

ECC

Eastern Claims Conference

PO Box 863902

Ridgewood, NY 11386

Excellence Through Education

www.easternclaimsconference.com

May 6 – 8, 2018
Boston Sheraton Hotel
Boston, MA

Dedicated to Life, Accident & Health and Disability Claims



Dear Friends and Colleagues:

Welcome to the beautiful city of Boston. It is with great pleasure for us to welcome you to the 2018 Eastern Claims Conference, a premier event for insurance professionals.

We are thrilled to return to Boston to host this year's conference since it is one of the most historically abundant cities in the United States.

Our goal is to provide you with a positive and fulfilling learning experience. The 2018 agenda has thirty workshops and is designed to provide attendees with the tools, strategies, and best practices needed to contribute to and enact positive change within their organizations.

In line with the conference theme, we will have one incredible keynote speaker, John Standish, Chief Analytics Officer for Infinilytics, Inc. who is a 32 year veteran of California law enforcement, first serving in the California Highway Patrol and then California Department of Insurance, Fraud Division. John is a retired Chief of the Fraud Division with over 25 years of experience in insurance fraud. He is a recognized expert public speaker and has trained thousands of insurance industry and law enforcement officers on the identification, investigation and reporting of suspected fraudulent insurance claims.

This is an excellent opportunity for you to meet with other insurance professionals, increase your claims knowledge and sharpen your investigation skills. Most importantly, it is an opportunity to come together to reflect and to share. Whether it's the latest topics and trends in disability, life or medical to fraud trends, leadership and motivational learning, you'll find what you're looking for at this conference. There are continuing education credits available this year including legal and fraud tracks.

We would like to thank each of you for attending our conference. Your presence is an indication that you are committed to making a positive difference in the insurance industry. This conference would not be possible without our valued attendees, speakers, sponsors, exhibitors and the ECC staff who volunteer their time, resources and expertise.

Enjoy the Eastern Claims Conference and your stay in Boston. We look forward to seeing you all again in 2019.

Sincerely,

Christine Prutting

Christine Prutting, Conference Chairperson, Eastern Claims Conference &

Jennifer Cobb

Jennifer Cobb, President, Eastern Claims Conference

**2018 Eastern Claims Conference
Boston Sheraton Hotel
Boston, Massachusetts
ECC – 2018**

SUNDAY, MAY 6, 2018

REGISTRATION 1:30 p.m. – 6:30 p.m. *(Entrance Foyer Back Bay Ballroom C)*

MEET AND GREET (First time attendees) 4:00 p.m. – 5:00 p.m. *(Back Bay Ballroom C)*

HOSPITALITY RECEPTION 5:00 p.m. – 6:30 p.m. *(Back Bay Ballrooms C and D)*

Only Registered Attendees and Pre-registered Guests will be admitted to the Hospitality Receptions

MONDAY, MAY 7, 2018

REGISTRATION 7:30 a.m. – 3:30 p.m. *(Entrance Foyer Back Bay Ballroom C)*

EXHIBITORS' RECEPTION 8:00 a.m. – 9:00 a.m. *(Back Bay Ballrooms C and D)*
A light breakfast buffet of pastries and coffee will be available

WELCOME ADDRESS 9:00 a.m. – 9:15 a.m. *(Back Bay Ballroom A and B)*
Jennifer Cobb, ECC President
United Healthcare

INTRODUCTION *Kimberly Tomaselli, CPA, FLMI, ALHC, ARA*
Munich Re, Atlanta, GA
Program Chairperson

KEYNOTE ADDRESS 9:15 a.m. – 9:45 a.m. *(Back Bay Ballroom A and B)*
John Standish, Infinilytics
Co-Founder and the Chief Analytics Officer for Infinilytics, Inc

John Standish is a Co-Founder and the Chief Analytics Officer for Infinilytics, Inc. John was a member of the team which created the smartC advanced analytics platform for claims, underwriting, and fraud identification and analysis.



