



TWIN CITIES LIFE AND HEALTH CLAIM ASSOCIATION

50th Anniversary **Enhancing Potential – Influencing Success** **SPRING CONFERENCE**

FOUR POINTS SHERATON - MINNEAPOLIS, MINNESOTA
WEDNESDAY, APRIL 26, 2006

WHO SHOULD ATTEND?

Claim Professionals of all levels of experience that are:

- Interested in advancing their skills to better serve their company and customers.
 - Seeking networking opportunities with industry experts and resources.
 - Required to obtain professional continuing education credits.
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REGISTRATION, CONTINENTAL BREAKFAST & EXHIBITORS

7:15am – 8:15am
Lobby

WELCOME ADDRESS:

Jennifer Styles Brown, President Twin Cities Life and Claim Association

8:15am – 8:30am
Salon ABC

Rebecca L. Huerta, ICA President-Elect

KEYNOTE ADDRESS:

Enhancing Potential – Influencing Success

MaryJo Paloranta

8:45am – 9:45am
Salon ABC

Mary Jo Paloranta seizes every moment with an audience to challenge, enlighten, and inspire people to action that lasts well beyond the presentation. Mary Jo is an expert in the areas of motivation, service excellence, change, communication, self-management and teamwork. She is most known for captivating her audiences as she educates and entertains with real-world experience and endless enthusiasm.



Exhibitors

Lobby

Concurrent Workshops I

10:00am – 11:00am

Concurrent Workshops II

11:10am – 12:10am

Lunch & Business Meeting – Election of New Officers

12:15pm – 1:00pm
Salon ABC

AFTERNOON ADDRESS:

They're Driving Me Crazy – How to Deal with Difficult People

Johnny Campbell

1:00pm – 2:00pm
Salon ABC

Johnny Campbell is the president and founder of *Speak On It*, a company that specializes in helping businesses and individuals get the most out of their lives and business endeavors by teaching them behavioral business strategies and life strategies which will empower them to live fuller lives and make more money. Prior to beginning his career as an entrepreneur, he spent over a decade in the insurance industry, where he worked for several of the largest carriers in North America serving as a Claims Adjuster and Insurance Trainer.



Exhibitors

2:00pm – 2:20pm

Concurrent Workshops III

2:20pm – 3:20pm

Door Prize Drawings (must be present to win)

3:30pm

Registration Information:

- Early Registration: \$110.00 (post marked by April 7, 2006)
Late Registration: \$125.00 (post marked after April 7, 2006)
*** *Includes continental breakfast & lunch* ***
- Please contact Pamela Roberts at 612-342-7223 for more information regarding potential CEU's from Certified Disability Management Specialist (CDMS).
- Make Check payable to Twin Cities Life and Health Claim Association

**Mail Registrations To: Kathy Schmidt B1-7928
Minnesota Life Insurance Company
400 Robert Street North
St. Paul, MN 55101
651-665-7928**

Fraud & Foreign Death Claims

Kevin Tweedy

A discussion of foreign claims and possible fraud. Areas of corruption around the world. Differences in culture and religion that may affect the claim. Possible investigative options and red flags.

The Art of Interviewing

Shelly LaBarre

In today's world of no wait - fast food even, direct deposit, e-claims, email, instant messaging, cell phones, pagers, etc... - it's becoming more and more important for the insurance industry to keep up especially in claims processing. Insurance rules are even being set up to require faster claim service across the board. In this fast paced world of claims, there are times when a telephone interview is the most efficient and time effective way to gather information. But talking with a stranger over the telephone about personal information can be uncomfortable and down right scary. Join me to learn effective methods to ask questions, to interpret what's being said and to extract information quickly and efficiently from your clients.

Medicare Part D

Ned Moore

Medicare Part D has become the challenge of the century. This workshop will clear some of the nebulous concepts of the plan and provide you with insight on how it applies to aging friends and family. This is your chance to gain a better understanding of how the new Prescription Drug Program works. You won't want to miss it!

Money Laundering

Nancy Mullen

Since the passing of The Patriot Act after 9-11; we have all had to adapt to the ever evolving Privacy Act and Anti-Money Laundering rules and guidelines. We will discuss recent changes and developments as well as review the basics, especially since it is now more focused on the Insurance Industry.

HIPAA

Joe Lally

A review of the basics of HIPAA, where it's worked well, where it's muddied the waters, recent developments and a look forward.

Difficult Beneficiary Issues – Practical Issues of Beneficiary Contest

Beth Wiederholdt

Attend this session to learn more about the advantages and pitfalls of interpleading benefits, the complications that divorce can create and a benefit plan or insurer's potential obligation to investigate competing beneficiary claims.

Chiropractic Medicine – Dispelling the Myth

Dr. Kyle Kollbaum

This presentation will include explanations of Chiropractic Philosophy, Standards of Chiropractic Care, and Chiropractic Education Requirements. Also, the latest technology as it relates to the nervous system and overall health.

