



International Claim Association®  
LEADING THE WAY IN CLAIM EXCELLENCE

# ICA 99<sup>TH</sup> Annual Education Conference REGISTRATION FORM

Please print clearly



First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

Name of Company (do not abbreviate) \_\_\_\_\_ ICA Member:  Yes  No

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Your Exact Title \_\_\_\_\_ E-mail \_\_\_\_\_

Business Phone \_\_\_\_\_ Business Fax \_\_\_\_\_

I decline to have my contact information as listed on this registration form posted on the ICA website under annual education conference attendance.

**Will you be registering a Spouse/guest?**  Yes  No

**NAME BADGES** (Required at all functions; informal name to be used for name badges)

You \_\_\_\_\_

Your Spouse/guest \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

**Are you currently:**  a **NEW** ALHC  an ALHC |  a **NEW** FLHC  an FLHC | Other designations \_\_\_\_\_

**Is this your first ICA Annual Education Conference?**  Yes  No

**If yes, do you plan to attend the New Delegate Reception Sunday afternoon (for first-time attendees)?**  Yes  No

**Do you plan to attend the Casino Night event Tuesday evening?**  Yes  No

**Are you an ICA Committee member?**  Yes  No

**If yes, do you plan to attend the Committee Member Reception on Saturday, September 20, 6:30–8:30 p.m.?**  Yes  No

**Which product line(s) do you support?**  Annuity  Disability  Fraud  Health  Legal  Life  LTC  Other \_\_\_\_\_

**SPECIAL REQUIREMENTS**

Do you have any special dietary needs?  Yes  No If yes, please describe: \_\_\_\_\_

Do you need any special accommodations?  Yes  No If yes, please describe: \_\_\_\_\_

**REGISTRATION FEES** Prices are per person.

U.S. funds only. Payment must be included with registration.

	Postmarked by Aug. 31, 2008	On or After Sept. 1, 2008	Number of Persons	Subtotal
<input type="checkbox"/> Delegate	\$675	\$750	X	
<input type="checkbox"/> Delegate Spouse/guest	\$200	\$225	X	
<input type="checkbox"/> Non-member	\$975	\$1,050	X	
<input type="checkbox"/> Non-member Spouse/guest	\$400	\$425	X	
<input type="checkbox"/> <b>GROUP REGISTRATION: Six (6) or More Delegates</b> (Group must be submitted together)	\$575 each	\$650 each	X	
1. Name: _____				
2. Name: _____				
3. Name: _____				
4. Name: _____				
5. Name: _____				
6. Name: _____				
<input type="checkbox"/> Retiree	\$200	\$225	X	
<input type="checkbox"/> Retiree Spouse/guest	\$200	\$225	X	
<input type="checkbox"/> <b>Commuters attending education sessions only:</b>				
<input type="radio"/> Monday only	\$200	\$225	X	
<input type="radio"/> Tuesday only	\$200	\$225	X	
<input type="radio"/> Both Monday and Tuesday	\$325	\$375	X	

**METHOD OF PAYMENT**

**TOTAL AMOUNT ENCLOSED**

\$ \_\_\_\_\_

**Credit Card:**  AMEX  MC  VISA

**Check** (Payable to International Claim Association)

Credit Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder (print) \_\_\_\_\_

Cardholder's Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Tax ID Number: 11-6062801

**Complete this registration form and fax, e-mail or mail, with your payment, to:**

**International Claim Association**

1155 15th Street, NW • Suite 500 • Washington, DC 20005 • Fax 202 530-0659

**Hotel reservations must be made directly with the Desert Springs J.W. Marriott Resort and Spa at 760 341-2211**

**For Office Use Only:** Date Received \_\_\_\_\_ Invoice # \_\_\_\_\_ Amount Paid \_\_\_\_\_

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

Please check the workshops/seminars you would like to attend and return this registration form by **September 15, 2008**.

Please be careful that you do not schedule more than one workshop or seminar during the same time period.

Complete both sides of the registration form and fax or mail (Fax: 202 530-0659) to ICA Headquarters.

Note that **August 31, 2008** is the deadline for early registration.

**MONDAY, SEPTEMBER 22, 2008**

**SESSION 1 . . . . . 10:15AM-11:45AM**

- 1.1 And the Payee is.....?
- 1.2 Retained Asset Account Settlements
- 1.3 Successfully Mediating a Disability Bad Faith Action
- 1.4 Predicting Return to Work: The Merging of Science with the Art of Claims Management, Part 1
- 1.5 Bridging the Gap Between Payer and Provider
- 1.6 What Every Claims Payer Should Know About Preventing Health Care Fraud, Abuse and Overpayments
- 1.7 Combating Fraud Perpetrated by Nontraditional Organized Crime Groups (part 1)
- 1.8 ERISA 201: Deal or No Deal!
- 1.9 Solving the Cross-Generational Workforce Puzzle