MONDAY, MAY 7, 2018

CONCURRENT SESSIONS

10:00 a.m. – 11:15 a.m.

Panel 1. #WhatsTrending #LifeAccidentInsurance

Robert Lesko, Esq., Wilson Elser, New York, NY

Join an experienced life insurance litigator to review important trends in life and accidental death insurance law from around the country. We'll discuss trends, highlight potential pitfalls, review some basics, and even marvel over some very intriguing scenarios; all to better equip claims and legal professionals to address day-to-day challenges presented by life insurance claims.

Panel 2. Marijuana: Views from a Doctor and a Lawyer

Marcos A. Iglesias, MD, Broadspire, Sunrise, FL

Michael D. Cutler, Esq., EvansCutler, Attorneys, Northampton, MA

Claimants' use of marijuana is a topical issue, and there is much to consider. Join a physician and a lawyer in a discussion of 1) medical issues such as patterns of use, the known and the unknown regarding medical marijuana, cannabis use disorder, and work impairment issues and 2) legal issues such as the evolution of medical marijuana (MMJ) laws, including healthcare provider protection from federal penalty for participation in state-legal programs, workers' compensation judicial precedents for MMJ reimbursement, state disability anti-discrimination laws, and research on safety and reduction in medical expenses associated with the use of MMJ.

Panel 3. The Future of Insurance – Executive Panel Discussion #1

Melissa Hill, Blackboard Insurance Company, Princeton, NJ

Tanaz Salehi, Kelley Kronenberg Law, Miami, FL

Leah Spivey, CPCU, Munich Re America, Princeton, NJ

Preparing for the future...Our world is on the precipice of tremendous change for underwriting, risk selection, and claim management, and it is coming whether we are ready or not. We have two industry leaders who will share their insights and answer your questions into how technology and perspective are likely to change the insurance industry. Whether it is creating an innovation-friendly environment, applying new technology to claim management, or reviewing the different challenges of finding and nurturing talent, you will find answers here. This session is structured as a panel discussion, so bring your questions and experience to the session, and gain insight from our panelists.

Panel 4. ERISA or Bust!

Sherrill Colombo, Littler, Miami, FL

This session will provide insight and discuss trends in group disability claims and will include a presentation on such timely topics as interpretation of policy and plan language, the claim review, the use of Peer Reviews and IME's, the application of social security awards, the standards of review, offsets, collateral sources and more.



Panel 5. Facts & Fiction – Check out my Body

John Cerf, DC, Expert-Opinions, Jersey City, NJ

This session explored the facts and misrepresentations frequently encountered in the medical record of a history and physical examination. Real world cases will be presented and dissected. Group participation is appreciated, please bring your questions.

MONDAY, MAY 7, 2018

EXHIBITORS' RECEPTION 11:15 a.m. – 12:00 p.m. *(Back Bay Ballrooms C and D)*

LUNCH 12:00 p.m. – 1:00 p.m. *(Back Bay Ballrooms A and B)*

MONDAY, MAY 7, 2018

CONCURRENT SESSIONS 1:15 p.m. – 2:30 p.m.

Panel 6. That's Life

Neal Regels, Phoenix Life Insurance Company, East Greenbush, NY

Lynn Ioannides, BNY Mellon Treasury Services, Pittsburgh, PA

Join this life topics round table discussion for an interactive exchange of ideas, challenges, and solutions ranging from general challenges with managing claims to department structures. This will be an interactive session.

Panel 7. Call of Duty – Workplace Accommodations

Stan Kulesa, HIA, ACS, ALHC, CPDM, Symetra, Enfield, CT

Diane Winiarski, M.Ed. CRC, CDMS, CCM, CEAS, Symetra, Enfield, CT

In order for employers to remain compliant with the ADAAA rules around making “reasonable accommodations,” there is a growing interest in helping employees with a health condition(s) to stay at work (SAW) and increase their level of productivity through cost-effective worksite and/or job accommodations. Disability carriers are uniquely qualified to assist with these stay-at-work opportunities and with return-to-work (RTW) opportunities. This session will provide an overview of the ADAAA requirements and then offer an insight into specific actions you can take to help your employers and claimants. We will speak to SAW and RTW plans that work with people dealing with a range of health conditions and work environments. The attendees will be engaged through sharing their experiences (positive and not-so-positive) in this process and how to improve outcomes.

