

Wednesday, June 8, 2022 1:20 – 3:20

<u>Class number</u>	<u>Speaker name, Title - Firm;</u>	<u>Presentation Title</u>	<u>Brief Description of your Presentation (1 paragraph)</u>
110	Siona Bieber , <i>Attorney-Roig Lawyers</i>	Trick or Treatment? Unmasking Upcoding and Unbundling in PIP Claims	We will discuss how to effectively spot CPT codes frequently unbundled or upcoded by PIP providers. Examples include untimed codes billed for multiple units; submission of electropads with or without EMS therapy; and codes requiring the submission of a separate report billed on the same date as an evaluation and management service. We will evaluate how to timely investigate PIP claims through appropriate pre-suit discovery, and the reasonable scope for 6(b) requests related to these services. The presentation includes a case law discussion, and the impact of requesting payment of non-compensable charges in a PIP pre-suit demand letter.
120	Farhad Booeshaghi Ph.D. , <i>Principal Consulting Engineer-Global Engineering Scientific Solutions</i>	An Overview of Technology Advancements for the Use of Claim Evaluations	Dr. Booeshaghi will present today's state-of-the-art technical elements and discuss various methods for investigating and evaluating claims utilizing the available test methodologies, devices, the application of science and engineering to evaluate varying contentions in the claims industry. The presentation will introduce a brief history of digitization in claims and establish terminology for attendees; followed by the use of drone technology in claims, the current state of telematics/infotainment, the applicable regulations/standards of the industry, and a peek into the technological possibilities ahead for claims evaluations. Upon completion of the program, attendees would be familiar with understanding and utilizing technological advancements in claims.
130	Robert Dehne , <i>Partner-Groelle and Salmon, P.A.</i> ; Gregory Gilkey , <i>Supervisor SIU - Tower Hill Insurance Group</i> ; Nestor Marante , <i>Partner- Groelle and Salmon, P.A.</i>	Florida Law and Effective Examinations Under Oath: A Practical Approach to Eliciting Relevant Claim Information	This presentation will include both lecture and interactive facets to provide attendees with a beneficial understanding of Florida law on insured's compliance with post loss conditions, as well as the unique experience of observing portions of a simulated examination under oath during which commentary is offered on an effective approach to eliciting relevant information in the investigation of a questionable or fraudulent claim. The examination under oath demonstration is also designed to educate the attendees on the obligations of an insured to respond to relevant inquiry in a claim investigation, and what the contractual limitation will be that set the parameters for the examination under oath inquiry.

140	<p>Jarred Dichek, <i>Partner</i>-Kubicki Draper; Justin Cincola, <i>Senior Trial Attorney</i>-Nationwide Mutual Insurance Company Trial Division; Narcy Fajardo-Sanchez, <i>House Counsel Manager</i> - Progressive House Counsel; Kelvin Gomez, <i>Special Investigator</i> - MetLife/Farmers Insurance Company;</p>	<p>The Story of a Bartender, a Local Radio Celebrity and a Fraudulent Accident</p>	<p>This is an intermediate level course that will walk attendees through the investigation of a fraudulent accident where PIP, UM, and BI claims were made. The course will discuss the red flags that indicated possible fraud, what investigative tools a special investigator has at their disposal to determine if fraud is occurring, how to gather evidence that will be admissible at trial during the investigation, how to pursue a fraud claim in court and what elements are needed to be proved.</p>
150	<p>William Gutek, <i>Attorney</i>- Bronstein and Carmona, P.A.; Michael Podolsky, <i>Partner</i>- Bronstein and Carmona, P.A.</p>	<p>Using Post Loss Obligations to Investigate Suspect Claims</p>	<p>The goal of this class is to educate adjusters on the tools at their disposal to investigate claims and to address situations on what happens when all the evidence needed is not present, retrievable, or provided. It will address policy provisions, statutes, and case law on the issues of prejudice to the insurer when a claim is investigated.</p>
160	<p>Nikki Hawkins, <i>Partner</i>-Kelley Kronenberg; Maria Gibson, <i>Practice Group Partner</i>- Kelley Kronenberg</p>	<p>Somebody's Watching You (Social Media and Surveillance in Litigation)</p>	<p>This course is designed to provide an overview of utilizing social media and surveillance in litigation. The course addresses the investigation process and will present a case study to demonstrate the best practices on the effective use of social media and surveillance in a personal injury trial, a mock Motion in Limine to help demonstrate arguments available to plaintiffs and defendants to allow or limit social media and surveillance, and the current case law pertaining to social media and surveillance.</p>
170	<p>Stephen Mellor, <i>Partner</i> - Roig Lawyers</p>	<p>Your Road Map to Properly Investigate Out-Of-State Policy Liability and No-Fault Claims in Florida</p>	<p>This course will discuss the different laws that affect nonresident drivers in Florida who file liability and no-fault claims under an out-of-state policy of insurance and the investigative techniques and tools that claims adjusters and attorneys can utilize to determine whether the insurer would be obligated to extend the minimum liability and no-fault coverages required under Florida law to a nonresident claimant who was involved in a motor vehicle accident occurring in Florida.</p>

