



International Claim Association

## 108th Annual ICA Conference Registration

The following is a preview of the registration website. Please be sure to register directly online. If your assistant will register on your behalf please be sure to supply them with all of your registration information including sessions of interest.



Contact Information



Registration Questions



Sessions



Registration Type



Questions



Payment



Is this a new registration, change to a previous registration, or transfer registration?

Total \$0.00

New Registration – Complete the Entire Form (price varies)

Change to Previously Submitted Registration Information

Transfer Registration – Complete the Entire Form (\$50 administrative fee)

### For Changes to Previous Registration

Enter your name as it appears on your confirmation email

First

Last

Please describe the change you would like to make to your confirmed reservation and the reason for the change.

In order for your information to be recorded please hit the "next" button at the bottom of each page on this form. When prompted for the payment on page 6 select the complimentary change option. This will allow you to submit the form.

For Transfer Registrations: You must complete and submit this entire 7 page form with the new attendee's information.

Enter the Name of the Original Attendee

First Last

Email Address of the Original Attendee

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### Contact Information

When completing this form please enter your information EXACTLY how you would like it to appear in the attendee list. Proper capitalization and spelling is key! Thank you!

Name

First Last

Title

Company

Address

Street Address

Address Line 2

City

State / Province / Region

Postal / Zip Code

Country

Email

(Optional) Assistant's Email or CC email:

Phone Number

 -  - 

###      ###      ####

(Optional) Badge Name – Your first name will appear on your name badge. If you prefer to use a different name, such as a nickname, please enter it here:

What product lines do you support?

- |                |            |
|----------------|------------|
| Annuity        | Disability |
| Health/Medical | Life/AD&D  |
| Long Term Care | Other      |

Are you a speaker?

- Yes
- No



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### Newcomer Welcome Program

Total \$0.00

Is this your first time attending an ICA meeting?

Yes

No

### Receptions

Do you plan to attend the Sunday evening events?

Yes

No

Do you plan to attend the Tuesday evening events?

Yes

No

### Committee Membership

Do you actively serve on an ICA Committee?

Yes

No

If yes, please select the Committee(s) that you serve on:

Executive

Nominating

Finance

Annual Conference Team

Marketing and Communications

Membership Development and Engagement

Disability

Education

Health

Law

Fraud and Risk Management

Life and Annuity

Reinsurance

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[Accomodations](#)

(Optional) Do you have any dietary restrictions? If yes, please describe:

(Optional) Do you require any special accommodations? If yes, please describe:

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### Workshop Selections

Please note: If a session is full the room is at capacity. The ICA is unable to add you to a full session or manage a waitlist.

<b>Total</b>	<b>\$0.00</b>
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If you would like to serve as a moderator for a full session so that we can offer this session in a second room please email [memberservices@claim.org](mailto:memberservices@claim.org) for more information.

#### 10:30 am – 11:30 am (Presentations plus one Roundtable)

- 1.1 Time for Leadership *65 remaining.*
- 1.2 What you need to know about Trust Claims *40 remaining.*
- 1.3 Social Security Past, Present and Future *40 remaining.*
- 1.4 Perspectives from the Legal Team and the Life Claims Area on Handling Today's Life Claim Issue *90 remaining.*
- 1.5 Greatest Hits Roundtable: What we've learned for the ICA and how it can help you *30 remaining.*
- 1.6 Investigation methods, personal injuries *30 remaining.*
- 1.7 The Claim-Right Zone *89 remaining.*
- 1.8 Cause of Death Accidental Death/Suicide – Part 1 *40 remaining.*

#### 11:45 am – 12:45 pm (Presentations)

- 2.1 Cause of Death Accidental Death/Suicide – Part 2 *14 remaining.*

2.2 Benefits Fraud Schemes, Scams and Solutions 30 remaining.

2.3 The Unfair Claims Settlement Practices Act – Traps, Pitfalls and You 40 remaining.

2.4 New York Circular Letter No. 1--Its Impact and Recommendations For Compliance 40 remaining.

2.5 Reinsurance and the Tech Revolution 30 remaining.

2.6 Lost and Found: Administering Lost Policy Searches and State SSDMF Requirements to Find Your Beneficiaries 30 remaining.

