

WORKSHOP TRACKS

MONDAY, SEPTEMBER 18, 2017

10:30-11:30 AM

DISABILITY

1.3 SOCIAL SECURITY PAST, PRESENT AND FUTURE

LEADING PRACTICES

1.1 TIME FOR LEADERSHIP

1.7 THE CLAIM-RIGHT ZONE

1.8 CAUSE OF DEATH ACCIDENTAL DEATH/SUICIDE - PART 1

FRAUD AND RISK MANAGEMENT

1.6 INVESTIGATION METHODS, PERSONAL INJURIES

LIFE AND ANNUITY

1.2 WHAT YOU NEED TO KNOW ABOUT TRUST CLAIMS

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 FROM THE ICA AND HOW IT CAN HELP YOU

LEGAL

1.7 THE CLAIM-RIGHT ZONE

1.9 SURVIVING "ATTACKS" TO THE ATTORNEY-CLIENT PRIVILEGE -- AN UPDATE FOR CORPORATE COUNSEL AND CLAIMS

WORKSHOP TRACKS

MONDAY, SEPTEMBER 18, 2017

11:45AM-12:45 PM

DISABILITY

2.7 MOCK DISPUTED DISABILITY CLAIM MEDIATION

2.8 THE NEW ERA OF CLAIMS

FRAUD AND RISK MANAGEMENT

2.2 BENEFITS FRAUD SCHEMES, SCAMS, AND SOLUTIONS

HEALTH AND LONG TERM CARE

2.2 BENEFITS FRAUD SCHEMES, SCAMS, AND SOLUTIONS

2.8 THE NEW ERA OF CLAIMS

LEADING PRACTICES

2.1 CAUSE OF DEATH ACCIDENTAL DEATH/SUICIDE - PART 2

2.3 THE UNFAIR CLAIMS SETTLEMENT PRACTICES ACT - TRAPS, PITFALLS, AND YOU

SESSION 2.3 CANCELLED

LEGAL

2.3 THE UNFAIR CLAIMS SETTLEMENT PRACTICES ACT - TRAPS, PITFALLS, AND YOU **SESSION 2.3 CANCELLED**

2.4 NEW YORK CIRCULAR LETTER NO. 1-- ITS IMPACT AND RECOMMENDATIONS FOR COMPLIANCE

2.7 MOCK DISPUTED DISABILITY CLAIM MEDIATION

LIFE AND ANNUITY

2.4 NEW YORK CIRCULAR LETTER NO. 1-- ITS IMPACT AND RECOMMENDATIONS FOR COMPLIANCE

2.6 LOST AND FOUND: ADMINISTERING LOST POLICY SEARCHES AND STATE SSDMF REQUIREMENTS TO FIND YOUR BENEFICIARIES

2.8 THE NEW ERA OF CLAIMS

REINSURANCE

2.5 REINSURANCE AND THE TECH REVOLUTION

WORKSHOP TRACKS

MONDAY, SEPTEMBER 18, 2017

2:00-3:30 PM

DISABILITY

3.4 IT'S WRITTEN ALL OVER YOUR FACE - THE PHONE INTERVIEW VS. FIELD INTERVIEW (2017 EDITION)

3.6 ERISA UPDATE

3.7 GET BACK ON TRACK WHEN IDI CLAIMS ARE "DERAILED" AND "DELAYED"

3.8 THE BUSINESS OF MEDICINE

FRAUD AND RISK MANAGEMENT

3.1 SIU JEOPARDY

LEADING PRACTICES

3.8 THE BUSINESS OF MEDICINE

3.9 MINDFULNESS @WORK: THRIVE IN THE MIDST OF THE OVERLOAD!

LEGAL

3.6 ERISA UPDATE

LIFE AND ANNUITY

3.3 ANNUITY AND TAXATION
ROUNDTABLE

3.5 LEVERAGING AVAILABLE
TECHNOLOGY TO ENHANCE THE
CLAIM EXPERIENCE OF TODAY &
TOMORROW

REINSURANCE

3.2 EXPLORING THE REINSURER AND
CEDENT RELATIONSHIP

WORKSHOP TRACKS