180	<p>Gina Smith, <i>Senior Executive Attorney</i>- Florida Department of Financial Services; Beth Blechman, <i>Senior Attorney</i>- Florida Department of Financial Services; Christopher Butler, <i>President and Investigations Manager</i>-Eagle Eye Investigative Solutions; John Savino, <i>Captain</i>- Florida Division of Investigative and Forensic Services</p>	<p>Cooperation v. Collusion: Navigating Florida's Fraud Reporting and Information Sharing Process</p>	<p>This class will provide a comprehensive overview of Florida's insurance fraud and arson reporting/ information sharing process under Fla. Stats § 626.989 and 633.126,. It will explore statutory requirements and confidentiality provisions, the Florida Department of Financial Services, Division of Investigative and Forensic Services' authority and insurers' duties/obligations. It will cover best practices for maximizing the referral process' effectiveness and identify actions which may lead to bad faith or other tort claims against insurers.</p>
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Wednesday, June 8th, 2022 3:10 – 5:20

210	<p>Lester "Allen" Gaffney, <i>Senior Associate</i>- Ramey and Kampf, P.A.; Amber Inman, <i>Partner</i>-Ramey and Kampf, P.A.</p>	<p>The Law of the Snowbirds! The Doctrine of Lex Loci Contractus in Florida</p>	<p>This course aims to educate adjusters and civil litigators as to specific sub areas of conflict of laws involving insurance contracts in Florida. Advising of Lex Loci Contractus case law and applicability in Florida PIP claims (both pre and post effect of the new law abolishing PIP), Personal Injury cases, and UM/UIM contexts. It will examine how the doctrine applies to releases, and whether or not exceptions exist to the inflexible rule.</p>
220	<p>Frank Goldstein, <i>President</i>- Goldstein Law Group; Fred Burkhardt, <i>Retired</i>-NICB; Joy Shanafelt, <i>Special Agent</i>- NICB</p>	<p>Automobile Glass Fraud??!!...Anyone Got Any Glass Fraud??!!- The NICB, Burkhardt, Shanafelt And Goldstein Are Here To Help!!</p>	<p>We will discuss what insurers and law enforcement are doing to investigate these glass companies and claims. We'll examine the backgrounds of these automobile windshield glass companies and who owns them; how and why prospective customers are targeted or solicited and the schemes used by some automobile windshield glass companies to deceive customers; including how they may "bribe" customers and communities into doing business with them.</p>

230	<p>Susette Gruebele, <i>Partner- Cole, Scott and Kissane, P.A.</i>; William Krilloff, <i>Partner- Cole, Scott and Kissane, P.A.</i>; Gregory Willis, <i>Partner- Cole, Scott and Kissane, P.A.</i></p>	Examinations Under Oath - Back to Basics	How to properly use EUOs and implications of current case law.
240	<p>Sarah Hanson, <i>Associate Attorney- Conroy Simberg</i>; Kristen Coad, <i>Partner- Conroy Simberg</i></p>	Misrepresentation? Oh No!	This presentation will focus on misrepresentations that occur within insurance applications. We will address what the law requires and the statutory provisions governing same. We will address steps an insurer may take and what a court considers in addressing such a defense. We will also touch on misrepresentations in general.
250	<p>Amanda Kidd, <i>Partner- Boyd and Jenerette, P.A.</i>; Joshua Hartley, <i>Partner- Boyd and Jenerette, P.A.</i></p>	Responding to a Demand and Avoiding Bad Faith	Discussion of the proper way to handle a pre-suit demand package. This course provides information needed for claims handlers to understand the documents commonly found within a pre-suit demand letter and to formulate a response to avoid a bad faith lawsuit later. Insurance bad faith fundamentals will also be discussed so attendees are aware of the impact their claims handling has in the life of a claim, as well as relevant updated case law.
260	<p>Maria Pace, <i>Managing Attorney Orlando Office- Dutton Law Group</i>; Scott Dutton - <i>Board Certified Civil Trial Attorney- Dutton Law Group</i></p>	Adjuster Depositions: Adjusters--It's Really Not That Bad; Attorneys--Don't Hang Your Client Out to Dry	This seminar will instruct on the law on adjuster's depositions, motions that should be filed to protect the adjuster, and how to prepare the adjuster for deposition. The seminar will invite interaction with the audience during the deposition.
270	<p>Justin Schorr, <i>Principal Collision Reconstruction Engineer/President- DJS and Associates, Inc.</i></p>	Electronic Data for Investigations: Infotainment and Cell Phones	Infotainment, a robust source of vehicular data, goes hand in hand with modern smartphones. These technologies communicate with one another and rely on a trove of data which must be stored within the system(s). Forensic engineers have the ability to access and interpret information retrieved from mobile and infotainment devices, including GPS location; search and browser history; event data; call history; text messages; photographs; videos, and more. The understanding of the data available, methods of extraction, and elements of the forensic analysis are useful tools when determining how to investigate vehicular collisions and other catastrophic events.

