Residual Market Forum

AGENDA

February 24–25, 2027
Opal Grand Resort, Delray Beach, Florida



RMF 2027

Tuesday, February 23, 2027

Time	Session/Activity
3:00 p.m.–6:00 p.m.	**Attendee Registration Check-In**

Wednesday, February 24, 2027

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.–9:05 a.m.	**Opening Remarks** *Heidi Mangum, WCP®, Manager-Plan Administration, NCCI* An introduction to ***RMF 2027*** previewing what is new this year.
9:05 a.m.–9:50 a.m.	**The State of the Residual Market** *Brian Mourer, CPCU, WCP®, Executive Director-Residual Markets, NCCI* An overview of the residual market operating results and other highlights regarding the state of the residual market.
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)** **Bid Process Discussion** *Mary Kate Meingossner, CPCU, AIS, Bid Process Administrator, NCCI* *Sean Cordell, Bid Process Administrator, NCCI* A discussion of what you need to know for the 2027 bid process. **Pay for Performance Impacts on Your Bottom Line** *Crissy Parmer, ARe, WCP®, Director of Reinsurance, NCCI* *Donte' Mickens, MS-RMI, CPCU, AIAF, ARe, CRM, Director-Residual Market Accounting and Financial Analysis, NCCI* A refresher on how the Pay for Performance Program works, how carrier performance is measured, and what it means for Servicing Carriers. **Break** **What 1 Million Applications Taught Us** *Tracy Skelton, CPCU, Lead Business Analyst, Assigned Risk, NCCI* This presentation shares three lessons NCCI has learned from processing assigned risk applications: the residual market's vital role for businesses and families, the importance of providing submitters with clear guidance, and the opportunity to combine application insights, human expertise, and technology to improve the experience for everyone involved moving forward. **Carrier Audit Process Updates: Enhancements, Impacts, and Improvements** *Dawn Johnson, Director-Carrier Audit Services, NCCI* Highlighting updates and improvements to the carrier audit process as well as how bid enhancements may impact your triennial on-site audit. **Residual Market Discussion Topics** *Brian Mourer, CPCU, WCP®, Executive Director-Residual Markets, NCCI* *Heidi Mangum, WCP®, Manager-Plan Administration, NCCI* A discussion on a variety of topics that will be important to stakeholders in the coming year, including topics requested by attendees.

(continued)

12:00 p.m.–1:30 p.m.	**Lunch**
1:30 p.m.–2:15 p.m.	**Regulator Panel** *Moderator: Carla Townsend, Executive Director-Regulatory Affairs, NCCI* *Panelists to Be Announced*
2:15 p.m.–2:25 p.m.	**Break**
2:25 p.m.–3:10 p.m.	**State of the Economy** *Stephen Cooper, Practice Leader and Senior Economist, NCCI* The dynamically changing workforce and evolving economy are top-of-mind for workers compensation executives. Cooper will provide an in-depth perspective on recent economic developments and their impact on workers compensation and the residual market, including a look into how these unfolding trends are influencing premium, frequency, and severity.
3:10 p.m.–3:55 p.m.	**Networking and Meet the Subject Matter Experts Break** Interact with NCCI's subject matter experts from Plan Administration, Pool Administration, Residual Market Finance, Assigned Risk, Filings and Research, and Actuarial & Economic Services.
3:55 p.m.–4:10 p.m.	**Residual Market Filings Update** *Veruschka Zachtshinsky, CPCU, ARC, WCP®, Senior WC Infrastructure Consultant, NCCI* An update on proposed residual market and other related multistate item filings for 2027.
4:10 p.m.–5:10 p.m.	**Actuarial Perspective of the Residual Market** **Workers Compensation Industry Results** *Mari Villalta, Actuarial Consultant, NCCI* A look at the current state of the workers compensation line. **Residual Market Results** *Samantha McLeod, FCAS, MAAA, Executive Director and Actuary, NCCI* A big-picture update on the residual market, including recent shifts and what they could mean going forward. **Large Loss Activity in the Residual Market** *Alexsandra Bello, ACAS, MAAA, Manager and Associate Actuary, NCCI* A closer look at recent changes in large loss activity.
5:10 p.m.–5:15 p.m.	**Closing Remarks**
6:00 p.m.–8:00 p.m.	**RMF Networking Dinner** Elevate Skye Bar & Lounge

Thursday, February 25, 2027

Time	Session/Activity
8:15 a.m.–9:15 a.m.	**Breakfast**
9:15 a.m.–10:00 a.m.	**State Bureau Panel** *Moderator: Damian England, Executive Director-Affiliate and Bureau Services, NCCI* *Panelists to Be Announced*
10:00 a.m.–10:05 a.m.	**Closing Remarks**

Note: Updated as of 10/23/2026. Program is subject to change.