

NAMIC CLAIMS CONFERENCE AND EXHIBIT SHOW

*operations
planning
crisis management
leadership*

NAMIC
National Association of Mutual Insurance Companies

EFFECTIVE ADVOCACY
STRATEGIC PUBLIC POLICY
VALUABLE MEMBER SERVICES

EARLY REGISTRATION
DISCOUNT AVAILABLE
UNTIL JANUARY 19, 2011

February 16-18, 2011
Disney's Contemporary Resort
Lake Buena Vista, Fla.

This seminar is specifically designed for claims managers, claims operations managers, front-line claims adjusters, and service partners specializing in claims-related products.



VALUABLE EDUCATION FOR CLAIMS PROFESSIONALS

Make plans to join us at **Walt Disney World®** for our annual Claims Conference & Exhibit Show. This year's program has been developed to help you gain perspective on important industry issues, enhance your claims knowledge, and build professional skills. The well-balanced agenda features 18 informative sessions. The variety of topics and multitude of concurrent sessions makes the Claims Conference a valuable educational experience.

You will learn:

- That decisions must follow visions or nothing is gained
- Tips and tools to provide to your staff to improve the organization, wording, persuasiveness, tone, and format of documents such as reservation-of-rights letters, denial letters, as well as letters to claimants, attorneys and insureds
- What first- and third-party defense counsel generally consider to be the necessary components of the ideal claims file
- How to recognize and investigate potential medical fraud claims
- To increase your ability to encourage your customers to more actively own the claims process and keep the customer relationship moving forward in a positive manner

CLAIMS CONFERENCE EXHIBIT SHOW

Visit the exhibit show where more than 32 claims-specific vendors will share the latest information on technology and opportunities for claims professionals. Snacks and refreshments will be available as you visit with vendors. For more information on exhibiting at the Claims Conference, e-mail claimsexhibit@namic.org.

SPONSORSHIP OPPORTUNITIES

Interested in reaching influential claims management or front-line adjusters? Consider partnering with NAMIC through our educational events. Your partnership helps keep registration fees to a minimum for member companies.

For more information on sponsoring at the Claims Conference, contact Amy Thornburg at (317) 875-5250 or athornburg@namic.org.

AGENDA-AT-A-GLANCE

Wednesday, February 16

- 9:00 a.m. Registration & Exhibit Hall Opens
- 1:00 p.m. Welcome & Introductions
- 1:15 p.m. Keynote Address: Visions and Decisions
- 2:30 p.m. Break in the Exhibit Hall
- 3:00 p.m. Roundtable Discussion
- 5:00 p.m. Networking Reception in the Exhibit Hall
- 6:00 p.m. Registration Closes
- 8:00 p.m. Optional Activity: Desert Reception and Epcot® *IllumiNations – Reflections of the Earth* Fireworks Display

Thursday, February 17

- 7:30 a.m. Registration Opens and Breakfast in the Exhibit Hall
- 8:30 a.m. **Concurrent Sessions**
 - A. Predictive Analytics for Claims
 - B. Essential Ethics
 - C. Goal-Setting: The Art & Science of Collaborating and Setting Expectations
- 9:45 a.m. Break in the Exhibit Hall
- 10:15 a.m. **Concurrent Sessions**
 - A. Can Claims Analytics Plug the Leaks?
 - B. Evaluating and Balancing Workloads
 - C. Eliminating the Eight Biggest Problems in Claims Writing
- 11:30 a.m. Lunch in the Exhibit Hall
- 12:30 p.m. **Concurrent Sessions**
 - A. Change Management Part 1: Recognizing the Need for Change
 - B. The Just Right Claim File
 - C. Evaluating Your Anti-fraud Training Program
- 1:45 p.m. Break
- 2:00 p.m. **Concurrent Sessions**
 - A. Change Management Part 2: How Ready is Your Company to Lead Change?
 - B. Taking the Promise to the Next Level – Managing Customer Expectations and Relationships
 - C. Medical Fraud Investigation
- 3:15 p.m. Break
- 3:30 p.m. **Concurrent Sessions**
 - A. Recognizing and Rewarding Great Employees
 - B. MSA/Medicare Compliance – Recent Developments & 'Hot Topics'
 - C. Business Interruption Planning
- 8:00 p.m. Optional Activity: Safari and Karibu Dinner at *Disney's Animal Kingdom*

Friday, February 18

- 7:30 a.m. Registration Opens and Breakfast
- 8:30 a.m. Trends and Outlook for the Insurance Industry
- 10:00 a.m. Break
- 10:15 a.m. Claims Executive Panel Discussion
- 11:30 a.m. Conference Concludes

CLAIMS CONFERENCE SESSIONS

Keynote Address

1:15 p.m., Wednesday, February 16

The main ingredients of successful leadership are visions and decisions. Leaders are not “born”. Join **James T. Reese, PhD, CEO, James T. Reese and Associates** as he provides tips on avoiding poor decisions and answers the question, “Why do decisions fail?”