TUESDAY, SEPTEMBER 19, 2017

9:00AM-10:00AM

FRAUD AND RISK MANAGEMENT

4.1 CONQUERING THE OUT OF THE
ORDINARY CLAIM INVESTIGATION

HEALTH AND LONG TERM CARE

4.5 OBAMACARE, WHERE IT IS AND
WHERE IT MIGHT BE

LEADING PRACTICES

4.2 50 SHADES OF GREY

4.4 PROVIDING EXCEPTIONAL
SERVICE TO GRIEF IMPACTED
CUSTOMERS

LEGAL

4.3 A VIEW FROM THE COURTROOM:
WHAT HAPPENS WHEN CLAIM-
RELATED DECISIONS END UP IN
LITIGATION?

4.5 OBAMACARE, WHERE IT IS AND
WHERE IT MIGHT BE

4.7 SUICIDE CLAIMS: INVESTIGATION,
EXPERTS, BURDEN OF PROOF, AND
RISK MANAGEMENT

LIFE AND ANNUITY

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

4.6 SELECTING THE CORRECT CAUSE AND
MANNER OF DEATH

4.7 SUICIDE CLAIMS: INVESTIGATION,
EXPERTS, BURDEN OF PROOF, AND RISK
MANAGEMENT

WORKSHOP TRACKS

TUESDAY, SEPTEMBER 19, 2017

10:15AM-11:15AM

DISABILITY

5.2 CONTESTABLE CLAIMS: TIPS TO ENSURE YOUR REVIEW IS COMPLETE

5.5 SO YOU HAVE A PREDICTIVE MODEL, NOW WHAT?

5.7 WORKING THE ANGLES... USING CREATIVE INVESTIGATIVE TECHNIQUES TO GET THE TRUTH

FRAUD AND RISK MANAGEMENT

5.4 ESTABLISHING AND COMMUNICATING THE VALUE OF FRAUD FIGHTING EFFORTS: REPORTING YOUR UNIT'S WORTH UP THE CHAIN

HEALTH AND LONG TERM CARE

5.6 SIX YEARS TO SIX SECONDS - THE VALUE OF ARTIFICIAL INTELLIGENCE FOR INSURANCE CLAIMS

LEGAL

5.1 DEPOSITION TECHNIQUES AND TRAINING - PART 1

LEADING PRACTICES

5.3 "IT CAN MAKE YOU OR BREAK YOU" WHY THE CLAIM ADMINISTRATION SYSTEM IS THE LIFEBLOOD OF AN ORGANIZATION

WORKSHOP TRACKS

TUESDAY, SEPTEMBER 19, 2017

12:45PM - 2:15PM

DISABILITY

6.4 SUBROGATION, RECOVERY, AND SELF-FUNDED DISABILITY CLAIM ADMINISTRATION ROUNDTABLE

SESSION 6.4 HAS BEEN CANCELED

6.5 FRAUD ANALYTICS: YOU 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)

FRAUD AND RISK MANAGEMENT

6.4 SUBROGATION, RECOVERY, AND SELF-FUNDED DISABILITY CLAIM ADMINISTRATION ROUNDTABLE

SESSION 6.4 HAS BEEN CANCELED

6.5 FRAUD ANALYTICS: YOU HAVE TO BE INVESTED

LEADING PRACTICES

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

SESSION 6.4 HAS BEEN CANCELED

LEGAL

6.1 DEPOSITION TECHNIQUES AND TRAINING - PART 2

LIFE AND ANNUITY

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

6.9 ADVANCED CLAIMS ROUNDTABLE (SESSION 1)

6.10 TRAVELING IN THE EXPRESS LANE – RISKS AND BENEFITS

REINSURANCE

6.8 BLOCKCHAIN AND INSURANCE - - WILL THE INDUSTRY RESTRUCTURE?