

2025 NVS Accredited Service Officer Skill Level Training Conference

Sunday September 21, 2025

ALL ATTENDEES WILL BE IN THE MAINSAIL BALLROOM

9:00	Skill Level Training Registration Opens
12:30	Opening Remarks and Introduction of Guests <i>Mike Figlioli, Director, NVS</i>
12:50	Sponsor Remarks
1:00	National Legislative Service Update <i>Kristina Keenan, Director NLS</i>
1:15	NVS Year in Review <i>Mike Figlioli, Director, NVS</i>
1:50	Break
2:00	VA Debt Management Center <i>Dawn Eggers, Director of Veterans Operations</i>
2:50	Break
3:10	Keynote Speaker William Swenson, Medal of Honor Recipient
4:15	POW/MIA Remembrance Ceremony
5:30	Reception with Musical Trivia <i>Sponsored by Humana</i>



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Monday September 22, 2025

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Mainsail West	Group 4: Leeward	Virtual
7:00	Continental Breakfast				
8:00	Whats New With VA Crystal Trulove	SMC Considerations Kyle Rogers	Pension Consideration Vicki Von Loh	Workload Management Gregg Orto	Beneficial Court Cases Jim March
8:50	Break				
9:00	Whats New With VA Crystal Trulove	SMC Considerations Kyle Rogers	Pension Consideration Vicki Von Loh	TAP Considerations Cindy Noel	Beneficial Court Cases Jim March
9:50	Break				
10:10	Secondary Conditions Crystal Trulove	VA Education Benefits Kyle Rogers	Ancillary Benefits Vicki Von Loh	VBMS Todd Gruchalla	Veteran Communication Cynthia Archuleta
11:00	Break				
11:10	Medicare Humana	Hearings & Preparation Jeff Wishneski	Esoteric Claims Chris Macinkowicz	VBMS Todd Gruchalla	TAP Considerations Cindy Noel
12:00	Lunch - Seared Flank Steak & Grilled Salmon, Rice Pilaf, Vegetable Medley and Maryland Crab Soup				
1:00	SMC Considerations Kyle Rogers	Whats New With VA Crystal Trulove	History of VA Claims James Ridgeway	Pension Consideration Vicki Von Loh	VBMS Todd Gruchalla
1:50	Break				
2:00	SMC Considerations Kyle Rogers	Whats New With VA Crystal Trulove	History of VA Claims James Ridgeway	Pension Consideration Vicki Von Loh	VBMS Todd Gruchalla
2:50	Break				
3:10	VA Education Benefits Kyle Rogers	Secondary Conditions Crystal Trulove	Medicare Humana	Ancillary Benefits Vicki Von Loh	Hearings & Preparation Jeff Wishneski



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Tuesday September 23, 2025

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Mainsail West	Group 4: Leeward	Virtual
7:00	Continental Breakfast				
8:00	History of Claims James Ridgeway	VBMS Todd Gruchalla	Whats New With VA Crystal Trulove	SMC Considerations Kyle Rogers	Pension Consideration Vicki Von Loh
8:50	Break				
9:00	History of Claims James Ridgeway	VBMS Todd Gruchalla	Whats New With VA Crystal Trulove	SMC Considerations Kyle Rogers	Pension Consideration Vicki Von Loh
9:50	Break				
10:10	Beneficial Court Cases Jim March	Medicare Humana	Secondary Conditions Crystal Trulove	VA Education Benefits Kyle Rogers	Ancillary Benefits Vicki Von Loh
11:00	Break				
11:10	Beneficial Court Cases Jim March	Esoteric Claims Chris Macinkowicz	Hearings & Preparation Jeff Wishneski	Veteran Communication Cynthia Archuleta	Workload Management Gregg Orto
12:00	Lunch - South of the Border Buffet				
1:00	Pension Consideration Vicki Von Loh	Beneficial Court Cases Jim March	SMC Considerations Kyle Rogers	Whats New With VA Crystal Trulove	History of Claims James Ridgeway
1:50	Break				
2:00	Pension Consideration Vicki Von Loh	Beneficial Court Cases Jim March	SMC Considerations Kyle Rogers	Whats New With VA Crystal Trulove	History of Claims James Ridgeway
2:50	Break				
3:10	Ancillary Benefits Vicki Von Loh	TAP Considerations Cindy Noel	VA Education Benefits Kyle Rogers	Secondary Conditions Crystal Trulove	Esoteric Claims Chris Macinkowicz



2025 NVS Accredited Service Officer Skill Level Training Conference

Wednesday September 24, 2025

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Mainsail West	Group 4: Leeward	Virtual
7:00	Continental Breakfast				
8:00	Veteran Communication Cynthia Archulteta	Pension Consideration Vicki Von Loh	Beneficial Court Cases Jim March	Hearings & Preparation Jeff Wishneski	Whats New With VA Crystal Trulove
8:50	Break				
9:00	TAP Considerations Cindy Noel	Pension Consideration Vicki Von Loh	Beneficial Court Cases Jim March	Esoteric Claims Chris Macinkowicz	Whats New With VA Crystal Trulove
9:50	Break				
10:10	Workload Management Gregg Orto	Ancillary Benefits Vicki Von Loh	VBMS Todd Gruchalla	History of VA Claims James Ridgeway	Secondary Conditions Crystal Trulove
11:00	Break				
11:10	Hearings & Preparation Jeff Wishneski	Veteran Communication Cynthia Archulteta	VBMS Todd Gruchalla	History of VA Claims James Ridgeway	Medicare Humana
12:00	Lunch - Cookout Buffet				
1:00	VBMS Todd Gruchalla	Workload Management Gregg Orto	TAP Considerations Cindy Noel	Medicare Humana	SMC Considerations Kyle Rogers
1:50	Break				
2:00	VBMS Todd Gruchalla	History of VA Claims James Ridgeway	Workload Management Gregg Orto	Beneficial Court Cases Jim March	SMC Considerations Kyle Rogers
2:50	Break				
3:10	Esoteric Claims Chris Macinkowicz	History of VA Claims James Ridgeway	Veteran Communication Cynthia Archulteta	Beneficial Court Cases Jim March	VA Education Benefits Kyle Rogers



2025 NVS Accredited Service Officer Skill Level Training Conference

Thursday September 25, 2025

Time	Group 1: Coastal West	Group 2: Mainsail Main	Group 3: Mainsail West	Group 4: Leeward	Virtual
7:00	Continental Breakfast				
8:00	<p style="text-align: center;">End of Conference Test</p> <p>The end of conference test will take place during the conference using the VFW Online Learning Portal. Please ensure to bring your computer to this session so that you can access the test. All testing will be conducted onsite using either your assigned group room or your hotel room.</p>				
11:00	<p style="text-align: center;">End of Conference</p> <p style="text-align: center;">Please travel home safely</p>				

