

# **PRACTICAL STRATEGIES WEBINAR**

## **Uncharted Waters: Navigating the GOSE-E**

**Live Webinar: 9am – 10:30am**

**Revival Film Studios – 629 Eastern Ave, Toronto, ON M4M 1E3**

### **Panelists:**

Carr Hatch, Thomson, Rogers – Chair

Kevin Henderson, Oatley Vigmond

Lindsay Charles, McLeish Orlando

Bani Ahuja, Omega Medical – OT

Colleen McDonald, Oatley Vigmond – Perspective from an Adjuster

**Theme:** GOS-E

### **Title:**

Practical Strategies Webinar: Uncharted Waters - Navigating the GOS-E

## **AGENDA**

### **9:00 am - Opening Remarks**

**Carr Hatch**, Thomson Rogers

- Thank you for attending
- Announce date for the Back to School Conference – Thursday, September 20, 2018
- Briefly introduce each of the panelists
- Invite attendees to send in questions throughout the webinar

### **9:05 am - Where are we now?**

**Carr Hatch**, Thomson Rogers

- What have we seen to date?
- Clients are not burning through limits - \$50,000 to \$65,000
- LAT making decisions on old regime
- 500 CAT cases waiting to be heard at the LAT
- Hang tight, we are just getting to cases on new regime

### **9:10am - Discussion**

**Bani Ahuja**, Omega Medical, OT

**Colleen McDonald**, Oatley Vigmond – The views from an Adjuster.

### **Bani:**

- How you approach a GOSE-E assessment
- What helps you; records, collateral interviews with family, conversations with treating therapists
- What do you do to establish strength in the application process
- Brief overview of the GOS-E? What does being independent in the home mean? It doesn't just mean making a meal
- Bani will reference chart to be shown on screen.

### **Colleen:**

- Really interested to know Colleen's insights having worked the first 2 years as an adjuster
- Variability of applications that came across your desk
- What makes applications strong/weak
- Some law firms and hcp doing a beautiful job in preparing the file in the first 5 months, so that in the sixth month application is strong and ready
- What can delay your ability to respond to the application
- What is the level of awareness with the GOS-E
- Importance of timing (i.e., if you don't get it at 6 months try again at a year)

### **9:25 am – Insurer's Obligation when responding to the Application?**

**Kevin Henderson**, Oatley Vigmond

- Arranging the IE, and releasing reports
- Reasonable expectations and considerations ie. the need for prompt assessment (given the ongoing recovery that occurs following TBI)
- Insurer's obligation to pay for related expenses
- The fine balance between having assessments at locations that are convenient vs with examiners who are expert in the CAT criteria
- That is reasonable in terms of number of examiners
- Multi-disciplinary assessments should be reasonable in number and arranged to address only the criterion to which the application relates

### **9:35 am – How the ORA is Helping**

**Lindsay Charles**, McLeish Orlando

- Less people going CAT
- How the ORA has helped to clarify issues of attendant care and case management rates following LAT decisions
- Protected accounts

### **9:45 am – 10:30 am – Q&A from Audience**