



2019 AGENDA



CHSI
CONNECTIONS
USER'S WORKSHOP

Welcome to the 2019 CHSI Connections® User's Workshop!

Days 1 & 2: Wednesday, September 18 - Thursday, September 19, 2019

Westin Las Vegas Hotel & Spa | 160 East Flamingo | Las Vegas, Nevada, 89109

Day 3: Friday, September 20, 2019

CHSI Technologies Office | 181 North Arroyo Grande, Suite 190 | Henderson, Nevada 89074

Welcome to the 2019 CHSI Connections® User's Workshop, a two-day whirlwind tour of engaging conversations, captivating discussions and hands-on, no-holds-barred workshops!

This is not a theoretical academic discussion. This is a hands-on workshop meant to improve your business processes, teach you new ways to empower your business and leverage powerful functionality in Connections that already exists and is just waiting to be tapped.

Thank you for joining us to learn, connect, and *accelerate to great*®—together.



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TIME	DESCRIPTION	SPEAKER
8:30	Continental Breakfast	
9:00	Telemedicine in Workers' Compensation	Elisha Krempetz, Concentra
10:00	2019 CHSI Connections® Workshop Opening Remarks	Lee Mashore
10:15	Break	
10:30	Market Research Report Results	Pat Speer, Speer Content Strategy & Development, LLC
11:00	Connecting the Dots: Design in Connections	Mike Zetlow & Lenny Madarang
11:30	Imperial PFS Presentation	Brian Fugere
11:45	Lunch	
1:00	The Long Group Presentation	Amy Hardy
1:15	Woodstock & Workers' Comp: How Cannabis & Workers' Compensation Mix	Anthony L. Hall, Simons Hall Johnson PC
2:15	Networking Break	
2:45	Data Integrity & Reporting	David Niemeier, Kyle Skoglund & Trevor Lightbound
3:45	Customer Recognition	Trevor Lightbound
5:00	Networking Cocktails & Hors d'oeuvres	

Day 2 Schedule: Track 1

TIME	TRACK 1: GENERAL SESSIONS, CYPRESS ROOM	SPEAKER
8:00	Tech Setup	
8:30	Breakfast	
9:00	Introducing Connections Insights	Lee Mashore, Trevor Lightbound & Urias McCullough
9:30	What's new in Connections?*	Lee Mashore, Trevor Lightbound & Colin Moulton
10:00	Connections Underwriting**	Trevor Lightbound & Colin Moulton
10:45	Break	
11:00	Connections Billing***	Trevor Lightbound & Colin Moulton
11:45	Lunch	
1:00	Avail Presentation	Steven Long
1:15	Portal Solutions	Lee Mashore & Trevor Lightbound
1:45	Project Management with TeamWork	Trevor Lightbound & Daniel Ertz
2:00	Connections Q&A	Lee Mashore, Trevor Lightbound & Colin Moulton
3:15	Product Development & Planning	Tina Siler & Cody Elkins
3:45	Client Demos	
4:15	Blackjack Tournament	
6:00	The Void VR Experience @ The Venetian	

*Stripe, PDS, Policy & Billing Refactor, Policy Email, Partner Settings, Producer Portal

**Validations, Premium/Fee Breakdown, Calculating Written/Earned/Unearned Premium, Policy Documents

***ACH Batching, Late Fees, Payroll Reporting, Portal Pay My Bill

TIME	TRACK 2: DATA BASICS, CACTUS ROOM PRESENTED BY URIAS MCCULLOUGH	TRACK 3: ADVANCED SQL, ROSEWOOD ROOM PRESENTED BY RICHARD MATHIS
8:00	Tech Setup	Tech Setup
8:30	Breakfast (Cypress Room)	Breakfast (Cypress Room)
9:00	Introducing Connections Insights (Cypress Room)	Introducing Connections Insights (Cypress Room)
9:30	The Basics - A few words are used in almost all queries	Point in Time Reporting - Utilizing History Tables
10:00	Getting Data - Getting the data you want	Statistics Per Time Period - Prevent Gaps for 0 Values
10:30	Break	Break
10:45	Filtering Data - What you don't get is as important as what you get	Importing Complex Objects - Using MERGE correctly
11:15	Formatting Data - Stop repeating your work; get it right every time	Improving Performance - Don't accept slow reports
11:45	Lunch (Cypress Room)	Lunch (Cypress Room)
1:00	Avail Presentation (Cypress Room)	Avail Presentation (Cypress Room)
1:15	Updating Data - Update Settings	Comma Separated Values - Merging & Splitting
1:45	Comparative Spreadsheet Analysis	Handling Duplicates - Using Rank to resolve duplicates
2:15	Database Basics Q&A	Creating & Parsing JSON in TSQL
2:45		SQL Temporality
3:15	Product Development & Planning (Cypress Room)	Product Development & Planning (Cypress Room)
3:45	Client Demos (Cypress Room)	Client Demos (Cypress Room)
4:15	Blackjack Tournament (Cypress Room)	Blackjack Tournament (Cypress Room)
6:00	The Void VR Experience @ The Venetian	The Void VR Experience @ The Venetian

Day 3: One-On-One Coaching (CHSI Technologies Office, 8:00 a.m. - 12:00 p.m.)