Panel 8. Disruptors and the Future of Insurance – Executive Panel #2

Paul Rivard, Munich Re, Atlanta, GA

All of us have experienced change, but are you prepared to be disrupted? Insurance is notable for being slow to adopt change, but our world is changing at an unprecedented rate which will force disruption to our industry. This includes how we will market products, how risks are selected, automation of processes and artificial intelligence. And yes, this will affect how we process claims as well. To excel, we need to know the changes on the horizon and take control of our destiny. This session is designed not only for claims professionals, but anyone who touches our industry.

Panel 9. Take it Back

Michelle J. d’Arcambal, d’Arcambal Ousley & Cuyler Burk LLP, New York, NY

Maureen Middleton, Primerica Life Insurance Company, Duluth, GA

This session will include a review of Recession law and common issues to make note of. We will outline statutory and contractual contestability provisions, the requirements for rescinding a policy, timing concerns to be aware of, internal in-house investigations and underwriting determinations, notice requirements, typical litigation timelines including common discovery, motions for summary judgment and mediations and or settlement discussions. Lastly we will explore common defenses and how insurers can respond.

Panel 10. When in Doubt Test it Out

John Cerf, DC, Expert-Opinions, Jersey City, NJ

Learn about current diagnostic testing trends, rational protocols, and pertinent concepts. The attendee will be better able to spot red-flag indicators of over-utilization and fraud. Information will be provided to help formulate questions for investigations, examinations under oath, and other testimony.

MONDAY, MAY 7, 2018

CONCURRENT SESSIONS

2:45 p.m. – 4:00 p.m.

Panel 11. Who Wrote This?!

Eileen Page, Page Enterprises, Scituate, MA

In spite of the technological advancements, there is no better indicator of identity authenticity than the handwritten signature; and, it continues to be in the forefront when it comes to forgeries. This presentation will cover an overview of some of the significant components of handwriting as an art form and handwriting analysis as a projective technique. Selected topics include, defining the differences, myths and misconceptions, and how and why handwriting continues to be a valuable asset when dealing with potential forgeries as well as the forger.

Panel 12. Complex Disability Claims Roundtable

Patrick Cieslak, ALHC, MassMutual, Springfield, MA

John Hoffman, CPA, CFF, CITP (Moderator), Nawrocki Smith LLP, Melville, NY

Chuck Angiolillo, Summit Investigations, Weymouth, MA

What keeps you up at night? Bring your questions and most challenging topics for a lively discussion about IDI claims. The panel consists of three industry experts with over 50 years claims experience. A claims director with extensive management and claims handling expertise, an investigator with interviewing, investigative and surveillance techniques, and a CPA specializing in providing risk management services related to the financial and occupational aspects of claims. The discussion will be directed by what you want to talk about and may include discussions regarding occupation definitions, evaluating total/residual claims, earning definitions, BOE claims, BuySell claims, occupational analysis, IMEs, surveillance, investigative techniques, complex financial issues, claims management & operations issues, etc.

Panel 13. To Be or Not To Be Stressed Out

Dr. Michael LaCroix, Aetna (Absence and Disability), Sarasota, FL

“Stress” is an integral part of living today: Expressways in most cities now often resemble parking lots, airlines pack us like sardines and tell us to be happy just to get to our destination, smartphones have become Energizer bunnies that vibrate 24 hours a day, and our jobs (previously done by 3 people) now require continual multi-processing, which we are told cuts down on the quality of our work. Welcome to daily life for the majority of Americans. And then there are the financial stressors, Washington gridlock, and the ever-present fear of a terrorist attack. It’s a wonder any of us ever get any sleep – and too many of us manage to get that sleep with the “help” of drugs and alcohol. But what is stress, and can we really do anything about it? This presentation will briefly review the medical science of stress and the signs of excessive stress that we need to monitor. It will then review a number of approaches to stress management. You are guaranteed to leave with a smile, and to come away with several nuggets in terms of easy-to-implement, concrete strategies to make your stress more manageable.

