### Schedule at a Glance

**Wednesday, January 22**

9:00 a.m. to 12:00 p.m.  
**Business Council Meeting**

1:00-1:30 p.m.  
**Welcome and BIAA Update:** Susan H. Connors, President and CEO, BIAA

1:30-3:00 p.m.  
**Policy Update:** Peter Thomas, JD, Principal, Powers Pyles Sutter & Verville

3:30-5:00 p.m.  
**Insights from Rehab Hospital CEOs: How the Market is Changing and What it Might Mean for Rehab Providers:** Jandel Allen-Davis, MD, President and CEO, Craig Hospital; and Sarah Morrison, PT, MBA, MHA, CEO, Shepherd Center. Moderated by Margaret Kroese, MSSW, CBIS

6:00-8:00 p.m.  
**Cocktails and Conversation:** Peter Thomas, JD, Principal, Powers Pyles Sutter & Verville

**Thursday, January 23**

8:00-9:00 a.m.  
**Handling Denial: External Peer Review in Catastrophic Claim Resolution:** Matthew Allswede, MD, Medical Director, Physicians Review Organization

9:00-10:00 a.m.  
**How to Get into Closed and Narrow Networks:** Armando Cardoso, CEO, Healthcents, Inc.

10:30 a.m. to 12:00 p.m.  
**Outpatient Best Practices: Growing and Diversifying Outpatient Neuro Rehabilitation Offerings to Meet Community Needs:** Lori Lindman, MS, OTR/L, Manager of Rehabilitation Services, Center for Transitional Neuro-Rehabilitation at Barrow Neurological Institute; Tammy Miller, COTAL, MHS, CBIS, CCM, Director of Outpatient Services, On With Life; Sue Potts, PT, Outpatient Rehab Manager, St. Jude Centers for Rehabilitation and Wellness; Amanda Stalford, CTRS; and Mona Taylor-Gordon, Business Unit Supervisor, Brooks Clubhouse. Moderated by Corey Morrison, MBA.

12:00-1:30 p.m.  
**Lunch (on your own)**

1:30-2:40 p.m.  
**New 2020 CARF Standards for Performance Measurement, Management, and Improvement:** Christine MacDonell, FACRM, Managing Director, CARF International

3:15-4:45 p.m.  
**Workers Compensation Payor and Employer Perspectives on Brain Injury Rehabilitation:** Dana Daly, Assistant Vice President, Sedgwick; and Kris Sallee, Claims Manager, American Airlines

**Friday, January 24**

8:30-10:30 a.m.  
**Case Study:** Brent Masel, MD, and Michael Reed, MBA, Centre for Neuro Skills

10:30-11:30 a.m.  
**Best Practices to Boost Employee Engagement:** Gary Seale, PhD, Centre for Neuro Skills

12:10-1:00 p.m.  
**State of the States – Discussion of What is Happening in Your State:** Moderated by Angie Jackson, MS-CCC/SLP, MBA, CBIST

1:00-1:15 p.m.  
**Closing and Announcements for 2021**

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*Brain Injury Business Practice College – January 22-24, 2020 – Innisbrook – Palm Harbor, Florida*