

# AIC 44—Workers Compensation Claim Practices

## Live and Online

### Weekly Class Begins May 23rd

**Register today at [www.PrepareAdemy.com](http://www.PrepareAdemy.com)**

## AIC 44 Live and Online Weekly Class

The Associate in Claims designation program teaches you how to reduce time and costs, improve customer satisfaction and retention, and avoid costly lawsuits.

With this program, you'll improve your technical claim handling skills, communication and negotiation skills, good-faith claim handling abilities, and in-depth policy knowledge.

AIC 44— is one of multiple courses required to complete the AIC designation—Workers Compensation Track. Visit The Institutes website ([www.theinstitutes.org](http://www.theinstitutes.org)) for details on the new completion tracks.

In AIC 44—Workers Compensation Claim Practices you will learn to:

- Improve effectiveness with an



understanding of the loss adjustment process

- Manage workers compensation claims in a more efficient and timely manner by learning how to determine employment status and compensability
- Calculate temporary and permanent disability benefits

The Institutes produces the textbook materials and exams for the CPCU program.

**PrepAdemy™** is your source for quality live and online instruction to help you stay on track as you prepare for the national exam. You don't have to take this journey alone!

### Meet Your Instructor—Nancy Germond, AIC

Nancy Germond is a second-generation insurance professional. Nancy has authored scores of risk-management related articles and is a frequent presenter at insurance conferences. She founded Insurance Writer in 1997, a risk management

consulting and training firm.

Nancy was the first risk manager of the City of Prescott, Arizona, the claims manager for The Alliance of Schools for Cooperative Insurance Programs and the risk and claims manager

for the Missouri Auto Dealers' Association Workers' Compensation Trust.

Nancy holds a BA in Communication and a Masters in Sociology. She earned the (cont. on page 2)

#### More Information Inside:

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To join the AIC 44 class you need to do the following:

- Register with **PrepAdemy™** for Live and Online Instruction  
**Class fee: \$299**
- Call The Institutes to order Recommended Materials Package 800-644-2101  
**Text fee: \$160**
- Be prepared to register for the national exam by July 15, 2013  
**Exam fee: \$185**

## Let our subject matter expert guide you through the course

Associate in Risk Management designation, the Associate in Claims designation, the Insurance Training Professional certification, and holds a Senior Human Resource Professional designation.

Nancy is a humorous and insightful presenter who not only provides insight into the day-to-day claims operations, but addresses societal impacts on today's insurance industry.



Nancy Germond, MA, SPHR, ARM, AIC, ITP

*“Extremely easy to set up and join classes. Very professional! Made going to class a whole lot easier.”*

## Experience the Difference! PrepAdemy™ Virtual Classroom Community

### **Why choose PrepAdemy™ for your live and online virtual classroom experience?**

PrepAdemy™ is one of the few providers that actually provide a live and online instructor-led experience using the Citrix GoToWebinar virtual classroom. Live classes are scheduled weekly so that you can meet your instructor and fellow students online. Every class is recorded, so you don't have to worry if you missed the live program.

Participating in the virtual classroom can be a great resource for many struggling with staying on track with their insurance course study. You have a forum to ask questions of the instructor, the support of your peers who are going through the same experience pursuing a designation, and the guidance from an experienced host who will serve as your course counselor . . . because ***sometimes you just need a guide on the side!***

### **What makes PrepAdemy™ live and online weekly classes unique?**

- ◆ Expert instruction that balances test preparation with real world education.
- ◆ To help focus your study, additional notes pages and chat tips are provided for each assignment.
- ◆ Highly interactive and engaging weekly sessions keep you on track for SUCCESS!
- ◆ “In class” opportunity to ask questions, share stories, and compete for the “Most Interested Student” award!
- ◆ Join online classes from anywhere in the world, using your PC/Mac, Tablet or Smart Phone.
- ◆ Each live weekly class is RECORDED so you don't have to worry about missing instruction due to travel and unexpected schedule conflicts.
- ◆ 65% of PrepAdemy students have never taken a virtual class or The Institutes exams. Your “Guide on the Side” provides students with all the details about important deadlines and study tips, and provides motivation and support before, during and after the live class experience.
- ◆ Opportunity to join a social community with your peers from across the globe.

## Class Topics / Schedule

### AIC 44 – Workers Compensation Claim Practices

Exam Format: 60—85 multiple choice questions – 2 hours to complete exam

Live and online weekly classes on Thursdays start at 5pm Pacific Time and last for 90 minutes.

#### Dates/Topics:

- May 23 Orientation / Tips on How to Prepare for The Institutes Exam and Chapter 1—The workers compensation system
- May 30 Chapter 2—Workers compensation and employers liability policy
- June 6 Chapter 3—Workers compensation statutes
- June 13 Chapter 4—Statutory standards
- June 20 No class this week
- June 27 Chapter 5—Notice of injury and coverage analysis
- July 4 No class this week
- July 11 Chapter 6—Investigating coverage and compensability
- July 18 Chapter 7—Investigating medical issues
- July 25 Chapter 8—Temporary disability and medical benefits
- Aug 1 Chapter 9— Permanent disability benefits
- Aug 8 Chapter 10— Concluding workers compensation claims
- Aug 15 Chapter 11—Subrogation
- Aug 22 Chapter 12—Other workers compensation issues
- Aug 29 Final review class



