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INTERNATIONAL CENTRE  
FOR DISPUTE RESOLUTION®

2022 AAA®  
**HEALTHCARE**  
DISPUTE RESOLUTION  
INNOVATION AND STRATEGY CONFERENCE

September 30, 2022 | W Austin, Austin, TX



This unique, biennial conference brings healthcare leaders and stakeholders together to explore the latest issues confronting healthcare and alternative dispute resolution.

The conference co-chairs – Michelle Johnson Tidjani, Executive Vice President and General Counsel, Henry Ford Health, Detroit, MI and Steven Burstein, Deputy General Counsel, UnitedHealthcare, Minnetonka, MN – have identified a number of timely topics with distinguished faculty.

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# 2022 AAA® HEALTHCARE DISPUTE RESOLUTION INNOVATION AND STRATEGY CONFERENCE



## Conference Agenda

### THURSDAY, SEPTEMBER 29, 2022

5:00-7:00 PM

**AAA Conference Reception Hosted by Hunton Andrews Kurth LLP**  
CRU Food & Wine Bar, 238 W. 2nd Street, Austin, TX 78701  
*Free and all registrants are invited to attend.*

**HUNTON  
ANDREWS KURTH**

### FRIDAY, SEPTEMBER 30, 2022

7:30-8:00 AM

**Registration & Breakfast**

8:00-8:15 AM

**Welcome**

**Michelle Skipper**, Vice President, National Healthcare & Life Sciences Lead, American Arbitration Association® Commercial Division; Charlotte, NC

**Conference Chairs**

**Steven Burstein**, Deputy General Counsel, United Healthcare Services Inc.; Minnetonka, MN

**Michelle Johnson Tidjani**, Executive Vice President and General Counsel, Henry Ford Health; Detroit, MI

8:15-9:15 AM

**Resolving Healthcare Disputes: Special AAA Rules, Menu of Case Options and Recent Legal Decisions**

The panel will review recent court decisions affecting arbitration. In addition, the panel will review the revised AAA Healthcare Payor Provider arbitration rule changes including the important exchange of information. Lastly, the panel will review various menus of healthcare services and options available, because AAA understands one size does not fit all — leaving parties with numerous choices.

**Moderator:**

**Michelle Skipper**, Vice President, National Healthcare & Life Sciences Lead, American Arbitration Association Commercial Division; Charlotte, NC

**Faculty:**

**Jeff Bromme**, Chief Legal Officer, AdventHealth; Orlando, FL

**Michelle Skipper**, Vice President, National Healthcare & Life Sciences Lead, American Arbitration Association Commercial Division; Charlotte, NC

**Craig H. Smith**, Partner, Hogan Lovells; Miami, FL

**Eric Tuchmann**, General Counsel, American Arbitration Association; New York, NY

9:15-9:30 AM

**Break**

# 2022 AAA® HEALTHCARE DISPUTE RESOLUTION INNOVATION AND STRATEGY CONFERENCE



## Conference Agenda

FRIDAY, SEPTEMBER 30, 2022	
9:30-10:45 AM	<p><b>Pressing Healthcare ADR Issues: What is Keeping Payors and Providers up at night?</b> Do you wonder what is going on with Health Plans and Payors? The panel will highlight ADR and litigation issues facing their organizations. In addition, the faculty will review if and or how the pandemic may have altered their mindset with resolving disputes.</p> <p><b>Moderator:</b> <b>Kathryn Strahan</b>, Partner, Hunton Andrews Kurth, AAA-ICDR® Panelists; Houston, TX</p> <p><b>Faculty:</b> <b>Lisa Berryhill</b>, CPA, Vice President Net Revenue Analytics and Dispute Resolution, Parallon; Franklin, TN <b>Brett Boskiewicz</b>, Senior Counsel, Corporate &amp; Healthcare Litigation; Bloomfield, CT <b>Lindsey B. Fetzer</b>, Member, Bass Berry &amp; Sims; Nashville, TN <b>David A. King</b>, Partner, Polsinelli; Nashville, TN <b>Rochelle (Shelly) Leigh Rosenberg</b>, Counsel, Crowell Moring; Washington, DC <b>Martin Stillman, MD, JD</b>, Mediation &amp; Conflict Resolution Officer, Hennepin County Medical Center; Minneapolis, MN <b>Denise Zamore</b>, Deputy General Counsel, Optum; Hartford, CT</p>
10:45-11:00 AM	<b>Break</b>
11:00 AM-12:30 PM	<p><b>Anatomy of a Healthcare Arbitration Claim: Notice through Award</b> You've been served with a healthcare arbitration claim, what can you expect? From an advocate's perspective, the panel will review all phases of an arbitration claim. Including preparing an answer, selecting arbitrators, understanding which arbitration rules apply, preparing for the preliminary hearing, motion practice, and exchange of information through the final evidentiary hearing. As the panel reviews the various phases, they will highlight best practices for a fair, efficient and cost effective proceeding.</p> <p><b>Moderator:</b> <b>Andrew Barton</b>, Vice President Commercial Division, American Arbitration Association; San Antonio, TX</p> <p><b>Faculty:</b> <b>Robert Croft</b>, Assistant General Counsel, Litigation &amp; Investigations, Humana Inc.; Louisville, KY <b>Kevin Feder</b>, Partner, O'Melveny; Washington, DC <b>Justin C. Fineberg</b>, Partner, Lash &amp; Goldberg; Miami, FL <b>Andy Jubinsky</b>, Partner, Figari + Davenport, LLP; Dallas, TX <b>Akure Paradis</b>, Deputy General Counsel, CareSource; Louisville, KY <b>Christian Puff</b>, Chief Legal &amp; Compliance Officer, CoreLife; Dallas, TX <b>Ray Walker</b>, Managing Counsel, Health Care Service Corporation; Dallas, TX</p>
12:30-2:00 PM	<p><b>Lunch</b> <b>The Future of ADR: Where do we go from Here? A Provider's Perspective</b></p>