**SESSION 2 . . . . . 1:00PM-2:30PM**

- 2.1 Death in the Desert: Sex, Drugs and Rock n' Roll
- 2.2 Annuity Claims and Associated Tax Issues
- 2.3 Quality Assurance and Disability Claims
- 2.4 Return to Work with Psychiatric Conditions, Part 2
- 2.5 Claims and Customer Service Measures, Industry Standards & Benchmarks
- 2.6 LTC Partnership Policies: What Are They & Why Are They Important to LTC?
- 2.7 Combating Fraud Perpetrated by Nontraditional Organized Crime Groups (part 2)
- 2.8 Accounting Wonderland—Advanced Techniques in Financial Investigation
- 2.9 Strangers In the Night: Stranger/Investor Owned Life Insurance
- 2.10 Executive Stress: Staying Bitter or Getting Older?
- 2.11 Is This New Hire Qualified?

**SESSION 3 . . . . . 2:45PM-4:15PM**

- 3.1 Basic Life Claims Investigations
- 3.2 Claim Technology Roundtable—Life Insurance Claim Focus
- 3.3 Using Voc Rehab Resources for Occupational Verification & Claim Analysis
- 3.4 Why Business Continuity? Isn't Disaster Recovery Enough?
- 3.5 Malingering in Mental and Emotional Injury Claims
- 3.6 Who's Who: Emerging Fraud and the Claim File
- 3.7 Managing Title 10 and a California Market Conduct Investigation
- 3.8 Human Resource Strategies for Behavioral Health Conditions
- 3.9 Training and Retaining the Cross-Generational Workforce

**TUESDAY SEPTEMBER 23, 2008**

**SESSION 4 . . . . . 8:30AM-10:00AM**

- 4.1 Howdy Partner—what can we do for you?!
- 4.2 It is only a \$3000 claim. Do I have to honor the assignment to the funeral home, assignment to the casket company, and the reassignments to the funeral home to a funding company?
- 4.3 Occupational Validation and Additional Assorted Benefits of following the "Money Trail"

- 4.4 Technology: Not the Holy Grail
- 4.5 Coordination of Benefits
- 4.6 Overcoming the Challenges of Implementing a Predictive Modeling System: A Case Study
- 4.7 Evaluating Mental and Emotional Injury Claims
- 4.8 Strangers In the Night: Stranger/Investor Owned Life Insurance
- 4.9 Should the Company Take the Initiative and File Suit First?
- 4.10 Customer Service Excellence

**SESSION 5 . . . . . 10:15AM-11:45AM**

- 5.1 Benchmarking and Legal Impacts
- 5.2 The Next Level: Utilizing Durational Guidelines/Establishing Medical Competencies
- 5.3 Current Trends in Claim Investigations
- 5.4 Line Staff Succession Planning—Moving an Employee from Staff to Supervisor
- 5.5 Long Term Care Insurance: Investigation and Claims
- 5.6 Forensic Accounting in Health Care Fraud Investigations
- 5.7 Who Wants To Be A California Claims Examiner?!
- 5.8 Depositions—Do's and Don'ts
- 5.9 Managing Others and Being Managed Remotely
- 5.10 Managing Title 10 and a California Market Investigation

**SESSION 6 . . . . . 1:15PM-2:45PM**

- 6.1 Creative Approaches to a Growing Problem: Pending Claims
- 6.2 Anything and Everything You Wanted to Know About Beneficiary Designations
- 6.3 Getting the Most from IMEs and FCEs: A Medical Director's Perspective
- 6.4 Emerging Litigation Trends/Themes in Disability Claims
- 6.5 Operational Issues and Trends in Health Claims Processing
- 6.6 An Overview of the California Anti-Fraud Program
- 6.7 Tips for Conducting Investigations in China and Other Asian Countries (part 1)
- 6.8 ERISA 101: The Basics
- 6.9 Sex, Drugs, Violence: A Nationwide Survey of Life Insurance Claims Litigation and the Facts Giving Rise to Disputed Benefit Claims
- 6.10 Life Claims—New Hire to Vice President...Moving on UP

**SESSION 7 . . . . . 3:00PM-4:30PM**

- 7.1 A Group Life Claim Assortment
- 7.2 Individual Life Roundtable
- 7.3 Personality and Somatoform Disorders in Forensics and Claims for Disability
- 7.4 The Claim Handler's Guide to Investigation
- 7.5 Update on Claims and Appeal Developments in the Group Benefit Arena
- 7.6 Tips for Conducting Investigations in China and Other Asian Countries (part 2)
- 7.7 The ABC's of ADR
- 7.8 Insured bought the policy in GA, lived in NM, and died in AZ. The beneficiary lives in MT.....what state interest do I pay?
- 7.9 Creating a Quality Culture in a Quantity Industry
- 7.10 Regional Claims Associations Round Table (Management Session)