280	<p>John Bush, Attorney - Bush and Osbourn, PLLC; David Bradley, SIU <i>Director - UPC Insurance</i> Company; Andy Cobb, CEO - One Source Discovery</p>	<p>Combatting Unfounded Complaints and Accusations That Target SIU Investigators and Investigations</p>	<p>This course is designed to teach investigators how to protect themselves and the company from fake allegations and complaints related to the investigation.</p>
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Thursday, June 9th, 2022 8:00 – 9:50 am

300A	<p>Michael Carney, Partner- Kubicki Draper; Caryn Bellus, <i>Shareholder- Kubicki</i> Draper; Gregory Prusak, Partner - Kubicki Draper Michael Walsh, <i>Shareholder- Kubicki</i> Draper;</p>	<p>Florida 4 Hour Law and Ethics Update Part 1 of 2</p>	<p>Discuss and update Florida adjusters on regulatory matters, Florida case law update and ethics.</p> <p>Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.</p>
310	<p>Juan De La Vara, <i>Criminal Investigator II-</i> Colorado Attorney General's Office</p>	<p>A Review of the Chiropractic Profession and How to Identify Possible Deceitful or Fraudulent Provider Actions</p>	<p>A Doctor of Chiropractic, who became a state investigator, provides a summary of what true/scientific chiropractic medicine should be, in conjunction with providing a better psychological understanding of most chiropractors' minds when practicing. The course will briefly review chiropractic medicine in the medical field, CPT utilization and the importance of an accurate diagnosis, and the training that a Doctor of Chiropractic should have in order to be considered a medically qualified health care practitioner. The course will explain the history of why some in the chiropractic profession are known for abusive care and fraudulent activities and how the chiropractic profession tends to become corrupted before presenting what it takes to conduct a criminal investigation involving a suspected chiropractic fraud referral.</p>

320	<p>Daniel Frates, <i>Principal Engineer</i>- SDII Global; Samantha Epstein, <i>Principal</i>- Bressler, Amery and Ross, P.C; Seth Feintuch, <i>Principal</i> - Bressler, Amery and Ross, P.C; Austin Flickstein, <i>Principal</i> - Bressler, Amery and Ross, P.C Michael Shifrin, <i>Principal</i>- Bressler, Amery and Ross, P.C</p>	Uncovering Fraudulent Roof Claims	<p>Due to the current climate of increasing first-party claims and the prevalence of fraud, it is imperative that insurance carriers be apprised of how to conduct thorough investigations and utilize tactics available to uncover fraud in connection with roof claims. This presentation will discuss the aftermath of Hurricane Irma and claims only now getting first reported more than two (2) years later, and how to investigate and identify fraudulent claims.</p>
330	<p>Anthony Gaytan, <i>Anti-Fraud Operations Analyst</i>- Central Insurance Companies; Jeffry Lieberman, <i>Director of SIU</i>- Central Insurance Companies; Dustin Looser, <i>Manager of Claims Recovery</i>- Central Insurance Companies</p>	EX Machina: How Technology and Analytics Can Revolutionize Your Subrogation and SIU Units	<p>This course will explain the industry need for fast track claims process and how it affects the detection of potential subrogation and fraudulent claims. The course will also discuss how technology has made it easier to commit insurance fraud. Finally we will discuss how predictive analytics, AI/Machine Learning and RPA technology can assist insurance companies in detecting potential questionable claims as well as potential subrogation opportunities.</p>
340	<p>Larry Lee, <i>President/Owner</i>- Double L Investigators and Consultants; Cassandra Lee, <i>Special Investigator</i>- Westfield Insurance</p>	The Keys To Unlocking the Truth Through Statement Analysis	<p>This course will teach attendees to see the truth that is found in every statement instead of looking for lies. Learn how to see and understand the hidden truth in the statement. Real life statements will be analyzed to find the truth and build powerful follow-up questions.</p>
350	<p>Mario Pecoraro, <i>President/CEO</i>- Alliance Risk Group, Inc.</p>	Effectively Conducting Surveillance and Tactics to Mitigate Losses	<p>With fraud rising, it is important to think outside the box when it comes to workers' compensation fraud and surveillance. This presentation will review traditional and non-traditional methods of gaining intelligence. Strategies for thorough claimant investigations including social media, location intelligence, pretexting, and remote cameras will be reviewed. Case studies will demonstrate how properly followed techniques can save time, money and reverse claimant compensation payouts obtained in a fraudulent manner. The presentation will conclude with a discussion about Florida's wiretapping "two-party consent" law and a workers' compensation suit where the plaintiff was compelled to turn over photographs posted on social media.</p>