# 2022 AAA® HEALTHCARE DISPUTE RESOLUTION INNOVATION AND STRATEGY CONFERENCE



## Conference Agenda

FRIDAY, SEPTEMBER 30, 2022	
2:00-3:00 PM	<p><b>Appellate Remedies for Healthcare Arbitrations – What you need to know!</b> Did you know there are appellate arbitration procedures available for healthcare arbitrations? The panel will review considerations for using the AAA appellate arbitration rules and how to best prepare and present a healthcare appellate matter. In addition, the faculty will explore reasons for appeals and drafting options.</p> <p><b>Moderator:</b> <b>A. Kelly Turner</b>, Senior Counsel, American Arbitration Association; New York, NY</p> <p><b>Faculty:</b> <b>Doug Clarkson</b>, Senior Managing Counsel, Tenet; Dallas, TX <b>Elise Dunitz Brennan</b>, Partner, Conner &amp; Winters, LLP, AAA-ICDR National Panelists; Tulsa, OK <b>James J. McCarrie, II</b>, Director, Litigation Resource Management, CVS Health; Blue Bell, PA <b>Paul Weller</b>, Partner Robins Kaplan, AAA-ICDR National Panelists; New York, NY</p>
3:00-3:15 PM	<b>Break</b>
3:15-4:45 PM	<p><b>Peering into the Arbitrator’s Brain: Building a Winning Strategy for Your Complex Healthcare Case</b> Knowing your arbitrators’ thoughts as they consider your case would inarguably help counsel effectively shape and present their cases. The panel will introduce the results of a study analyzing the awards of 500+ American Arbitration Association large, complex arbitrations. The panel will specifically highlight healthcare survey findings and how counsel can impact arbitrators’ perceptions. The panel will also present their recommendations on structuring a successful healthcare final hearing. Topics will include effective presentation of large claims cases, counsel cooperation, discovery, motions (including dispositive motions), evidentiary best practices, the use of expert witnesses, and what persuades and what does not.</p> <p><b>Moderator:</b> <b>Julie Nielsen</b>, Managing Director, Health Analytics, Berkeley Research Group; Tampa, FL</p> <p><b>Faculty:</b> <b>Edwin E. Brooks</b>, Partner, McGuire Woods, LLP, AAA-ICDR National Panelists; Chicago, IL <b>Kimberly Donovan</b>, Partner, Squire Patton Boggs, AAA-ICDR National Panelists; Miami, FL <b>Hon. Myra Selby</b>, Partner, Ice Miller, AAA-ICDR National Panelists; Indianapolis, IN <b>Hon. Phyllis Speedlin</b>, Phyllis J. Speedlin, PLLC, AAA-ICDR National Panelists; San Antonio, TX <b>Mitchell Zamoff</b>, Mitch Zamoff, J. Stewart and Mario Thomas McClendon Professor in Law and Alternative Dispute Resolution, Assistant Dean for Experiential Education, University of Minnesota Law School, AAA-ICDR National Panelists; Minneapolis, MN</p>
4:45-6:30 PM	<p><b>Farewell Reception hosted by Berkeley Research Group</b>  Located in hallway outside meeting room.</p>