Panel 14. Is It All In Your Head?

Keiko J. Kojima, Burke, Williams & Sorensen, LLP, Los Angeles, CA

Insurers and claims administrators are often faced with mixed or hybrid mental vs. physical disability claims. This session will focus on key topics and recent cases that affect the handling of these cases. We will discuss the role of mental illness limitations in policies, varying Courts’ interpretation of the limitations, and different factual situations concerning these limitations. Tools and tips will be provided to help you navigate your way through these often challenging disability claims.

Panel 15. Maximizing Audit ROI

Jeanmarie Loria, CPC, PMP, Advize Health LLC, Tampa, FL

If you're not recovering \$200 for every \$1 spent on external audits -- it's time to reassess your investigative strategy. This in-depth program will analyze the average costs of an effective audit, with data based upon the convergence of several client projects across the nation. Attendees will learn how to properly define the scope of audit work in order to maximize recovery, identify FWA, and effectively manage investigative projects. Many SIU Directors enlist the help of a third-party auditing firm to assist with selections and chart audits, but how do they know that their budget is being spent effectively?

HOSPITALITY RECEPTION

5:00 p.m. – 6:30 p.m. (Back Bay Ballrooms C and D)

Only Registered Attendees and Pre-registered Guests will be admitted to the Hospitality Receptions

TUESDAY, MAY 8, 2018

REGISTRATION

8:00 a.m. – 1:55 p.m. (Entrance Foyer Back Bay Ballroom C)

EXHIBITORS' RECEPTION

*8:00 a.m. – 9:00 a.m. (Back Bay Ballrooms C and D)
Pastries and coffee will be available*

TUESDAY, MAY 8, 2018

CONCURRENT SESSIONS

9:00 a.m. – 10:15 a.m.

Panel 16. Critical Thinking

Chris W. Forando, Medidata Solutions, New York, NY

This session focuses on the essential elements of critical thinking – problem identification, recognition of assumptions, inferences, deductive reasoning, and drawing conclusions – and its role in effective decision making. Individuals will engage in a series of exercises to explore the limitations of their thinking and various ways in which our approach to decisions is flawed. Participants will learn and practice using techniques to increase their critical thinking skills.



Panel 17. Let's Make It Work: Claim and SIU Collaboration

Sharon Markovsky, MBA, Verisk Insurance Solutions – Claims, Jersey City, NJ

Jonathan Dennis, Lincoln Financial Group, Atlanta, GA

This co-presented session will provide insight into how Disability insurers can improve Claims and SIU processes through more effective systematic fraud detection. Specifically, this presentation will address:

- The key issues disability insurers face related to the claims and SIU processes, with a comparison to the P&C Industry.
- How the industry could re-engineer the life cycle of the claim from the first notice to closing.
- Prevalent and emerging Fraud Schemes.
- The currently available data and technologies that can help carriers innovate their claims/SIU processes.

Panel 18. Motivate Me to Motivate You

David W. Lovejoy, Ph.D., ABN, FACPN, MassMutual, Springfield, MA

Claim examiners, through detail calls with Insureds, are often better able to collect information and share views that aid in better understanding an Insured's motivation for return to a state of greater functionality, including potential for return to work. The current session will discuss the concepts of 'Motivation' as well as 'Motivational Interviewing.'

We will discuss the use of the detail call as an important tool for understanding the psychological constructs displayed by an Insured. It will also address variables associated with the Examiner – Insured relationship that are important in helping an Insured reach their highest level of potential functional capacity.