2.7 Mock Disputed Disability Claim Mediation 90 remaining.

2.8 New Era of Claims 90 remaining.

#### 1:00 pm – 2:30 pm (Roundtable Discussions)

3.1 SIU JEAPORDY 4 remaining.

3.2 Exploring the Reinsurer and Cedent Relationship 30 remaining.

3.3 Annuity and Taxation Roundtable 30 remaining.

3.4 It's Written All Over Your Face –The Phone Interview vs. Field Interview (2017 edition) 30 remaining.

3.5 Leveraging Available Technology to Enhance the Claim Experience of Today & Tomorrow 30 remaining.

3.6 ERISA Update 30 remaining.

3.7 Get Back on Track When IDI Claims are "Derailed" and "Delayed" 30 remaining.

3.8 The Business of Medicine... 30 remaining.

3.9 Mindfulness @Work 30 remaining.

#### 9:00 am – 10:00 am (Presentations)

4.1 Conquering the Out of the Ordinary Claim Investigation 64 remaining.

4.2 50 Shades of Grey 90 remaining.

4.3 A View From The Courtroom: What Happens When Claim-Related Decisions End Up In Litigation? 90 remaining.

4.4 Providing Exceptional Service To Grief Impacted Customers 30 remaining.

4.5 Obama Care, Where It Is and Where It Might Be 30 remaining.

4.6 Selecting the Correct Cause and Manner of Death

*40 remaining.*

4.7 Suicide Claims: Investigation, Experts, Burden of Proof, and Risk Management *40 remaining.*

10:15 am – 11:15 am (Presentations)

5.1 Depositions Techniques and Training – Part 1 *74 remaining.*

5.2 Contestable claims: Tips to insure your review is complete *90 remaining.*

5.3 “It Can Make You or Break You—Why the Claim Administration System is the Lifeblood of an Organization.” *90 remaining.*

5.4 Establishing and Communicating the Value of Fraud Fighting Efforts: Reporting your Unit's Worth up the Chain *30 remaining.*

5.5 So you have a Predictive Model, now what? *30 remaining.*

5.6 Six Years to Six Seconds – The Value of Artificial Intelligence for Insurance Claims *40 remaining.*

5.7 Working The Angles... Using Creative Investigative Techniques To Get The Truth *40 remaining.*

12:45 pm – 2:15 pm (Roundtable Discussions)