360	Michael J. Skiba, PhD, <i>Vice President International Counter Fraud- INFORM;</i> Joseph Stephenson, <i>Director of Digital Intelligence - INTERTEL</i>	Psychology of Social Media	The Psychology of Social Media will focus on the current social media trajectory and how this is affecting us on a behavioral level. Furthermore, the course will explore specific social media platforms and how they have been updated as pertinent to the insurance professional.
370	Julie Hauf, Managing Attorney - Law Office of Julie Lewis Hauf, PL	Litigating Attorneys' Fees	This course will discuss the evaluation of attorney's fee claims presented under FS § 627.428 by reviewing the factors presented in the case law, along with strategies for discovery and fee hearings. A discussion of the new attorney fee provisions under the recently passed property insurance reform will also be discussed.

Thursday, June 9th, 2022 10:10 – Noon

300B	Michael Carney, Partner- Kubicki Draper; Caryn Bellus, Shareholder- Kubicki Draper; Gregory Prusak, Partner - Kubicki Draper Michael Walsh, Shareholder- Kubicki Draper	Florida 4 Hour Law and Ethics Update Part 2 of 2	Discuss and update Florida adjusters on regulatory matters, Florida case law update and ethics. Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.
410	Anthony Atala, Shareholder - Kubicki Draper; Erika Cordovi, Associate- Kubicki Draper; Barbara Fox, Shareholder- Kubicki Draper; Carl Nemeth, Jr., Director of SIU, Claims Compliance- Tower Hill Insurance Group; Jennifer Newell, SIU Manager- Fednat Insurance Company	A Covid Year in Review for First Party Claims	2020 was the year of the unknown, and 2021 proved to be as challenging. However, that did not curve fraudulent first party claims in Florida. This course will highlight some of the trends seen in the last couple of years, such as Engineering Inspections, Weather Events in 2020, Senate Bill 76, Hot Litigation Topics, and Attorney Discipline, and how these same issues are affecting 2022 and beyond. The panelists include 2 SIU Managers discussing how their teams have been able to investigate these fraudulent claims.

420	<p>Albert Baerren, <i>President - AB Indoor Environments;</i> Christina Bianchi, <i>Junior Partner- Briscoe, Ortiz, Zuluaga, PLLC;</i> Bianca Zuluaga, <i>Partner- Briscoe, Ortiz, Zuluaga, PLLC</i></p>	<p>Liquid Gold: Examining the Multi-Faceted Exploitation of Water Damage</p>	<p>There are many shades of insurance fraud, from exaggerating the known truth to full fabrication of the claim event. Follow along as we explore a hypothetical case study of a plumbing leak that caused water damage with a high dollar payout with little actual damage. Along the way, we will shine the light on new investigative tools and techniques that have proven helpful in uncovering the many red flags of water damage fraud.</p>
430	<p>Fred Karlinsky, <i>Attorney/Shareholder/Practice Group Chair- Greenberg Traurig, LLP</i></p>	<p>Legislative Reforms to Stem Fraud Driven Insurance Claims</p>	<p>Natural disasters and geography make Florida one of the most challenging property insurance markets in the world. Human disasters, fraud and deceptive practices, make it one of the most unpredictable and expensive property insurance markets in the world. The course will demonstrate the nature of fraudulent claims driven by taking advantage of statutory loopholes and discuss the Florida legislature's and court's actions over the last year to confront these issues.</p>
440	<p>Anna Kotsovos, <i>Senior Tactical Analyst- NICB</i></p>	<p>Supplementing Investigations with Historical Communication and Location Data</p>	<p>Advances in technology have created an abundance of collected data. Almost every move a person makes creates a footprint in the digital world. In this course, attendees will learn how to leverage communication and location data as another tool when conducting investigations.</p>
450	<p>Bill McFarlane, <i>Senior Partner- McFarlane Law;</i> Frank Luis, <i>Regional Claims Manager- National General Insurance Company</i></p>	<p>Insurance Application Fraud and Red Flags</p>	<p>This course will be a comprehensive discussion that will focus on the identification, investigation, and defense of insurance fraud claims, insurance application fraud and material misrepresentation.</p>