Panel 19. Trust, But Verify: E-Health Records

John Cerf, DC, Expert-Opinions, Jersey City, NJ

Reed D. Gelzer, M.D., MPH, Trustworthy EHR, LLC., Newbury, NH

We have certainly learned in the past two years that just because something is in electronic format doesn't necessarily make it reliable. While the electronic health record ("EHR") has fulfilled some of its intended promise to aid the delivery of medical care by bringing information from disparate sources into one convenient place, caregiver input and record design issues continue to cast doubts on the trustworthiness of the EHR, particularly for investigations into fraudulent claims of injury and improper reimbursement for medical services. This interactive session will provide insights into the elements and structure of an electronic health record so it can be reviewed with an appropriate level of skepticism; how to use the record's audit trail to look "behind the curtain" of the record text to get the background behind creation of the record's entries, why the shortcut of reading a printout of the record won't provide the information you need; and examples from the healthcare trenches of instances when the record's data was at odds with what really happened. This session will provide anyone whose position requires review of health records with the tools he or she will need to review those records with the requisite investigative skills – no computer science or medical degree required!

Panel 20. Virtual Visits – Who Remembers the Jetsons?

Tammy Bradly, Coventry, Downers Grove, IL

This discussion will address telemedicine/telehealth and the impact these evolutions have in workers' compensation. In a healthcare reform era, facing physical shortages and other market pressures, the opportunity for providers and patients to discuss and diagnose conditions could have substantial impacts on care access, cost containment, and improved productivity.

TUESDAY, MAY 8, 2018

CONCURRENT SESSIONS

10:30 a.m. – 11:45 a.m.

Panel 21. Are You Sure it's Legit? Foreign Death and Other Claims

Richard Marquez, Diligence International Group, Carrollton, TX

Are you sure your claim is really payable? Nearly every fraudulent claim starts with an official death certificate or death record. Don't be tricked into thinking that just because you have an official document that the information on it is accurate. This costs our companies and ultimately the public hard dollars. Come to this session to learn how fraudsters are tricking us by their practices, see case examples of fraud cases busted, learn about current trends, and join the dialogue on how to detect these cases. The session focuses on foreign life claims.

Panel 22. Legos – Building Blocks for DI Claim Litigations Team

J. Christopher Collins, Mirick O'Connell, Worcester, MA

Nithya Mathai, Trustmark Life Insurance, Lake Forest, IL

In the world of Disability claims, relevant issues are often viewed somewhat differently by the different parties. Policy language often cannot be specific enough to determine liability, nor absence of same. While this can often lead to court, Disability carriers have found value in having the facts of a case reviewed by a neutral party by turning to mediations as a method of resolving disputes. This experienced panel, comprised of a Claim Consultant, an In-house attorney, and a widely respected Outside Counsel who also spent years as Lead Counsel for a major DI company, will discuss bringing together their various roles in a "Team environment" working toward appropriate issue. Preparing for mediations, settlement discussions, as well as Court will all be discussed.

Panel 23. The Future is Now: Artificial Intelligence and Robotic Process

Howard Ehrlich, Capgemini, Horsham, PA

Barbara Grassie, CLU ChFC, Capgemini, Horsham, PA

In this era of tighter margins and an increased focus on top-line growths, claim leaders are being asked "to do more with less." These leaders have to find better ways to create efficiencies while still reducing leakage. This session will explain how artificial intelligence and robotic process automation can help the claims professional meet these goals.

Panel 24. Maintaining a Clear Message

Mark E. Schmidtke, Esq., Ogletree Deakins, Valparaiso, IN
Sandra K. Davis, Esq., The Hartford, Hartford, CT

Listen to experienced in-house and outside counsel discuss best practices for creating and maintaining claim files. The panel will discuss how the claim file you produce to claimants and their attorneys tell the story of your claims processes. The panel will review the basics of compiling and producing claim files and the fallout that can occur when those basics are not followed. They will discuss strategies for documenting the file to accurately depict the claim fiduciary's thought process and being sensitive to the appearance of conflict or subjective bias.

