

Name	Date	Start Time	End Time	Location	Tracks	Speakers
Registration (Saturday)	Saturday, October 15, 2016	3:00 PM	6:00 PM	Palazzo Foyer		
Registration (Sunday)	Sunday, October 16, 2016	7:00 AM	7:00 PM	Palazzo Foyer		
New Attendee Networking Happy Hour	Sunday, October 16, 2016	4:00 PM	5:00 PM	Ritz Carlton - Citrus Garden		
Reception in Exhibit Hall	Sunday, October 16, 2016	5:30 PM	6:30 PM	Palazzo D-H	All	
ALOHA! Welcome Reception	Sunday, October 16, 2016	6:30 PM	8:30 PM	Valencia Patio and Terrace	All	
Breakfast in Exhibit Hall	Monday, October 17, 2016	7:00 AM	8:15 AM	Palazzo D-H	All	
Registration (Monday)	Monday, October 17, 2016	7:00 AM	4:00 PM	Palazzo Foyer		
Opening General Session	Monday, October 17, 2016	8:15 AM	9:30 AM	Mediterranean Ballroom (1-3)	All	Jeanne Robertson
Coffee / Networking Break	Monday, October 17, 2016	9:30 AM	10:00 AM	Mediterranean Ballroom Foyer	All	
1.1 Beneficiary Challenges for Life Claims Professional	Monday, October 17, 2016	10:15 AM	11:30 AM	Palazzo A	Life & Annuity	Bill Demlong, Jackie Raspotnik
1.2 Greatest Hits Roundtable: What We've Learned From the ICA and How It Can Help You	Monday, October 17, 2016	10:15 AM	11:30 AM	Marbella 3	Life & Annuity	Sherry Smith, Kenneth Wallach
1.3 International Claims	Monday, October 17, 2016	10:15 AM	11:30 AM	Del Lago 1	Life & Annuity	Eli Wahby, Jay Kenigsberg
1.4 It's Written All Over Your Face	Monday, October 17, 2016	10:15 AM	11:30 AM	Del Lago 3-4	Disability	Jessica Friedman, Douglas Friedman, Jason Gallant
1.5 Contemporary Case Studies in Fraud & Misrepresentation	Monday, October 17, 2016	10:15 AM	11:30 AM	Marbella 4	Fraud & Risk Management	Ernest Smith
1.6 That's Not What I Meant to Say	Monday, October 17, 2016	10:15 AM	11:30 AM	Marbella 1-2	Legal	Amy Atkinson, Kim Houston, Karen Riendeau
1.7 Meaningful Goal Setting for Claims Professionals	Monday, October 17, 2016	10:15 AM	11:30 AM	Palazzo C	Leading Practices	Antonio Ferrante, Lauren Gould
1.8 Beneficiary Challenges for Life Claims Professional	Monday, October 17, 2016	10:15 AM	11:30 AM	Palazzo B	Life & Annuity	Ann Binzer, Joyce Carville
Lunch in the Exhibit Hall	Monday, October 17, 2016	11:30 AM	12:45 PM	Palazzo D-H	All	
2.1 The Basic Parts to Contestable Claim Analysis - Individual/Group/Simplified Issue	Monday, October 17, 2016	1:00 PM	2:15 PM	Del Lago 3-4	Life & Annuity	Curtis McAdams, Charles Storm
2.2 Social Security Past, Present and Future	Monday, October 17, 2016	1:00 PM	2:15 PM	Del Lago 2	Disability	Christopher Doherty, Barbara Mountain
2.3 The New ERISA Regulations- Everything You Need to Know to Stay Compliant	Monday, October 17, 2016	1:00 PM	2:15 PM	Marbella 4	Disability	Josh Bachrach, Rick Denman
2.4 Is Mental Health Parity Driving You Crazy? Learn the Latest Developments in this Rapidly Evolving Area	Monday, October 17, 2016	1:00 PM	2:15 PM	Cordova 4	Health & Long Term Care	Bryan D. Bolton
