

**108th Annual ICA Education Conference  
Workshop Schedule At-a-Glance**

Reception in Exhibit Hall	Sunday 5:30PM-6:30PM	Exhibit Hall										
80's Themed Welcome Reception	Sunday 6:30PM-9:30PM	Bayview Lawn										
Breakfast	Monday 7:15AM-8:15AM	Exhibit Hall										
General Session	Monday 8:30AM-10:00AM	Pavilion										
Coffee	Monday 10:00AM-10:30AM	Nautilus Foyer										
Presentation 1	Monday 10:30AM – 11:30AM	Breakout Rooms	1.1 Time for Leadership	1.2 What you need to know about Trust Claims	1.3 Social Security Past, Present and Future	1.4 Perspectives from the Legal Team and the Life Claims Area on Handling Today's Life Claim Issues	1.5 Greatest Hits Roundtable: What we've learned for the ICA and how it can help you	1.6 Investigation methods, personal injuries	1.7 The Claim-Right Zone	1.8 Cause of Death Accidental Death/Suicide - Part 1	1.9 Surviving "Attacks" to the Attorney-Client Privilege -- An Update for Corporate Counsel and Claims	
Presentation 2	Monday 11:45AM – 12:45PM	Breakout Rooms	2.1 Cause of Death Accidental Death/Suicide - Part 2	2.2 Benefits Fraud Schemes, Scams and Solutions	2.3 The Unfair Claims Settlement Practices Act - Traps, Pitfalls and You <b>CANCELLED</b>	2.4 New York Circular Letter No. 1--Its Impact and Recommendations For Compliance	2.5 Reinsurance and the Tech Revolution	2.6 Lost and Found: Administering Lost Policy Searches and State SSDMF Requirements to Find Your Beneficiaries	2.7 Mock Disputed Disability Claim Mediation	2.8 New Era of Claims		
Lunch	Monday 12:45PM-2:00 PM	Exhibit Hall										
Roundtable 1	Monday 2:00-3:30 PM	Breakout Rooms	3.1 SIU JEOPARDY	3.2 Exploring the Reinsurer and Cedent Relationship	3.3 Annuity and Taxation Roundtable	3.4 It's Written All Over Your Face -The Phone Interview vs. Field Interview (2017 edition)	3.5 Leveraging Available Technology to Enhance the Claim Experience of Today & Tomorrow	3.6 ERISA Update	3.7 Get Back on Track When IDI Claims are "Derailed" and "Delayed"	3.8 The Business of Medicine	3.9 Mindfulness @Work	
Committee Fair	Monday 3:30-4:30	Grande Foyer										
Breakfast	Tuesday 7:30AM-8:45AM	Exhibit Hall										

Presentation 1	Tuesday 9:00AM – 10:00AM	Breakout Rooms	4.1 Conquering the Out of the Ordinary Claim Investigation	4.2 50 Shades of Grey	4.3 A View From The Courtroom: What Happens When Claim-Related Decisions End Up In Litigation?	4.4 Providing Exceptional Service To Grief Impacted Customers	4.5 Obamacare, Where It Is and Where It Might Be	4.6 Selecting the Correct Cause and Manner of Death	4.7 Suicide Claims: Investigation, Experts, Burden of Proof, and Risk Management			
Presentation 2	Tuesday 10:15AM - 11:15AM	Breakout Rooms	5.1 Deposition Techniques and Training - Part 1	5.2 Contestable claims: Tips to ensure your review is complete	5.3 "It Can Make You or Break You" Why the Claim Administration System is the Lifeblood of an Organization	5.4 Establishing and Communicating the Value of Fraud Fighting Efforts: Reporting your Unit's Worth up the Chain	5.5 So you have a Predictive Model, now what?	5.6 Six Years to Six Seconds - The Value of Artificial Intelligence for Insurance Claims	5.7 Working The Angles... Using Creative Investigative Techniques To Get The Truth			
Lunch	Tuesday 11:15-12:30	Exhibit Hall										
Roundtable 1	Tuesday 12:45PM – 2:15PM	Breakout Rooms	6.1 Deposition Techniques and Training - Part 2	6.2 Life Claims Panel: Come Talk To The Professionals	6.3 The Staff Factor: How to Leverage Trends in the Workplace to Improve Team Performance	6.4 Subrogation, Recovery, and Self-funded Disability Claim Administration Roundtable <b>CANCELLED</b>	6.5 FRA_D ANALYTICS: U Have to be Invested	6.6 Unlocking the Mystery of STD to LTD claims	6.7 Dealing with "that" claimant (and the attorney they rode in on)	6.8 Blockchain and Insurance -- Will the Industry Restructure?	6.9 Advanced Claims Roundtable Session 1 of 2	6.10 Traveling in the Express Lane – Risks and Benefits
Roundtable 2	Tuesday 2:30PM – 4:00PM	Breakout Rooms	7.1 Waiver of Premium Roundtable	7.2 Advanced Claims Roundtable Session 2 of 2	7.3 The highs and lows of client service and how to take your delivery to the next level	7.4 Accelerated Benefit Riders and Fraud	7.5 The Truth About "Any Occupation" Evaluations	7.6 Connecting the Dots: Measuring in a Claim Environment	7.7 Foreign Investigations	7.8 Batten Down the Hatches....It's Time for Another Life Claims Audit!		
Reception	Tuesday 6:00 PM-9:00PM	Off-Site Reception										