**Class dates subject to change. No refunds after first class.**  
**This live and online weekly class will help you to prepare for the national exam during the July 15 — September 15, 2013 exam window.**

## Important Information for Virtual Class Participation

Participating in the virtual classroom can be a great resource for many struggling with staying on track with ARM study. You have a forum to ask questions of the instructor, and you have the support of your peers who are going through the same experience pursuing the ARM designation. Here is a list of tips to help you get the most from your virtual classroom experience:

1. Make a commitment to attend the class. The “live” instruction will help you to connect with the material and focus on the educational objectives. 100 percent of the exam questions come from the educational objectives highlighted in the course material. The virtual class focuses the review on the educational objectives for the course.
2. Complete the reading and write out your course guide answers for each assignment before the virtual class. This will help you understand the educational objective highlights of the weekly virtual review sessions.
3. When joining the GoToWebinar class, always enter your pin#, this will allow the producer to un-mute your line for questions. You can join the audio portion of the class using either VOIP (Voice over internet protocol) on your computer (using a headset works best) or dial-in by phone using the number listed on your weekly confirmation.
4. Log out of all other running applications (Outlook, Lotus Notes, etc.). I know it is tempting to multi-task (cont. pg.4)

## PrepAdemy™

Virtual Classroom Community for Students Preparing to PASS The Institutes™ Exams

PO Box 12648  
Chandler, AZ 85248

### QUESTIONS ABOUT THE CLASS?

Call: 480-895-0060

E-mail: [sandra@prepademy.com](mailto:sandra@prepademy.com)

(cont. from pg. 3) during class (switching from the Go-ToWebinar viewer window to email), but to avoid poor VOIP audio it is important to close all other running applications.

5. You can arrive up to 15 minutes early to ask questions and participate in a fun interactive exercise. This extra time helps you to connect with fellow students and the instructor. We will always open up the lines at the end of class recording to answer additional questions.
6. For some of you, this is your first experience studying for The Institutes exams. Please review this great resource with best practices and study tips on preparing for an exam. [http://www.aicpcu.org/doc/how\\_to\\_prepare\\_for\\_institute\\_exams\\_handbook.pdf](http://www.aicpcu.org/doc/how_to_prepare_for_institute_exams_handbook.pdf)

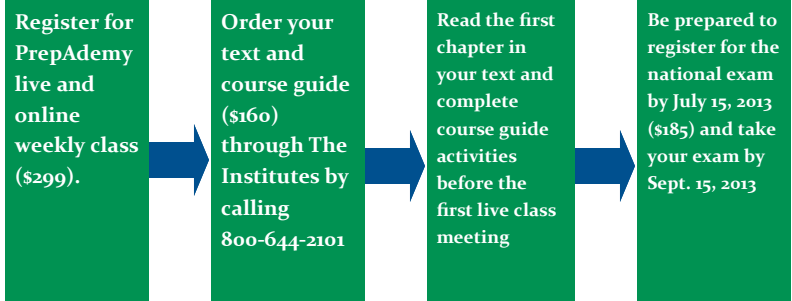
If you have any questions as we continue through the virtual class please do not hesitate to contact Sandy Masters.

**PrepAdemy™** is a single online destination where you participate in live virtual classes to learn the basics of risk and insurance and get expert feedback from professionals in specialized fields. Plus all your experiences at **PrepAdemy™** are focused on helping you to pass the national exam.

**Preparation** - any proceeding, experience, or the like considered as a mode of preparing for the future.

**AcAdemy** - a school or college for special instruction or training in a subject.

### Your Action Plan for Success:



Register for Class at  
[www.PrepAdemy.com](http://www.PrepAdemy.com)

**Success** as a student in the virtual classroom is as easy as:

**Log-in** to the virtual classroom weekly (internet connection required)

**Participate** in the virtual class by completing poll questions and activities

**Engage** with your instructor by asking questions

**Connect** with fellow students through the LinkedIn Group

**Complete** the weekly virtual class interactivities

**Earn** prize points for weekly live participation

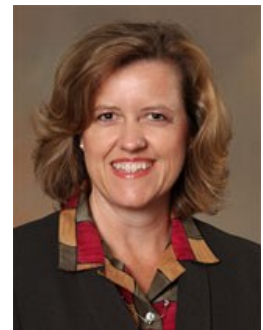
And best of all—if your schedule gets crazy and you miss a class—don't worry, you can listen to the class recording and access the weekly notes to stay on track

## Your Host/Producer

Sandra L. Masters, CPCU, ITP has more than 20 years experience in sales, marketing, and training and development in the insurance industry. She is a member and currently serves as Webinar Producer for the Society of Insurance Trainers & Educators (SITE). She is also an active member in the Arizona CPCU Chapter serving on the I-Day committee.

Sandy manages a consulting practice that helps small businesses and subject-matter experts harness the power of web technologies to better serve their clients. She is the founder of **PrepAdemy™**, a Virtual Classroom Community for Students Preparing to PASS Institute Exams.

Sandy completed her undergraduate degree in Finance from Chico State University, received an MBA from Sacramento State University, and earned the Advanced Certificate in Internet Marketing from University of San



Sandra L. Masters, CPCU, ITP

Francisco Online. Previously, she was a sales executive for the American Institute for CPCU and Insurance Institute of America, currently known as The Institutes.