

Room	#	Schedule	Session Title:
Nautilus 1	1.1	Monday, 10:30AM – 11:30AM	Time for Leadership
Marina 5	1.2	Monday, 10:30AM – 11:30AM	What you need to know about Trust Claims
Nautilus 2	1.3	Monday, 10:30AM – 11:30AM	Social Security Past, Present and Future
Nautilus 3	1.4	Monday, 10:30AM – 11:30AM	Perspectives from the Legal Team and the Life Claims Area on Handling Today's Life Claim Issues
Marina 2	1.5	Monday, 10:30AM – 11:30AM	Greatest Hits Roundtable: What we've learned from the ICA and how it can help you
Marina 3	1.6	Monday, 10:30AM – 11:30AM	Investigation methods, personal injuries
Nautilus 4	1.7	Monday, 10:30AM – 11:30AM	The Claim-Right Zone
Nautilus 5	1.8	Monday, 10:30AM – 11:30AM	Cause of Death Accidental Death/Suicide - Part 1
Marina 4	1.9	Monday, 10:30AM – 11:30AM	1.9 Surviving "Attacks" to the Attorney-Client Privilege -- An Update for Corporate Counsel and Claims
Marina 3	2.1	Monday, 11:45AM – 12:45PM	Cause of Death Accidental Death/Suicide - Part 2
Marina 4	2.2	Monday, 11:45AM – 12:45PM	Benefits Fraud Schemes, Scams and Solutions
Nautilus 2	2.4	Monday, 11:45AM – 12:45PM	New York Circular Letter No. 1--Its Impact and Recommendations For Compliance
Marina 5	2.5	Monday, 11:45AM – 12:45PM	Reinsurance and the Tech Revolution
Nautilus 1	2.6	Monday, 11:45AM – 12:45PM	Lost and Found: Administering Lost Policy Searches and State SSDMF Requirements to Find Your Beneficiaries
Marina 6	2.7	Monday, 11:45AM – 12:45PM	Mock Disputed Disability Claim Mediation
Nautilus 4	2.8	Monday, 11:45AM – 12:45PM	The New Era of Claims
Nautilus 5	3.1	Monday 2:00-3:30 PM	SIU JEOPARDY
Marina 5	3.2	Monday 2:00-3:30 PM	Exploring the Reinsurer and Cedent Relationship
Marina 4	3.3	Monday 2:00-3:30 PM	Annuity and Taxation Roundtable
Marina 2	3.4	Monday 2:00-3:30 PM	It's Written All Over Your Face -The Phone Interview vs. Field Interview (2017 edition)
Marina 6	3.5	Monday 2:00-3:30 PM	Leveraging Available Technology to Enhance the Claim Experience of Today & Tomorrow
Nautilus 1	3.6	Monday 2:00-3:30 PM	ERISA Update
Nautilus 2	3.7	Monday 2:00-3:30 PM	Get Back on Track When IDI Claims are "Derailed" and "Delayed"
Nautilus 3	3.8	Monday 2:00-3:30 PM	The Business of Medicine
Nautilus 4	3.9	Monday 2:00-3:30 PM	Mindfulness @Work
Nautilus 5	4.1	Tuesday, 9:00AM – 10:00AM	Conquering the Out of the Ordinary Claim Investigation
Nautilus 3	4.2	Tuesday, 9:00AM – 10:00AM	50 Shades of Grey
Nautilus 1	4.3	Tuesday, 9:00AM – 10:00AM	A View From The Courtroom: What Happens When Claim-Related Decisions End Up In Litigation?
Marina 2	4.4	Tuesday, 9:00AM – 10:00AM	Providing Exceptional Service To Grief Impacted Customers

Marina 3	4.5	Tuesday, 9:00AM – 10:00AM	Obama Care, Where It Is and Where It Might Be
Nautilus 4	4.6	Tuesday, 9:00AM – 10:00AM	Selecting the Correct Cause and Manner of Death
Nautlius 2	4.7	Tuesday, 9:00AM – 10:00AM	Suicide Claims: Investigation, Experts, Burden of Proof, and Risk Management
Nautilus 1	5.1	Tuesday, 10:15AM - 11:15AM	Depositions Techniques and Training - Part 1
Nautilus 2	5.2	Tuesday, 10:15AM - 11:15AM	Contestable claims: Tips to insure your review is complete
Nautilus 3	5.3	Tuesday, 10:15AM - 11:15AM	"It Can Make You or Break You-Why the Claim Administration System is the Lifeblood of an Organization."
Marina 2	5.4	Tuesday, 10:15AM - 11:15AM	Establishing and Communicating the Value of Fraud Fighting Efforts: Reporting your Unit's Worth up the Chain
Marina 3	5.5	Tuesday, 10:15AM - 11:15AM	So you have a Predictive Model, now what?
Nautilus 4	5.6	Tuesday, 10:15AM - 11:15AM	Six Years to Six Seconds - The Value of Artificial Intelligence for Insurance Claims
Nautilus 5	5.7	Tuesday, 10:15AM - 11:15AM	Working The Angles... Using Creative Investigative Techniques To Get The Truth
Marina 4	6.10	Tuesday, 12:45PM – 2:15PM	Traveling in the Express Lane – Risks and Benefits
Nautilus 1	6.1	Tuesday, 12:45PM – 2:15PM	Depositions Techniques and Training - Part 2
Nautilus 5	6.2	Tuesday, 12:45PM – 2:15PM	Life Claims Panel: Come Talk To The Professionals
Marina 6	6.3	Tuesday, 12:45PM – 2:15PM	The Staff Factor: How to Leverage Trends in the Workplace to Improve Team Performance
Nautilus 2	6.5	Tuesday, 12:45PM – 2:15PM	FRA_D ANALYTICS U Have to be Invested
Nautilus 3	6.6	Tuesday, 12:45PM – 2:15PM	Unlocking the Mystery of STD to LTD claims
Nautilus 4	6.7	Tuesday, 12:45PM – 2:15PM	Dealing with "that" claimant (and the attorney they rode in on)
Seabreeze	6.8	Tuesday, 12:45PM – 2:15PM	Blockchain and Insurance - - Will the Industry Restructure?
Marina 2	6.9	Tuesday, 12:45PM – 2:15PM	Advanced Claims Roundtable (Session 1)
Marina 5	7.1	Tuesday, 2:30PM – 4:00PM	Waiver of Premium Roundtable
Marina 4	7.2	Tuesday, 2:30PM – 4:00PM	Advanced Claims Roundtable (Session 2)
Nautilus 2	7.3	Tuesday, 2:30PM – 4:00PM	The highs and lows of client service and how to take your delivery to the next level
Marina 2	7.4	Tuesday, 2:30PM – 4:00PM	Accelerated Benefit Riders and Fraud
Nautilus 3	7.5	Tuesday, 2:30PM – 4:00PM	The Truth About "Any Occupation" Evaluations
Marina 1	7.6	Tuesday, 2:30PM – 4:00PM	Connecting the Dots: Measuring in a Claim Environment
Nautilus 1	7.7	Tuesday, 2:30PM – 4:00PM	Foreign Investigations
Seabreeze 1	7.8	Tuesday, 2:30PM – 4:00PM	Batten Down the Hatches....It's Time for Another Life Claims Audit!