Panel 25. Landscaping LTC

Sherwin Sheik, Carelinx, San Bruno, CA

As our population continues to advance in age, so do the costs associated with living longer. Come join us for an overview and discussion regarding the rising costs of long term care services at home, nursing home and assisted living facilities and the tools and resources available to protect yourself in later years.

TUESDAY, MAY 8, 2018

EXHIBITORS' RECEPTION 11:45 a.m. – 12:30 p.m. *(Back Bay Ballrooms C and D)*

LUNCH 12:30 p.m. – 1:30 p.m. *(Back Bay Ballrooms A and B)*

LUNCHEON SPEAKER Antonio Ferrante
Sun Life Financial

TUESDAY, MAY 8, 2018

CONCURRENT SESSIONS 1:45 p.m. – 3:00 p.m.

Panel 26. Leveraging Technology and Best Practices to Enhance Disability Claim Admin Capabilities

Carl Capato, FastTrack RTW Services & Solutions, Bedminster, NJ

A forward-thinking discussion focused on ways to drive improved consistency, increased productivity, stronger service delivery via enhanced communication and quicker turnaround times, as well as enhanced quality of claim benefit determinations through the use of technology.



Panel 27. Claim Analytics: Are We Ready for Robot Claim Managers?

Ian Bridgman, The Claim Lab, Sherborn, MA

With the amazing progress in data science, with more and more sophisticated tools available, could your organization automate the jobs of claim managers?

This session suggests methods of applying analytical tools in the claim management process, and just how far can this go... We will cover the following topics:

- What do we see when we unlock our claim data
- Looking at model building techniques
- Describing some of the challenges we face operationalizing data
- Stepping ahead to see areas of potential innovation in claim management.

This is a big change for this industry, and we need to embrace a new way of working. In an environment of forever being expected to do-more-with-less, we need to work smarter!

Panel 28. Dealing with Difficult Claimants

Dr. Michael LaCroix, Aetna (Absence and Disability), Sarasota, FL

Claim Adjusters and Nurses commonly find themselves in difficult claimant encounters. These encounters often leave the adjuster or nurse feeling frustrated. The claimant may also be dissatisfied with these encounters because of unmet needs, unfulfilled expectations, and unresolved medical issues. Today we can expand the biopsychosocial through a human system approach by applying self-management by identifying cognitive, behavioral, physical, emotional, spiritual, social, and environmental needs of the claimant.

Panel 29. Time's Up: Effective Use of Contractual Limitation Periods

Kenton J. Coppage, Smith Moore Leatherwood LLP, Atlanta, GA

The enforceability of contractual limitation provisions in ERISA plans, even those commencing prior to claim denial, has been affirmed by the Supreme Court's decision in *Heimeshoff*. The lower courts and the United States Department of Labor have imposed new requirements for ensuring notification of the applicable time frames for bringing an action to recover benefits under ERISA. This presentation will review developments since the Supreme Court's decision, and will discuss the enforcement of such provisions in the event of an untimely lawsuit.

Panel 30. Insurance Pays For It, So Why Should I Care?

Jeanmarie Loria, CPC, PMP, Advize Health LLC, Tampa, FL
Maggie Stankiewicz, Advize Health LLC, Tampa, FL

Insurance is a gift to most patients, covering everything from routine wellness visits to operations – but it also creates passive patients. Insurance's convenience leaves consumers ignorant to the fraud that can occur in their name – if insurance is paying, why should they care what's happening? This session will educate healthcare consumers and their clinicians on the importance of fraud identification, and how to educate all parties involved in the healthcare lifecycle.

