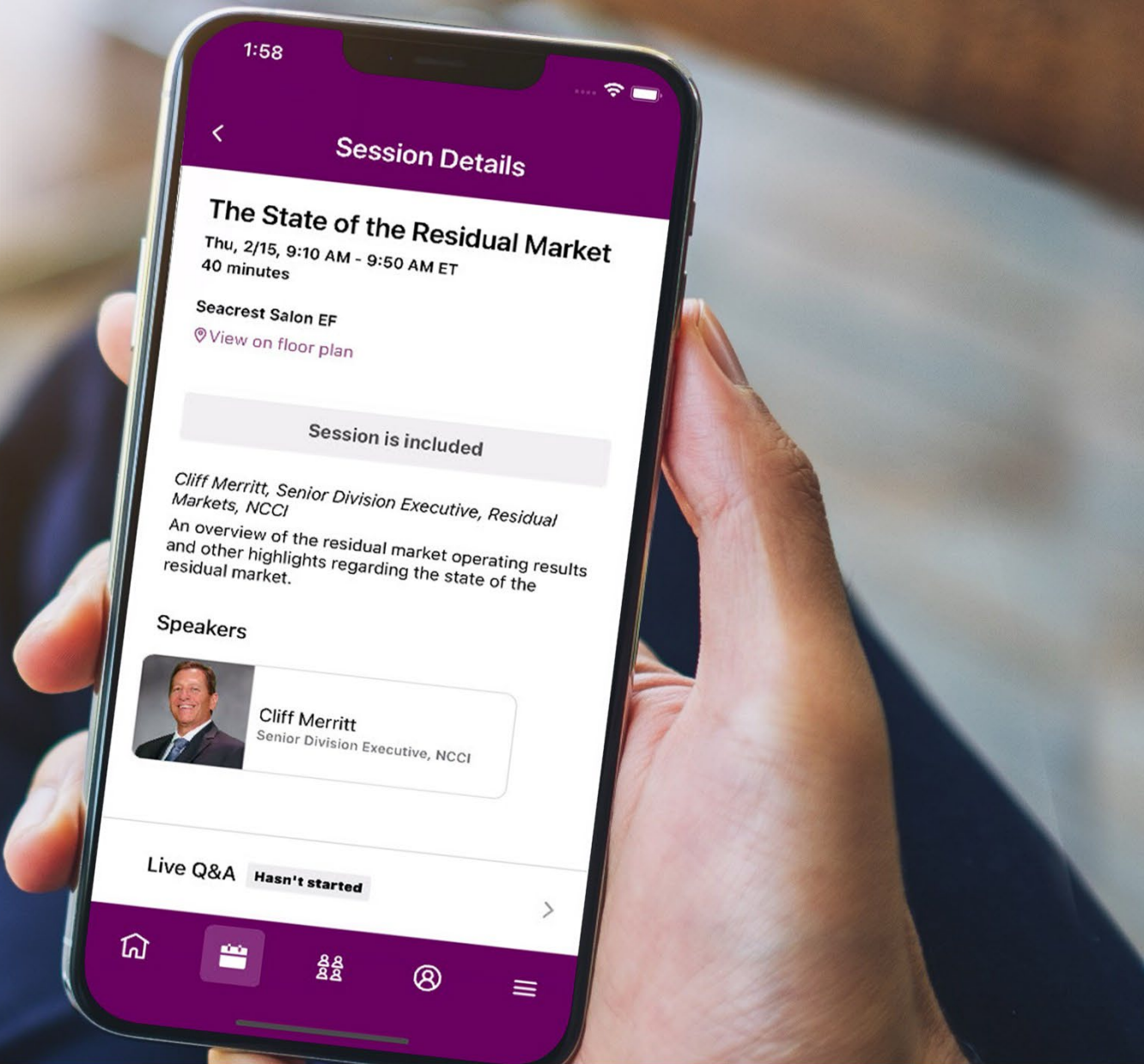


Connections and Questions

- Key Highlights of the *RMF* App
- Questions
 - Cliff's presentation—live Q&A
 - Assigned Carrier Focus Session—live Q&A
 - All other sessions—visit the Speakers' Corner during breaks



Participate in Polls



Friday, February 16, 2024

Meet the Subject Matter Experts—Residual Markets

Carrier Audit

Alan Kurtz, *Director*
Dawn Johnson, *Audit Manager*



Bid Administration

Heidi Mangum, WCP
Plan Administration Manager
Sally Laub
Bid Process Administrator
Sean Cordell
Bid Process Administrator



Plan Administration

Stacey Dever, WCP
Residual Market Senior Analyst
Yanique Powell
Residual Market Analyst



Reinsurance

Mike Kahlowsky, *Director*



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Meet the Subject Matter Experts

Assigned Risk

Heidi Boehringer, *Director*

Karen Richburg, *AU, Manager*



Filings and
Research

Lesley O'Brien, *AIM, WCP®*
Director of Filings and Research

Veruschka Zachtshinsky
Disputes Consultant



Work Comp
Operations

Melissa Palmer, *Executive Director*
WC Operations Projects

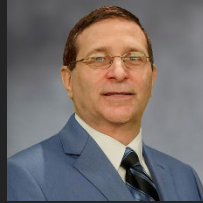
Tara Mercer, *Manager, Information Solutions*



Friday, February 16, 2024

Meet the Subject Matter Experts

Residual Market Finance



Andy Kondoleon

Director, Residual Market Accounting and Financial Analysis



Donté Mickens , MS-RMI, CPCU, AIAF, ARe, CRM
Manager, Residual Market Accounting and Financial Analysis

Residual Market and
Collection Controls



Syd Escobar, AIDM

Manager, Residual Market and Collection Controls



Kim Expresion-Martins

Lead Data Analyst, Residual Market and Collection Controls

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Residual Market Forum **2025**

March 5–6, 2025 | Opal Grand Resort, Delray Beach, Florida



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