460	<p>James Rinaman, <i>Attorney-Dutton Law Group</i>; Scott Dutton, <i>Board Certified Civil Trial Attorney - Dutton Law Group</i>; Maria Pace, <i>Managing Attorney Orlando- Dutton Law Group</i>; Retta Rico, <i>Attorney- Dutton Law Group</i>; Kimberly Sandefer, <i>Civil Trial Attorney- Dutton Law Group</i></p>	<p>The Florida Motor Vehicle No-Fault (PIP) Law, Current Trends and Issues, Legislative and Case Law Update 2021</p>	<p>Update on trending legal issues affecting insurance professionals who handle PIP claims.</p>
470	<p>Adam Brand, <i>Attorney/ Managing Partner - Brand and Tapply, LLC</i></p>	<p>Combating Low Impact Insurance Claims</p>	<p>Frustration is what we hear throughout the industry when confronting BI claims emanating from low impact collisions. Damages are so minor, common-sense screams no one could have been injured. Yet, insurers settle these claims for substantial sums as liability is clear or to avoid litigation expenses. This presentation provides a process to attack these suspect claims at an early stage, with a consistent investigative and dispositive strategy. The presentation assesses the element of “causation” and credibility of claimant. Attendees will be provided a clear game plan to approach these claims that will contain costs, reduce indemnification and avoid litigation.</p>

Thursday, June 9th, 2022 1:30 – 3:20

500A	<p>Cassandra Hand Gallegos, <i>Chief Claims Officer and CEO</i> - CCMS and Associates: Maggie Potter, <i>Attorney/ Shareholder</i> - Galloway Law Firm</p>	620 Adjuster 4-Hour Update Course Part 1 of 2	<p>This 4-Hour Update Course focuses on Regulatory Awareness, Ethics, Anti-Fraud and Case Law update. The course also details the newest changes related to insurer's duty to acknowledge communications regarding claims investigation and adjuster licensing updates related to SB 1598.</p> <p>Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.</p>
510	<p>David Bibb, <i>Partner</i>- Rolfes Henry Co., LPA; Wesley Page, <i>Associate Attorney</i>- Rolfes Henry Co., LPA; Brett Quandt, <i>Major Case Manager</i>- Nationwide Insurance Company</p>	Fighting Fraud In 2022: Fraudulent Billing in Personal Injury and P.I.P.	<p>Medical billing amounts are often artificially inflated, and sometimes are downright fraudulent, in order to increase the potential plaintiff's recovery and to increase the amounts that those claimant's providers obtain in exchange for their services. This course will help adjusters to identify potential red flags that indicate fraudulent or inflated medical billing fraud in personal injury or PIP claims and provide them with ideas regarding ways in which they can address potential fraudulent/inflated medical billing. The course will also discuss potential things which your automated, medical bill review software may miss.</p>
520	<p>T David Harlow, <i>Fire Investigator</i>- Envista Forensics</p>	The Truth Lies in the Words	<p>This updated course on statement analysis can be an effective method for detecting deception. It is designed to evaluate the process of examining a person's words to determine whether the person is being truthful or deceptive. In a statement analysis, the investigator focuses on the words or lack of words used, or handwritten responses to determine truthfulness instead of focusing on the facts that are stated. The key is often deviation from the norm or a switch from one type of descriptive communication to another. We focus on the words, where deception can be found.</p>
530	<p>Ricardo Luces, <i>Partner</i>- Roig Lawyers</p>	It Wasn't Me! Who Was Truly At Fault? Accident Reconstruction Evidence Provides Juries The Answer	<p>An in-depth look at obtaining and evaluating evidence to establish which party was at fault in a negligence case when liability is contested. The attendees will learn what to analyze from accident scene and vehicle damage photos, the debris field, Delta V, black box data, deposition testimony and other important factors to consider when reconstructing accidents for the purpose of determining liability. Attendees will also learn how to effectively present accident reconstruction evidence to a jury at trial.</p>