Predictive Analytics for Claims

Join **Kenneth Cunningham, vice president & general manager, Insurance Claims Analytics, LexisNexis Risk Solutions**, to examine the analytical tools being used in claims, how they are being employed, the results that are being obtained, and the pitfalls to avoid.

Essential Ethics

Professional ethics is essential to the long term success of the insurance industry. Join **Mary Anne Medina, instructor, Vale Training Solutions**, as she brings a better understanding of the barriers that inhibit making ethical decisions and how to overcome those barriers as needed.

Goal-Setting: The Science & Art of Collaborating and Setting Expectations

What employees want most from their supervisor or manager is the same thing that kids want from their parents: someone who sets clear and consistent expectations, values their unique qualities, and encourages and supports their development. **Sara Ross, director of business and leadership development, IHHP** will discuss how *effective communication, teamwork, and discretionary effort* lead to the ability skillfully gain common ground, clarify expectations, and collectively meet and exceed objectives.

Can Claims Analytics Help Plug the Leaks?

Claims fraud, missed subrogation opportunities, abusive medical treatment of claimants, and adverse claim development leading to surprise claim severity are all examples of significant leakage points. Rejoin **Kenneth Cunningham** to discuss claim analytics techniques that can help plug the leaks and the tools that can be employed and pitfalls to be avoided when assessing leakage.

Eliminating the Eight Biggest Problems in Claims Writing

Join **Gary Blake, PhD, director, The Communication Workshop**, to help improve your claims letters and provide tips and tools to take back to your staff. During this session, Dr. Blake will discuss the organization, wording, persuasiveness, tone, and format of documents such as reservation-of-rights letters, denial letters, as well as letters to claimants, attorneys, and insureds.

Evaluating and Balancing Workload

C. Michael Mattix, vice president, claims, Swiss Re America, will highlight the critical factors in assessing your claim department’s workload. During the session, attendees will understand how unbalanced workloads affect your staff and bottom line and learn how to establish a continuing monitoring process for workload evaluation.

Change Management

This two-part session with **Kathryn Yates, global practice leader, communication & change management, Towers Watson**, addresses the critical issue of there is no “business as usual”. The first session will help attendees understand change, why change fails, how to plan for change before it is crisis time. Part two of our discussion will focus on you, the attendee. How ready are you and your company to lead change?

The Just Right Claim File

What do first- and third-party defense counsels generally consider to be the necessary components of the ideal claim file and why? Join **Roy Mura, Esq., founder and managing member, Mura & Storm, PLLC**, to answer this question and provide you with some best practices for creating and managing paperless and electronic claim files.

Evaluating Your Anti-fraud Training Program

How do you evaluate the training program you have in place? Is it effective? Is it appropriate? **Tom Welsh, vice president, training, National Insurance Crime Bureau**, will provide the immediate means to evaluate your company's anti-fraud training program to make it an integral part of your claims process.

Taking the Promise to the Next Level – Managing Customer Expectations and Relationships

Join **Bill Luxmore, CPCU, AIC, AMIM, home office claims education & training, Auto-Owners Insurance Company**, for this dynamic and interactive session that will increase your abilities to encourage customers to more actively own the claims process, keep the relationship moving forward in a positive manner, and positively get through impasses with clear expectations.

Medical Fraud Investigation

Twenty-years ago medical fraud did not exist as we know it today. Join **Robert Kingsford, Esq. co-chairman of SIU/fraud practice group, Marshall, Dennehey, Warner, Coleman & Goggin, P.A.** to address what medical fraud is, how to recognize and investigate medical fraud and provide claims handling and litigation techniques to address medical fraud.

Recognizing and Rewarding Great Employees

For this interactive session, join **Tom Meier, human resources consultant, Equis Consulting**, to be able to recognize the two main motivational factors that drive employees and to design and create recognition and reward programs that are in alignment with the contributor's value to the team/organization.

MSA/Medicare Compliance – Recent Developments & “Hot Topics”

Centers for Medicare & Medicaid Services continue to implement its new “notice and reporting” requirement for Section 111. It is imperative that the impact of these changes be properly understood and to ensure proper compliance under the MSP. **Mark Popolizio, J.D., vice president, customer relations, NuQuest/Bridge Pointe**, places these new developments into proper focus to assist primary payers address the changing Medicare Secondary Payor landscape.

Business Interruption Planning

Business interruption can come in many forms, not all are weather related. Join **Mark Coe, information technology manager, infrastructure and operations, Ohio Mutual Insurance Group** and **Eric Venters, president/managing member, recovery site logistics**, to discuss how business interruption effects your customers, review how companies without a plan are impacted, and provide you information on possible solutions.

Trends and Outlook for the Insurance Industry

Join **Robert Hartwig, PhD, president and chief economist, Insurance Information Institute**, for this information-packed presentation providing a comprehensive overview of the outlook of the property/casualty insurance industry and insights on what might be in store for the year ahead.

Claims Executive Discussion Panel

Join our experienced panel of claims executives from varying companies to discuss claims specific challenges and opportunities.