Join the Connections team at CHSI Technologies office (181 North Arroyo Grande, Suite 190, Henderson, Nevada 89074) on Day 3 of the 2019 CHSI User's Workshop for in-depth, personalized one-on-one coaching. Sessions will be held from 8:00 a.m. – 12:00 p.m. PST.

Coaching sessions fill up fast! Be sure to book your time in advance by contacting Trevor Lightbound at tlightbound@chsitech.com.



Put Your *Data* To Work!
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The advertisement displays a dark-themed dashboard with several data visualization components: a bar chart with multiple series, a gauge chart with a needle pointing to a value, a horizontal stacked bar chart, a donut chart, and a line graph with multiple data series. The text 'AVAILgen.com' and the phone number '706-408-7570' are prominently displayed at the bottom.

AVAILgen.com **706-408-7570**

CHSI Poker Chips

A true Las Vegas visit isn't complete without injecting a sprinkling of Sin City flair and a whole lot of fun, that's why the CHSI Technologies team has developed a unique Vegas-style method to keep the questions going, inspire conversations, and enhance learning throughout the workshop. As a bonus, you may even take home an awesome prize!

During CHSI Connections User's Workshop sessions, attendees will have the opportunity to earn CHSI Poker Chips by engaging our speakers with questions (and answers). At the end of Day 2, we'll host a fun, no money exchanged blackjack tournament complete with prizes! Feeling lucky? Jump in the discussion and keep the conversation rolling to earn your stack of chips and get in the game!



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Elisha Krempetz, VP Strategic Initiatives, Concentra

Elisha Krempetz is Vice President of Strategic Initiatives for Concentra focusing on provider network relations, telemedicine and strategic industry partnerships. She has over 20 years of experience in the workers' compensation industry at Concentra. In the past three years, Mrs. Krempetz has focused on telemedicine both in building Concentra's telemedicine solution and partnering with key external partners to bring this new access point to medical care to employers and injured workers.

Prior to Mrs. Krempetz's current position, she has held various leadership positions collaborating with Risk and Safety leaders from large national and Fortune 500 companies. This experience has created a solid foundation of knowledge around employers and the industry, which now plays a key role in building Concentra's solutions.

Mrs. Krempetz graduated from the University of Texas, Arlington with a B.A. in Communications.



Anthony L. Hall, Partner, Simons Hall Johnson PC

Mr. Hall provides expert advice and representation to individuals, employers and other stakeholders in all areas of labor and employment law, including laws governing medical leave and worker safety, harassment and discrimination matters, individual and class-action compensation cases, collective bargaining and labor arbitration.

Mr. Hall also is a sought-after speaker and trainer with respect to labor and employment law, as well as the author or co-author of numerous professional articles addressing new developments in the field. These publications include analyses of the emerging intersection of legal marijuana and workplace policies.

Mr. Hall has been recognized by The Best Lawyers in America every year since 2014 for his labor and employment law expertise and achievements.

Before joining Simons Hall Johnston PC as a member of the firm, Mr. Hall was a partner at Holland & Hart LLP and Littler Mendelson in Reno.

He graduated from the University of the Pacific McGeorge School of Law as a member of the Order of the Coif in 1996 and from the University of Nevada, Las Vegas, with a bachelor of science in 1993.



Pat Speer, Principal, Speer Content Strategy & Development, LLC

Pat heads Speer Content Strategy & Development LLC, an insurance thought leadership content strategy and development consulting firm. She has spent the bulk of her career delivering award-winning content covering a spectrum of processes, technologies and products that pertain to the insurance sector. The former editor-in-chief of Insurance Networking News/Digital Insurance and founder of the publication's Women in Insurance Leadership program, Speer also previously served as a property & casualty analyst.



David Niemeier, SQL Developer, Trean Corporation

David Niemeier is a SQL Developer for Trean Corporation focusing on Data Warehousing and Data Analytics. David began his journey on the business side of the insurance industry in 2013 completing policy issuance and auditing insureds for the Workers Compensation Assigned Risk Market. David then dove into the Non-Workers Compensation world as an Underwriting Assistant on package policies. For the past 4 years David has moved into the IT space helping develop and maintain a Data Warehousing process for Trean Corporation. His current focus is on Commercial Property and Casualty Insurance data with knowledge in Powershell, SSIS, T-SQL, SQL Server, Power BI and PowerApps. David is in a Curling League in Saint Paul, Minnesota which was first established in 1885 and has the largest active membership in the United States. Of course Minnesota would have the largest curling club!