540	William Collum, Partner - Butler Weihmuller Katz Craig LLP	A Sherlock Holmesian Approach to Investigations: Methods and Strategies for Modern-Day Investigative Inquiries	Sir Arthur Conan Doyle's fictional detective Sherlock Holmes baffled his investigative partner, Dr. Watson, with his investigational prowess, solving the toughest of puzzles with the smallest of clues. Although a fictional character, Holmes' investigational methods and analysis provide the modern-day investigator with several tools for seeking the truth. This class is an interactive course that explores the Holmesian approach to investigations and the investigational tools utilized in several famous Sherlock Holmes manuscripts and applies several investigational tools and techniques to modern investigations, including recorded statements, site inspections, and Examinations Under Oath.
550	Matthew Scarfone, <i>Shareholder- Colodny Fass;</i> Maria Abate, Shareholder- <i>Colodny Fass;</i> Mariella Pennock, Director of <i>SIU- Assurant</i>	Danger Will Robinson – Insurance in the Age of Artificial Intelligence	This presentation introduces the audience to the construct of Artificial Intelligence (AI), and its application and potential impact in everyday life, and more importantly, its ability to detect fraud in all aspects of insurance. This course begins with a discussion on the varied types of AI, focusing on their design, and their primary uses. It will then progress to a discussion of the use of AI in fraud detection, from Point of Sale (POS), to Underwriting and Claims. We will also discuss some of the software programs which are available in the industry, and their capabilities and primary focus. Emphasis will be placed on the fraud detection and prevention capabilities of AI, and its ability to recognize and detect fraud patterns, and the application of this in daily claims handling.
560	Jose Pagan, Partner - Quintairos, Prieto, Wood & Boyer, P.A.	Addressing Issues With Public Adjusters and Loss Consultants	This course is designed to provide insurance adjusters and investigators a better understanding of Florida's insurance laws and the adjusters' obligations to apply those laws during the claims process. Additional discussion about recent changes in the insurance code will occur, as well as potential violations of regulatory, civil, and criminal law which may result from the breach of the duties by loss consultants or adjusters. The presentation will help attendees develop strategies to promptly resolve issues or prepare SIU referrals to the Department of Financial Services, as required.

570	<p>Melody Richardi, Sr. SIU Consultant - Summit Holdings Southeast; Eric Jones, AVP Premium Audit - Summit Holdings Southeast</p>	WC Premium Fraud - Perfecting the Imperfect Case	<p>We will identify current WC premium fraud trends, give techniques for detection, questions to ask, and documents to request. We will instruct how to prepare cases for referral to law enforcement and prosecutors, prepare evidentiary packets, build and strengthen relationships and pursue restitution and other financial recovery methods.</p>
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Thursday, June 9th, 2022 4:10 – 6:00

500B	<p>Cassandra Hand Gallegos, Chief Claims Officer and CEO - CCMS and Associates; Maggie Potter, Attorney/Shareholder - Galloway Law Firm</p>	620 Adjuster 4-Hour Update Course Part 1 of 2	<p>This 4-Hour Update Course focuses on Regulatory Awareness, Ethics, Anti-Fraud and Case Law update. The course also details the newest changes related to insurer's duty to acknowledge communications regarding claims investigation and adjuster licensing updates related to SB 1598. Both parts of this class must be completed to receive full 4-Hour Law and Ethics Update credit.</p>
610	<p>G. Steven Baer, DC, Doctor of Chiropractic - Baer Consulting Services, LLC</p>	Chiropractic Fraud and Abuse: An Overview and Case Study	<p>This presentation will move through a discussion of fraud and abuse particularly as it applies to chiropractic treatment. The speaker also will focus on the chiropractic profession and the motivators and patterns that lead to fraudulent behavior. The class will discuss identification of fraud through discerning and analyzing the documentation presented by providers. Current and past cases will be highlighted throughout the presentation with a discussion of a federal RICOH trial that involved the speaker.</p>
620	<p>Christopher Butler, President and Investigations Manager- Eagle Eye Investigative Solutions</p>	Why Property Insurance Fraud	<p>This presentation provides a basic understanding in dealing with property insurance fraud investigations and why fraudsters target property insurance. The course is designed for those new to or who have an interest in property insurance fraud.</p>