2.5 Cause of Death-A Practical Look at Accidental vs. Suicide Deaths	Monday, October 17, 2016	1:00 PM	2:15 PM	Segura 2	Fraud & Risk Management	Christ Kanehl, Brad Taylor
2.6 Rescission: Attacks and Comebacks	Monday, October 17, 2016	1:00 PM	2:15 PM	Palazzo C	Legal	Melissa Cowan, Adam Formus
2.7 Preparing for Discovery and Being Deposed	Monday, October 17, 2016	1:00 PM	2:15 PM	Del Lago 1	Legal	Geoffrey Tong, Lauren Gould, Ernest Smith
2.8 What You Do Matters: How to Engage Your Team with Connection, Compassion, and Collaboration to Drive Satisfaction and Success	Monday, October 17, 2016	1:00 PM	2:15 PM	Segura 5	Leading Practices	Wendy Berndt, Kim Houston, Devon Wallace
3.1 Trends, Technology and Claims of Tomorrow	Monday, October 17, 2016	2:30 PM	3:45 PM	Palazzo A-B	Life & Annuity	Beth Maddestra, Cindy Sumner
3.2 Implementing and Operationalizing Fraud Analytics and Beyond	Monday, October 17, 2016	2:30 PM	3:45 PM	Del Lago 3-4	Fraud & Risk Management	Jim Hulett
3.3 Why Can't This Lawsuit Go Away?	Monday, October 17, 2016	2:30 PM	3:45 PM	Del Lago 1	Legal	Adam Formus, Louis DiGiaino
3.4 Mock Deposition-Disability Claim	Monday, October 17, 2016	2:30 PM	3:45 PM	Del Lago 2	Legal	Barbara Carra, Robert Dubiel, Joseph Hamilton, Colleen Jordan, Richard Masselli
3.5 Oh No, We're Being Audited!	Monday, October 17, 2016	2:30 PM	3:45 PM	Marbella 3	Leading Practices	Kelly Corbin
ICA 101 - Open Town Hall	Monday, October 17, 2016	4:00 PM	4:30 PM	Segura 3-4	All	

	Date	Start Time	End Time	Location	Tracks	Speakers
Registration (Tuesday)	Tuesday, October 18, 2016	7:00 AM	4:00 PM	Palazzo Foyer		
Breakfast in Exhibit Hall	Tuesday, October 18, 2016	7:30 AM	8:45 AM	Palazzo D-H	All	
4.1 It's a Small (Claims) World: Express Claims and Death Claim Requirements	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Segura 3-4	Life & Annuity	Beth Maddestra, Jackie Raspotnik
4.2 I See a Trend a Comin'	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Del Lago 1	Life & Annuity	Curtis McAdams, Karen Riendeau, Rob Tesdahl
4.3 Our Rules Are Different - A review of SSDI GRID Rules and Disability Vocational Rehabilitation Plans	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Marbella 3	Disability	Casey Hatten, Anita Kulakowski, Lindsey Lajoie
4.4 The Leading Cause, The Leading Cure	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Segura 2	Disability	Peter Durand
4.5 Are We Going To Pot?	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Cordova 5	Health & Long Term Care	Brenda Emde
4.6 Organized Groups and Life Insurance Fraud	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Marbella 2	Fraud & Risk Management	Don MacDiarmid
4.7 The Lapsed Policy - Never As Simple As It Seems	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Del Lago 2	Legal	David Roth, Terrence O'Meara, Julie Ovicher
4.8 The Business of Claims: How Data and Metrics Paint the Picture of Your Business	Tuesday, October 18, 2016	9:00 AM	10:15 AM	Marbella 4	Leading Practices	Demetra Almiroudis, Ciro Frulio, Jill Rewis
