

BREAKOUT SESSIONS

At-A-Glance

	Monday, March 30 10:45am - 12:00pm	Monday, March 30 2:00pm - 3:15pm	Monday, March 30 3:45pm - 5:00pm	Tuesday, March 31 9:00am - 10:15am	Tuesday, March 31 10:45am - 12:00pm	Tuesday, March 31 2:00pm - 3:15pm
Actuarial & Finance	Actuarial Equivalence for Benefit Reductions During Rate Increases Morbidity v. Mortality Improvement—The Debate Continues	How Good or Bad Experience Could Get	Discussion around the NAIC LTC EX Task Force - Part 1 Product Discussion Beyond Standalone and Combo LTCI	Discussion around the NAIC LTC EX Task Force - Part 2	Guaranty Association Considerations: Recent Developments & What You Need to Know	The Changing World of Combination Products
Claims & Underwriting	If the Policy Language Doesn't Say We Can Do it...Can We?	Can You Stump the Chump?	Adverse Decisions: Considerations for Determining Risk Tolerance	Provider Qualification - Applying Old Definitions to New Providers	Understanding Cognition and Brain Health For Underwriters and Claims Operator— The ABCs of Different Claim Management Models	What can the LTC industry learn from the Individual Disability Income Industry Case Management of Recoverable Conditions
Legal, Compliance & Regulatory	Fraud: Emerging Trends and Innovative Solutions	Regulator Roundtable	Industry Best Practices on Common Terminology	Building a Compliant Organization: The Benefits of Effective Policies and Procedures	Litigation Update	Rate Increase Innovation: What's Next in Mitigation, Communication & Implementation
Management & Operations	Seniors and Technology: A Paradigm Shift Toward Digitalization	To Communicate or Not to Communicate, That is the Question	Care Optimization and Best Practices to Streamline the Claims Process	Using Data to Guide Wellness Programs and Initiatives	Win-Win Provider Partnerships	One Workforce: Five Generations
Marketing & Distribution	Tax Advantages of LTC Planning	Long Term Care Marketing, a 360° View	BGA Roundtable	Using Social Media to Reach More Customers	Using Data to Enhance Sales and Customer Relationships	Eternal Sunshine of the Marketing Minds
Producers & Sales	Walk Away with Actionable Tools to Create Critical and Legal LTC Plans Changing Selling Techniques for Changing Times	Purposeful Planning Tools & Tech to Boost Productivity and Your Bottom Line	The Case For Medicare Driving LTCI Sales	Virtual Selling: Best Practices for a Tele-Sales Based Business Uninsurable Doesn't Mean the End of the Sale/Relationship	The Great Debates - LTC Riders on Life vs. Linked Benefit Solutions	Hybrid Battle Royale
Public Policy & Alternative Solutions	Reducing the Cost and Risk of Dementia	More Pundits Please!	Innovation Meets Demand: A New Approach for Premium Stabilization	Social Isolation: Promising Models for Addressing the Health Risks	Rocky Mountain High: Current Status and Future of Cannabis/CBD and Influence on Managing Chronic Conditions?	The Federal Interagency Task Force on Long-Term Care Insurance
General			Alzheimer's - Today & Tomorrow		Long-Term Care - A European Perspective	