630	Stefanie Capps , <i>Shareholder- Kubicki Draper;</i> Marc Leonard , <i>Property Practice Leader- Rimkus Consulting Group</i>	Investigating Mechanical Damage in Homeowner Wind Claims and How to Identify and Handle Fraudulent Claim Activity	This course will discuss forensic evaluation, possible human involvement and fraudulent conduct in homeowner's insurance claims and strategies for investigation and handling.
650	Andrew Rock , <i>Attorney- The Rock Law Group</i>	Fraud Case Update	Current cases you can use in detecting, preventing, and dealing with fraud. This course will focus on current and classic Florida cases, and will include insurance topics, as well as public-sector issues. Attendees will become acquainted with the latest legal rulings and trends, to be employed immediately in the fight against fraud.
660	Stephen Rosansky , <i>Partner- Cole, Scott and Kissane, P.A.:</i> Paula Post , <i>Partner- Cole, Scott and Kissane, P.A.</i>	Appraisal Seminar for Personal Injury Protection and Auto Glass Claims	This seminar is designed to cover all current issues being litigated across the state in PIP and Auto Glass cases, including but not limited to: Attorney's Fees; Election of the Fee Schedule; Billed as Submitted Issue; Use of the CPT Code 97039 for Unlisted Modalities; 2007 Limiting/Participating Issue and Recent Decisions and Invoking Appraisal in Windshield Claims.
670	Ken Shriberg , <i>Managing Agent- Tance Global Services;</i> Anthony Allogia , <i>President - All Claims Repairs, Inc.</i> Chris Cury , <i>Public Insurance Adjuster - Pinnacle Claim Services;</i> Jonathan Zachem , <i>Managing Shareholder - Zachem Law, P.A.</i>	Curing the Epidemic of Unlicensed Fraudulent Claim Activity	Many policyholders are bombarded by unscrupulous and unlicensed individuals/entities who call themselves contractors, all lines adjusters and loss consultants. These unlicensed parties' involvement in the claims process can increase policyholders' lack of trust in the system, frustrated professional stakeholders, costlier claims processing, and ultimately rate increases to all Floridians. It is important that all claims handling stakeholders know how to identify and protect the Property and Casualty marketplace against this rapidly growing industry of unlicensed individuals and entities.

Friday, June 10th, 2022 8:00 – 9:50

710	Will Roberts , <i>Partner - Alvarez, Winthrop, Thompson & Smoak, P.A.</i>	First Party Property Statutory/Case Law Update	The presentation is an overview of recent statutory changes that greatly impact litigation in the First Party Property context.
720	Adam Brand , <i>Attorney/ Managing Partner - Brand and Tapply, LLC</i>	Highway Robbery: Combating Questionable Towing Bills	Inflation and fabrication of tow, recovery and hazmat invoices has become big business. With increasing frequency, towers are holding everything from heavy equipment to automobiles hostage while demanding payment of unreasonable invoices. Storage continues to accrue and insurers are regularly confronted with difficult choices to pay or fight. This presentation will outline ways in which to identify suspect recoveries and inflated/fraudulent invoices and provide strategies to investigate, mitigate and litigate these disputes.
730	Michelle Feduccia , <i>Project Engineer III- J.S. Held, LLC</i> ; Shannon O'Malley , <i>Senior Partner - Zelle LLP</i> ; Dan Parker , <i>Vice President of Roofing Services- J.S. Held, LLC</i> ; Joseph Theobald , <i>SIU Senior Director- Citizens Property Insurance Company</i> ; Megan Walker , <i>Founder and Chief Meteorologist - Blue Skies Meteorological Services</i>	Nailing Roofing Fraudsters	This engaging session will cover the main three types of roofing fraud: Man-made (manufactured), Date of Loss misrepresentation, Fraudulent invoices/loss documentation. Attendees will learn how to identify fraud and the steps required to follow through to report fraudulent claims.
740	Joseph Carey , <i>Partner - Kelley Kronenberg</i> ; Caroline Cranton , <i>Partner - Kelley Kronenberg</i>	Using Examinations Under Oath, Independent Medical Examinations and Peer Reviews for Florida No-Fault (PIP) Auto Insurance Claims	This course is designed to provide an overview of Examinations Under Oath, Independent Medical Examinations and Peer Reviews in the context of Florida No-Fault (PIP) Auto Insurance Claims. The course addresses using these tools at the claims stage and how to use them to defend claims once in litigation.

750	John Sargent , <i>Senior Vice President- Delta Group</i> ; Francis Sztuk , <i>Senior Vice President- Delta Group</i>	Interviewing for Investigations	The foundation of any insurance claim is the honesty in which it is brought. This course will provide the attendee a better understanding of deception and how to deal with it during an interview by examining studies on deception and fraud tolerance to develop interviewing strategies to uncover the truth.
760	Bart Valdes , <i>Managing Partner- DSK Law</i> ; Cameron Frye , <i>Senior Associate Attorney- DSK Law</i> ; Jeffrey Birnbach , <i>Managing Director - Sylint Group</i>	Uncovering Fraud and Finding Digital Evidence in the Information Age	This presentation focuses on educating the attendees in regard to all aspects of electronic or digital information, where this information can be obtained, how you can find this information, and how it can benefit your investigation. We also provide an overview of recent legal issues surrounding digital information and current case law discussing the use of this evidence in legal proceedings.
770	Kevin Hays , <i>CEO/ Principal Fire Consultant - Kevin B. Hays Fire Consulting, LLC</i>	Managing Complex Fire Investigations	Provide attendees information related to complex fire scenes and the management differences required from typical or common fires. We will discuss the importance of managing complex fire scenes and how to do that properly.
780	Scharome Wolfe , <i>Founder- Scharome R. Wolfe, P.A.</i>	Civil Remedy Notices - Fight or Flight	This presentation reviews the history of civil remedy notices, the legitimate purposes behind the same and the recent abuses of the CRN filing system, as well as provides suggestions for methods of response.

