BREAKOUT SESSIONS

**At-a-Glance**

**Monday, March 17**
- **10:45am - 12:00pm**
  - **Actuarial**
    - Open Mic
  - **Underwriting**
    - Opposing Opinions or on the Same Page

**Tuesday, March 18**
- **2:00pm - 3:15pm**
  - **Rate Increase**
    - Field Underwriting - Finding the Elite Eight
  - **International Market**
    - Applications for Business Intelligence, Predictive Analytics, and Big Data

**Tuesday, March 18**
- **9:00am - 10:15am**
  - **Morbidity Improvement and More Good Stuff**
    - How to Measure LTCi Volatility and Design Less-Risky Products
  - **Middle Market Success Stories**
    - What’s the Right Time and Place for an Alternate Plan of Care?

**Tuesday, March 18**
- **10:45am - 12:00pm**
  - **Modern Healthcare**
    - The Rise of Technology: Impact of Data Aggregation & Analysis on LTC Insurers
  - **LTC Customer Service for the 21st Century**
    - LTC Automation: Gains, Glitches, Going Forward

**Tuesday, March 18**
- **2:00pm - 3:15pm**
  - **Claims & Underwriting**
    - Privacy: Requirements and Risks: A Proactive Approach
  - **Finance, Management & Operations**
    - Using Claim Data for Business Benefit

**Wednesday, March 19**
- **11:00am - 12:00pm**
  - **Marketing**
    - Premium Rate Increases and Pricing Issues
  - **Policy & Providers**
    - Key Tools of Organizational Change Management

**Wednesday, March 19**
- **12:30pm - 2:00pm**
  - **Sales**
    - Price Sensitivity in LTC Insurance
  - **Alternative Products**
    - A Simple, Non-Invasive Referral Program Using Any Social Media Platform

**Wednesday, March 19**
- **2:30pm - 4:00pm**
  - **Legal, Compliance & Regulatory**
    - The Interstate Compact – Your Path to Approval Across the States
  - **Finance, Management & Operations**
    - Aging and Community Redefined with an Eye Toward the Future

**Wednesday, March 19**
- **3:30pm - 5:00pm**
  - **Al-Chance**
    - The Technology Evolution (or lack thereof) in the LTC Insurance Industry
  - **Policy & Providers**
    - Managed Medicaid - Understanding the Basics from an Industry Leader

Updated 2/3/2014