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## Conference Agenda



## DISTINGUISHED FACULTY

### CONFERENCE CHAIRS

**Steven Burstein**  
Deputy General Counsel,  
United Healthcare Services Inc.;  
Minnetonka, MN

**Michelle Johnson Tidjani**  
Executive Vice President and  
General Counsel, Henry Ford Health;  
Detroit, MI

### FACULTY

**Andrew Barton**  
Vice President Commercial Division,  
American Arbitration Association;  
San Antonio, TX

**Lisa Berryhill, CPA**  
Vice President Net Revenue Analytics  
and Dispute Resolution, Parallon;  
Franklin, TN

**Brett Boskiewicz**  
Senior Counsel, Corporate &  
Healthcare Litigation;  
Bloomfield, CT

**Elise Dunitz Brennan**  
Partner, Conner & Winters, LLP,  
AAA-ICDR National Panelists;  
Tulsa, OK

**Jeff Bromme**  
Chief Legal Officer, AdventHealth;  
Orlando, FL

**Edwin E. Brooks**  
Partner, McGuire Woods, LLP,  
AAA-ICDR National Panelists;  
Chicago, IL

**Doug Clarkson**  
Senior Managing Counsel, Tenet;  
Dallas, TX

**Robert Croft**  
Assistant General Counsel, Litigation  
& Investigations, Humana Inc.;  
Louisville, KY

**Kimberly Donovan**  
Partner, Squire Patton Boggs,  
AAA-ICDR National Panelists;  
Miami, FL

**Kevin Feder**  
Partner, O'Melveny;  
Washington, DC

**Lindsey B. Fetzer**  
Member, Bass Berry & Sims;  
Nashville, TN

**Justin C. Fineberg**  
Partner, Lash & Goldberg;  
Miami, FL

**Andy Jubinsky**  
Partner, Figari + Davenport, LLP;  
Dallas, TX

**David A. King**  
Partner, Polsinelli;  
Nashville, TN

**James J. McCarrie, II**  
Director, Litigation Resource  
Management, CVS Health;  
Blue Bell, PA

**Julie Nielsen**  
Managing Director, Health Analytics,  
Berkeley Research Group;  
Tampa, FL

**Akure Paradis**  
Deputy General Counsel, CareSource;  
Louisville, KY

**Christian Puff**  
Chief Legal & Compliance Officer,  
CoreLife; Dallas, TX

**Rochelle (Shelly) Leigh Rosenberg**  
Counsel, Crowell Moring;  
Washington, DC

**Hon. Myra Selby**  
Partner, Ice Miller,  
AAA-ICDR National Panelists;  
Indianapolis, IN

**Michelle Skipper**  
Vice President, National Healthcare  
& Life Sciences Lead, American  
Arbitration Association Commercial  
Division; Charlotte, NC

**Craig H. Smith**  
Partner, Hogan Lovells;  
Miami, FL

**Hon. Phyllis Speedlin**  
Phyllis J. Speedlin, PLLC,  
AAA-ICDR National Panelists;  
San Antonio, TX

# 2022 AAA® HEALTHCARE DISPUTE RESOLUTION INNOVATION AND STRATEGY CONFERENCE



## Conference Agenda

### FACULTY (CONT.)

**Martin Stillman, MD, JD**  
Mediation & Conflict Resolution  
Officer, Hennepin County Medical  
Center; Minneapolis, MN

**Kathryn Strahan**  
Partner, Hunton Andrews Kurth,  
AAA-ICDR Panelists;  
Houston, TX

**Eric Tuchmann**  
General Counsel,  
American Arbitration Association;  
New York, NY

**A. Kelly Turner**  
Senior Counsel,  
American Arbitration Association;  
New York, NY

**Ray Walker**  
Managing Counsel,  
Health Care Service Corporation;  
Dallas, TX

**Paul Weller**  
Partner Robins Kaplan,  
AAA-ICDR National Panelists;  
New York, NY

**Denise Zamore**  
Deputy General Counsel, Optum;  
Hartford, CT

**Mitchell Zamoff**  
Mitch Zamoff, J. Stewart and Mario  
Thomas McClendon Professor in Law  
and Alternative Dispute Resolution,  
Assistant Dean for Experiential  
Education, University of Minnesota  
Law School, AAA-ICDR National  
Panelists;  
Minneapolis, MN

### REGISTRATION INFORMATION

To register, please visit [www.adr.org/healthcare2022](http://www.adr.org/healthcare2022).

Registration Fee: \$450.00

### VENUE

**W Austin**  
200 Lavaca Street  
Austin, TX 78701

### HOTEL RESERVATION INFORMATION

A special block rate is available at the W Austin. Please call the hotel at 1-866-961-3327, or use the link [here](#), and reference the *American Arbitration Association Healthcare Dispute Conference*.

### CLE INFORMATION

West LegalEdcenter is procuring continuing legal education (CLE) credits on behalf of American Arbitration Association. CLE credit is offered for this program in California, Florida, Georgia, Illinois, Indiana, Louisiana, Minnesota, New Jersey, New Mexico, New York, North Carolina, Oklahoma, Pennsylvania, Tennessee, Texas, and Virginia. Credit amounts vary by attendance verification and jurisdictional rules and cannot be confirmed in advance of the program.

**Questions?** Please contact Michelle Skipper at [SkipperM@adr.org](mailto:SkipperM@adr.org) or 704-643-8605.