Kyle Skoglund, System Analyst, Trean Corporation

Kyle Skoglund has been working at Trean Corporation for almost 4 years now. He started in the Underwriting department as an Assistant Underwriter. He worked with Connections heavily and worked his way into the IT department as a System Analyst about a year and a half ago. CHSI Connections is one of a handful of systems that he supports today. Before working at Trean, Kyle worked as an Underwriting Assistant and a Claims Adjuster at the League of MN Cities for four years. Although spending other peoples money was fun, the claims life was short lived for Kyle. In his free time, Kyle likes to golf, hangout with his co-worker/friends, and go up north to his cabin in northern Minnesota.



Lee Mashore, Chief Operations Officer

Hi, I'm Lee, and for the past 19 years I've been starring in my own reality show at CHSI Technologies where I help manage a software company, spending most of the day schlepping its wares, applying this same level of witty prose to our release notes and occasionally cooking employees breakfast. I know how to use affective and effective correctly in a sentence. And, no, I haven't lost my mind, it's backed up to my OneDrive...



Richard Mathis, Chief Technology Officer

Helping bring the "Tech" to CHSI Technologies, Richard has over 20 years of experience building and delivering web-based application software. He orchestrates the people keeping the engine running day in and day out, at least when he isn't teaching advanced SQL tips to anyone willing to write a query. As the solution architect painting the big picture in how features are implemented, his background in 10 years of webcomics and more recently YouTube videos, has helped him flex his creative muscles to develop some of the more creative new features in Connections.



Trevor Lightbound, VP Partner Services

A transplant from Canada, Trevor forces CHSI Tech to use the slogan Made in America, by North Americans. In his 8th year here, he has been known to brew the perfect pot of coffee and discuss Big Brother strategy ad nauseam. Trevor works directly with clients so you probably already know him... and maybe even like him a little. His unique combination of leadership, insurance management and technical skills make Trevor a valued resource on each project.



Colin Moulton, VP Product Development

Hailing from New York and slumming around the Midwest for years, Colin settled down in Las Vegas as Connections' baby daddy. His fifteen years have been well spent growing Connections and trying to stay one step ahead of our customers (and Trevor). He brings over twenty years of insurance experience from both the provider and carrier side as well as over a decade of software development skill to the company. Many of you know him as our Workers' Compensation guru, but he can also pour a mean cocktail – seriously, gives new meaning to the "free pour" shot.



Urias McCullough, Director of Implementation

Urias has been with CHSI Tech for 8 years and brings over 20 years of software development experience as well as 15 years of insurance policy management systems design and development to the table. With his experience, he is heavily involved in the product features and customer implementation details revolving around public risk and multi-line quoting, but also loves spending time pouring over badly written SQL with a critical eye. Urias hails from some backwoods town in northern California where he enjoys living amongst the waterfowl and other wildlife.



Tina Siler, Product Manager

Tina Siler is a Product Manager at CHSI Technologies responsible for planning and supporting software development projects through the development life-cycle. In this role, Tina applies creative, innovative and strategic thinking. As a former contributor at AT&T for 22 years, she held a number of positions including Call Center Manager, Project Manager and Product Manager. Tina is happily married and has 3 children.



Mike Zetlow, User Experience Architect

Mike's goal is to build products that people love. At CHSI Technologies, this means spending a lot of time on the phone with our partners, observing how they use our products, and scribbling feverishly on a notepad. He then codes prototypes of solutions and works with the development team to execute better user experiences. He comes from a consumer web development background and was the owner of 3 companies for over a decade before joining CHSI in early 2017.



Cody Elkins, Scrum Master

The name is Cody Elkins. The job is Scrum Master (also known as Scrum Bag). That translates to me being the person who keeps the dev team in check and flowing properly. I work very tightly with my good friend Tina, the product manager, to make sure we are providing the devs with the proper layout of work items, so we can bring the best to you. I also play intermediary between the PSTeam, executives, and devs, to make sure work is being done properly before letting it be shipped out to the customer.



Lenny Madarang, Design Specialist

Lenny works with the CHSI Technologies Product Team, creating design specifications for developers to reference and generating interactive mock-ups to demonstrate the flow of future planned features of applications. He uses his background in multimedia and education to bring creativity and efficiency to product design and the development process.



Thank you for being awesome!

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