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810	Jeremy Beagle , <i>Senior Principal Scientist/CIH - SDII Global</i> ; Charles Beall , <i>Special Investigator- Citizens Property Insurance Company</i> ; Michelle Ortiz , <i>Managing Partner- Briscoe Ortiz Zuluaga, PLLC</i>	Fact or Fiction: Investigating the Validity of a Water Loss	Over the last few years, the volume of water losses has increased and with it, scrutiny associated with adjusting a claim, particularly claims that appear to be questionable in nature. The majority of questionable losses are associated with plumbing leaks and storm related damage to roofs. The presentation will be case study driven with exemplars including questionable ceilings stains, sanitary sewer line assessments, cause and origin of plumbing leaks and the presence of resulting water damage. Relevant case law and litigation insight will be provided throughout.
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820	Jarred Dichek , <i>Partner-Kubicki Draper</i> ; Sara Engel , <i>President- The Engel Firm</i> ; Allison Harke , <i>President- Allison Clasby Harke P.A.</i>	Combating Fraudulent and/or Excessive Attorneys' Fee Demands	Learn how to evaluate attorney fee demands, how to effectively review time sheets and identify over-billing, fraudulent billing, and improper billing. Guests will learn how a fee hearing works, how to use attorney fee experts, and what case law and rules support denial of certain billing entries.
830	Fred Dickens , <i>Management Consultant- Retired</i>	Ethics and You	This session will better prepare participants to recognize, interact, and reach a successful ethical decision in both their career and personal matters. During this presentation we will discuss terminology, ethical behavior, situations and internalizing ethical principals. We will focus on learning how to make an ethical decision while developing a better understanding of ethics. We will cover a variety of ethical dilemmas that participants will be asked to evaluate, discuss and to make individual decisions while achieving the right decision.
840	John Heilman , <i>Shareholder- Lewis Brisbois Brisgaard & Smith, LLP</i>	Florida PIP Case Law, Rules, and Statutes Update	This presentation will update attendees on Florida PIP cases, rules, and statutes that have come out, or been changed, since the last FIFEC meeting. Topics include billed amount, limiting charge, penalty/postage, MPPR, Two Percent, consequential damages, summary judgment and Senate Bill 54 developments. The presentation is designed to provide a practical outline with citations for claims professionals to take away from the conference.
850	Scott Catron , <i>Vice President - ISG</i> ; Christian Davis , <i>Attorney - Weber Gallagher</i> ; Michael Petrie , <i>Vice President - ISG</i>	Investigative Toolbelt: Investigative Techniques To Combat Insurance Fraud	This course is designed to acquaint the audience with the various investigative techniques and services that are available to investigate modern day insurance fraud. It is designed to educate the audience with the various forms of insurance fraud, how to detect it, and how to lower claims cost for future potential fraud cases. Areas of discussion include Surveillance Techniques, Social Media Investigations, Cell Phone, Medical Canvassing, Cell Phone and Laptop Forensics, and Ethics will be reviewed to allow the audience to learn of the newest and upcoming legal issues involving investigations.

860	Rachel Minetree , <i>Partner - Conroy Simberg</i> ; Robert Horwitz , <i>Partner - Conroy Simberg</i> ; Melissa McDavitt , <i>Partner - Conroy Simberg</i>	STRIKE FIRST, STRIKE HARD, NO MERCY	A look at the new first party laws, new trends in claims and litigation, and case law update
870	Joe Teitelman , <i>Senior Engineer- ARCCA, Inc.</i> ; Michael Markushewski , <i>Chief Technical Officer- ARCCA, Inc.</i>	Vehicle Autonomy in Accident Reconstruction	Driver assistance technologies can play an important role in avoiding or mitigating a motor vehicle collision. This seminar will cover new advancements in driver assistance and autonomous vehicle technology. The growing number of advanced driver assistance systems (ADAS) available in modern vehicles will be discussed and the crucial role that these developments play in accident investigation and reconstruction will be explored. The presenters will address the steps necessary to investigate an accident involving vehicles equipped with ADAS technology and will detail how advanced vehicle data and system specific testing are incorporated into the analysis of a collision.