Attendee Registration Fees for 2018

2 days with lunch	\$665
2 days without lunch	\$540
1 day with lunch	\$465
1 day without lunch	\$390
First Pre-registered guest	\$200
Each additional guest (per event)	\$150
Late fee after May 3, 2018	\$ 50

Sheraton Boston Hotel

39 Dalton Street

Boston, MA 02199

1 800 325 3535

Hotel Rates for 2018

(Use Hotel Code ECC Spring Meeting)

Accommodations

Traditional Room	\$279 Single/Double
Triple Room	\$319
Quad Room	\$359

- All Room rates are subject to state and local taxes, currently 14.45% plus any applicable occupancy or resort charges per room per night
- A credit card is required to make a reservation.
- Easily register online by visiting the ECC home page and following the hotel registration link

Notes

- The attendee registration fee includes admission to the Hospitality Receptions. However, if you bring a guest (a colleague or spouse), a \$200 fee is payable for your first Pre-registered Guest wishing to attend the receptions. The fee covers both receptions. A \$150 fee is payable for each Additional Guest, per event.
- If you have special needs, please contact Arlene Walsh at 718 497 7886 or Awaprilsnow@gmail.com.
- Business casual attire (no jeans, shorts, t-shirts, sneakers, etc.)
- There will be a \$50 late fee added to registrations received after May 3, 2018.
- There will be no refunds for cancellations received after March 28, 2018

THE FEDERAL TAX ID NUMBER FOR THE ECC IS 20-8483688

Date	Life	Disability	Professional Development	Legal	Medical
<p>Monday May 7, 2018 10:00 a.m. – 11:15 a.m.</p>	<p>1. #WhatsTrending #LifeAccidentInsurance *Fraud Track</p>	<p>2. Marijuana: Views from a Doctor and a Lawyer</p>	<p>3. The Future of Insurance – Executive Panel Discussion #1</p>	<p>4. ERISA or Bust!</p>	<p>5. Facts & Fiction – Check out my Body *Fraud Track</p>
<p>Monday May 7, 2018 1:15 p.m. – 2:30 p.m.</p>	<p>6. That’s Life</p>	<p>7. Call of Duty – Workplace Accommodations</p>	<p>8. Disruptors and the Future of Insurance – Executive Panel #2</p>	<p>9. Take it Back</p>	<p>10. When in Doubt Test It Out *Fraud Track</p>
<p>Monday May 7, 2018 2:45 p.m. – 4:00 p.m.</p>	<p>11. Who Wrote This?! *Fraud Track</p>	<p>12. Complex Disability Claims Roundtable *Fraud Track</p>	<p>13. To Be or Not To Be Stressed Out</p>	<p>14. Is It All In Your Head?</p>	<p>15. Maximizing Audit ROI *Fraud Track</p>

Date	Life	Disability	Professional Development	Legal	Medical
<p>Tuesday May 8, 2018 9:00 a.m. – 10:15 a.m.</p>	<p>16. Critical Thinking</p>	<p>17. Let's Make It Work: Claim and SIU Collaboration</p> <p>*Fraud Track</p>	<p>18. Motivate Me to Motivate You.</p>	<p>19. Trust, But Verify: E-Health Records</p> <p>*Fraud Track</p>	<p>20. Virtual Visits – Who Remembers the Jetsons?</p>
<p>Tuesday May 8, 2018 10:30 a.m.– 11:45 a.m.</p>	<p>21. Are You Sure it's Legit? Foreign Death and Other Claims</p> <p>*Fraud Track</p>	<p>22. Legos – Building Blocks for DI Claim Litigations Team</p>	<p>23. The Future is Now- AI and Robotic Process</p>	<p>24. Maintaining a Clear Message</p>	<p>25. Landscaping LTC</p>
<p>Tuesday May 8, 2018 1:45 p.m.– 3:00 p.m.</p>	<p>26. Leveraging Technology and Best Practices to Enhance Disability Claim Admin Capabilities</p> <p>† Disability Track</p>	<p>27. Claim Analytics</p> <p>*Fraud Track</p>	<p>28. Dealing with Difficult Claimants</p>	<p>29. Time's Up: Effective Use of Contractual Limitation Periods</p>	<p>30. Insurance Pays for It, So Why Should I Care?</p> <p>*Fraud Track</p>

† Disability Track

*Fraud Track=Directly Related Fraud Training & Awareness Session. NHCAA and ACFE approval is pending