Registration:

Registration is available online by credit card or company check.

	On or Before Jan. 19	On or After Jan. 20
PFMM*	\$396	\$476
Member	\$495	\$595
Multiple-attendee member discount**	\$420	—
Non-member	\$695	\$795

*To qualify for the PFMM registration rate, you must have earned the Professional Farm Mutual Manager designation and be current in the program. This discount only applies to the individuals with the PFMM designation and is not transferable to others within your company.

**This discount is available for early member registrations with four or more attendees from the same company registering for the event. Attendees #1-3 must pay the regular member price. The special rate of \$420 applies to additional registrants. This discount is only available to NAMIC members.

QUESTIONS

If you have questions about your registration or a receipt, please contact NAMIC's registrar. If you have questions about the workshop, please contact the meeting planner as listed below. We look forward to your participation.

(317) 875-5250

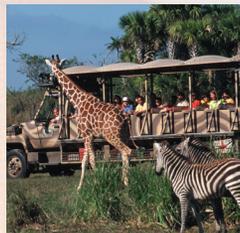
Lauren Spencer, meeting planner, lspencer@namic.org, ext. 1055

Kristen Sizelove, vice president member development, ksizelove@namic.org, ext. 1034

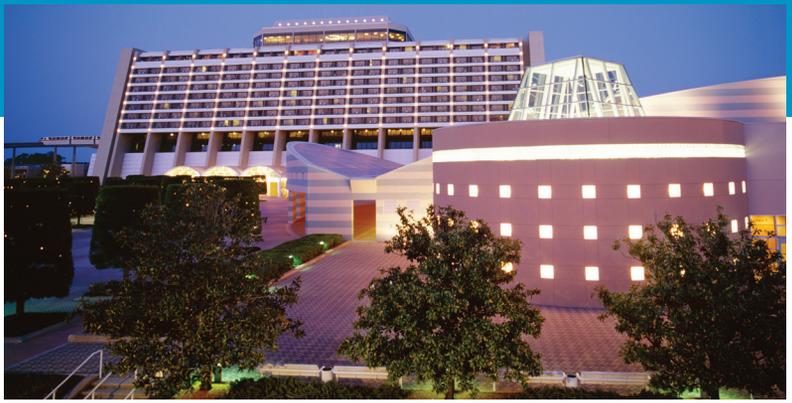
Connie White, registrar, registrar@namic.org, ext. 1400

NETWORKING OPPORTUNITIES

This year we are providing two opportunities to network with your peers and take in the **Walt Disney World**® atmosphere. On Wednesday evening, join us at Epcot®, *IllumiNations: Reflections of the Earth* as you sample platters of delectable desserts and rich coffees. On Thursday evening, we invite you to enjoy an open-air vehicle across more than 100 acres of African savannah at *Disney's Animal Kingdom*® Theme Park. Following the trek across the African savannah, enjoy a fantastic Karibu Dinner. Inspired by the flavors of Africa and served amidst the African Sausage trees.



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DISNEY'S CONTEMPORARY RESORT

Disney's Contemporary Resort is an ultra-modern, lakeside Disney Deluxe Resort, made up of a towering A-frame high-rise building – the iconic Contemporary Tower – and complemented by one garden wing annex. The sprawling grounds include a marina, pools, restaurants, recreational facilities, a health club, tennis courts and convention facilities. Disney's Contemporary Resort is conveniently located within walking distance of the *Magic Kingdom*® Park. The Contemporary Tower is home to most of the Resort's facilities, including Registration, Guest Services and the 4th floor Grand Canyon Concourse. This main hall houses 2 restaurants, various shops, the monorail station and a 90-foot ceramic mural created by Disney Legend, Mary Blair, celebrating the Grand Canyon and the Southwest.

Park tickets and other information is available at www.mydisneymeetings.com/namic.

HOW TO MAKE YOUR HOTEL RESERVATION

Claims Conference attendees are responsible for making their own travel and hotel arrangements. NAMIC has contracted a room block for attendees at Disney's Contemporary Resort. A set number of rooms are available at the group rate until 5:00 p.m. Eastern Time on Monday, January 17, 2011 or until the group block is sold out, whichever comes first. While NAMIC studies past attendance trends and the needs of our members, we cannot guarantee rooms will be available. Please plan ahead and secure your reservation as soon as possible to receive the group rate. Refer to the NAMIC group rate when making your reservation at the hotel. The group rate is \$195 per night. **The contracted group rate includes complimentary transportation to and from the Orlando International Airport. This benefit will save you more than \$100 on your trip by taking the *Disney Magical Express*® Transportation.**

To reserve your room by phone, contact the Disney Group Reservations directly at (407) 824-3869 and mention you are with the NAMIC Claims Conference Group in order to receive our special group rate.

Disney's Contemporary Resort
4600 North World Drive
Lake Buena Vista, FL 32830
(727) 894-1000

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3601 Vincennes Road
Indianapolis, IN 46268

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