6.1 Depositions Techniques and Training – Part 2 *65 remaining.*

6.2 Life Claims Panel: Come Talk To The Professionals *30 remaining.*

6.3 The Staff Factor: How to Leverage Trends in the Workplace to Improve Team Performance *30 remaining.*

6.4 Subrogation, Recovery, and Self-funded Disability Claim Administration Roundtable *30 remaining.*

6.5 FRA\_D ANALYTICS U Have to be Invested *30*



*remaining.*

6.6 Unlocking the Mystery of STD to LTD claims 30  
*remaining.*

6.7 Dealing with "that" claimant (and the attorney they  
rode in on) 30 *remaining.*

6.8 Blockchain and Insurance – – Will the Industry  
Restructure? 29 *remaining.*

6.9 Advanced Claims Roundtable Session 1 of 2 30  
*remaining.*

6.10 Traveling in the Express Lane – Risks and  
Benefits 30 *remaining.*

#### 2:30 pm – 4:00 pm (Roundtable Discussions)

7.1 Waiver of Premium Roundtable 5 *remaining.*

7.2 Advanced Claims Roundtable Session 2 of 2 30  
*remaining.*

7.3 The highs and lows of client service and how to  
take your delivery to the next level 30 *remaining.*

7.4 Accelerated Benefit Riders and Fraud 29 *remaining.*

7.5 The Truth About "Any Occupation" Evaluations 30  
*remaining.*

7.6 Connecting the Dots: Measuring in a Claim  
Environment 30 *remaining.*

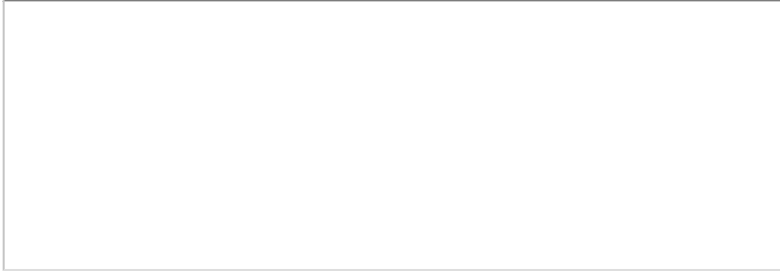
7.7 Foreign Investigations 30 *remaining.*

7.8 Batten Down the Hatches....It's Time for Another  
Life Claims Audit! 30 *remaining.*

Optional: Were there any sessions that were full that you  
would like to attend? If applicable, please enter the  
session number and title below to be added to a waitlist.  
If space opens up you will be notified.

The ICA is unable to add additional seating or follow-up

on waitlist status requests.



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Registration  
Questions



Sessions



Registration  
Type



Questions



Payment



Checkout

To register at the member rate you or your company must be an active, paid member for the 2017 calendar year. To check on your membership status visit:  
<http://www.claim.org/about/memberlist.cfm>

Total	<b>\$0.00</b>
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To register for the non-member rate your company must be eligible for ICA membership. Companies that support claims professionals should complete the exhibitor registration form.

For questions contact: [memberservices@claim.org](mailto:memberservices@claim.org)

Registration Type (Check all that apply):

ICA Member (Early Rate through August 15, 2017)  
\$795

New Corporate Member Promotion – Code Required

ICA Member (Regular Rate starting August 16, 2017)  
\$870

Non-Member Claims Administrator (Early Rate  
through August 15, 2017) \$1125

Non-Member Claims Administrator (Regular Rate  
starting August 16, 2017) \$1200

Commuter 2-Day Pass (Workshop Sessions and Lunch  
Only. This pass does not include other meal functions  
or receptions.) \$500

Retirees \$275

Non-Industry Speaker (Code required. Email  
[memberservices@claim.org](mailto:memberservices@claim.org))

Speak-and-Leave (Access only to the session in which you are speaking.) \$0

Exhibitor (Complimentary with Booth or Pre-Paid) \$0

Exhibitor (Additional, Not Pre-paid with Booth) \$695

Group (Members Only) – 5 or more registrations from the same member company required \$695

Transfer Registration Fee \$50

Cancellation Fee \$100

Spouse/Guest of ICA Member (Access to the Exhibit Hall and Receptions Only) \$275

Spouse/Guest of Non-ICA Member (Access to the Exhibit Hall and Receptions Only) \$450

Complimentary – Change to Confirmed Registration Information



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Registration Questions



Sessions



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Optional Questions: What interested you in the Conference?

Total

\$0.00

Optional Questions: What do you hope to get out of the Conference?

Optional Questions: How did you learn about the Conference?



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Registration  
Questions

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Sessions

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Registration  
Type

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Questions

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Payment

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Checkout

### How will you pay? \*

Credit Card – Payment accepted on next page. Please have your CC ready.

Check – Please submit and print the following billing page to accompany your check

Complimentary – change to information/pre-paid

Checks may be sent to  
International Claim Association,  
1800 M Street, NW Suite 400  
South, Washington DC 20036

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## Payment Summary

Please review the following details for this transaction.

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 Sessions
- 4  
 Registration Type
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 Questions
- 6  
 Payment
- 7  
 Checkout

Description	Item Price
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<b>Total</b>	<b>\$795.00</b>

## Billing Information

Enter your payment details below.

### Cards Accepted



### Credit Card \*

Secure

First Name	Last Name
Credit Card Number	
/	
Expiration Month    Year	Security Code

### Billing Address \*

Street Address

City

State / Province / Region

Postal / Zip Code

Country

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**Email Receipt To \***

A copy of this receipt will be emailed to this address.