5.1 Chronic, Critical or Terminal? Accidental? Questions Surrounding Accelerated Benefit and AD&D Riders	Tuesday, October 18, 2016	10:30 AM	11:45 AM	Palazzo C	Life & Annuity	Jane McWatters, Cindy Sumner
5.3 What's In Your Toolbox? Building an Approach to Self Reported Symptom Claims	Tuesday, October 18, 2016	10:30 AM	11:45 AM	Del Lago 2	Disability	Margaret Mangan, Pam Wiedmeyer
5.5 Producer/Agent Fraud: A Continuing and Ever Changing Dilemma	Tuesday, October 18, 2016	10:30 AM	11:45 AM	Palazzo A	Fraud & Risk Management	Mark Burdick, Katherine Villanueva
5.6 Is It "E-Legal"? The Legal Practices and Pitfalls of E-investigation, E-signatures, and E-litigation	Tuesday, October 18, 2016	10:30 AM	11:45 AM	Palazzo B	Legal	Melissa Cowan, Brad Redlien, Alayne Russom
5.7 Writing for Denials & Recissions	Tuesday, October 18, 2016	10:30 AM	11:45 AM	Segura 3-4	Leading Practices	Kim Mitchell
Lunch in Exhibit Hall	Tuesday, October 18, 2016	11:45 AM	1:00 PM	Palazzo D-H	All	
6.1 Annuity Claims Roundtable	Tuesday, October 18, 2016	1:00 PM	2:30 PM	Del Lago 1-2	Life & Annuity	Sherry Smith
6.2 Waiver of Premium Roundtable	Tuesday, October 18, 2016	1:00 PM	2:30 PM	Palazzo A	Life & Annuity	Chuck Storm, Don Trexler
6.3 Complex Claims Roundtable	Tuesday, October 18, 2016	1:00 PM	2:30 PM	Cordova 5-6	Disability	Sophia Horsman, Ernest Smith
6.4 Death Investigation Roundtable	Tuesday, October 18, 2016	1:00 PM	2:30 PM	Segura 3-4	Fraud & Risk Management	Jennifer Cramer, Dori Farrey, Chris Kanehl, Brad Taylor
6.5 Recruiting & Managing a Multigenerational Claims Staff Roundtable	Tuesday, October 18, 2016	1:00 PM	2:30 PM	Del Lago 3-4	Leading Practices	Alex Stultz
6.6 Preparing a Case for Litigation (Session)	Tuesday, October 18, 2016	1:00 PM	2:30 PM	Marbella 4	Legal	Tammy Denbo, Daniel Martinez
7.1 Advanced Claims Roundtable (Session 1)	Tuesday, October 18, 2016	2:45 PM	4:15 PM	Palazzo B	Life & Annuity	Judy LeTendre, Mark Trigg
7.2 Advanced Claims Roundtable (Session 2)	Tuesday, October 18, 2016	2:45 PM	4:15 PM	Palazzo C	Life & Annuity	Ann Binzer, Kim Houston
7.8 Advanced Claims Roundtable (Session 3)	Tuesday, October 18, 2016	2:45 PM	4:15 PM	Palazzo A	Life & Annuity	Bill Dolk, Kevin Glasgow
7.3 Reinsurance Discussion Group Roundtable	Tuesday, October 18, 2016	2:45 PM	4:15 PM	Del Lago 1-2	Life & Annuity	Pamela Evans, Mary Beaufait, Monica Clink
7.4 Data Analytics and Predictive Modeling in Disability Claims: Roundtable Conversation Roundtable	Tuesday, October 18, 2016	2:45 PM	4:15 PM	Del Lago 3-4	Disability	Evan Scarponi
7.5 Health Claims - What Would You Do? (Roundtable)	Tuesday, October 18, 2016	2:45 PM	4:15 PM	Marbella 3	Health & Long Term Care	Kim Mitchell
7.7 Innovation and Claims: Process Automation and Fraud Security	Tuesday, October 18, 2016	2:45 PM	4:15 PM	Segura 3-4	Legal	Brian Cox
Casino Night	Tuesday, October 18, 2016	6:00 PM	9:00 PM	Palazzo D-H	All	