Demystifying Psychiatric Claims or What's a GAF Anyway?

Kate Harri

By attending this session, individuals will:

- Gain understanding of the complexities of accurately diagnosing psychiatric conditions;
- Recognize the importance of the diagnosis to rendering appropriate care and treatment;
- Know what the "Gold Standards" are for effective treatment plans;
- Improve understanding regarding how all this impacts issues of impairment.

Investigations Roundtable

Brian Welter

You're managing a claim file and you notice the claimant is not home when you call, returns your call at odd hours, or gives inconsistent information. You think, "something's not quite right here, but what do I do, who do I contact, what steps do I take?" Talk about your "**Red Flags.**" This roundtable discussion will help answer the question of how to find an investigating vendor and will discuss their licensing, applicable state regulations, and what to expect when an investigation service is used.

ERISA – The 2005 Legal Update

Michael Rothman

This update on litigation results, trends and concerns, will be informative on ERISA claims. Perspectives on case law, claims handling and an engaging question and answer period.

Managing Natural Disasters/Recovery Response and Continuing Business Operations – Roundtable

Nancy Brinkman & Shelly LaBarre

This will be a round table discussion on claims handling when a disaster strikes such as 9/11 or Hurricane Katrina. There will be 3 main topics to discuss:

- What actions do companies take after a disaster hits?
- What special accommodations are made for those in the affected area?
- How do you locate people and/or proof?

Come prepared to participate in a round table discussion about claim handling after a disaster occurs. Bring some examples, helpful websites and ideas for claim handling to share with the rest of the group.

Depositions From The Claim Examiner's Perspective

Jon Meier

The purpose of this workshop is to assist the claim person in preparing to give a deposition. To be a witness can be an unnerving experience. At no time in your career will you be tested to the degree presented by testifying as a witness and participating in the legal process. This workshop will attempt to alleviate fears about depositions by presenting guidelines that will allow you understand and be prepared for what you will encounter. Mr. Meier has over 35 years of insurance claim experience, has taken part in over 50 depositions and has testified in 16 trials.

Moving Beyond The Benefit – Providing Excellent Customer Service

Johnny Campbell

Insurance professionals deal with some of the most demanding customers in the world. Customers want better, quicker service, and more value. In this program you will learn techniques for identifying "core values" when it comes to the customer service experience and how to create irresistible customer service offers that keep your customers satisfied.

ERISA: The Administrative Record and Appeals

Michael Rothman

Creating the proper administrative record in your claim file is the key to successful defense of the company's claim decisions when challenged on appeal. We will provide tips on maintaining the file while keeping up with a busy workload, and examining proper appeal guidelines pursuant to ERISA standards.

**TWIN CITIES LIFE AND HEALTH CLAIMS ASSOCIATION
SPRING CONFERENCE
FOUR POINTS SHERATON - APRIL 26, 2006
1330 Industrial Blvd., Minneapolis, MN 55413 – (612) 331-1900**

Early Registration: \$110.00 (post marked by April 7, 2006)
 Late Registration: \$125.00 (post marked after April 7,2006)

Total Amount Enclosed: \$ _____

YOUR NAME (Please Print):

COMPANY NAME (Please Print):

COMPANY ADDRESS (Please Print):

PHONE NUMBER (Please Print):

YOUR EMAIL ADDRESS (Please Print):

TYPE OF CLAIMS YOU WORK ON (Please Print):

WOULD YOU LIKE TO PARTICIPATE IN NEXT YEAR'S CONFERENCE AS (Please Print):

| | | |
|-----------------------|---------|--------|
| Keynote Speaker? | YES [] | NO [] |
| Workshop Facilitator? | YES [] | NO [] |
| Roundtable Moderator? | YES [] | NO [] |

TOPIC: _____

ARE YOU INTERESTED IN BECOMING AN OFFICER OR A BOARD MEMBER OF THE TWIN CITIES LIFE AND HEALTH CLAIMS ASSOCIATION? (Please Print):

Board Member? YES []

*****Please complete this registration form and the workshop selection form, and mail to:***

**Kathy Schmidt B1-7928
Minnesota Life Insurance Company
400 Robert Street North
St. Paul, MN 55101**

Indicate your 1st, 2nd, and 3rd, choice for each of the workshop selections and return with your completed registration by April 7, 2006.

Attendee's Name:

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|-------------------------------|--------------------------|
| Concurrent Workshops I | 10:00am – 11:00am |
|-------------------------------|--------------------------|

| 1st, 2nd, 3rd | Topic | Focus Area | Speaker |
|---|---|-------------------|-----------------------|
| | Fraud & Foreign Death Claims | Life | Kevin Tweedy |
| | The Art of Interviewing | Dis/Health | Shelly LaBarre |
| | Medicare Part D | Health | Ned Moore |
| | Money Laundering | All Lines | Nancy Mullen |
| | HIPAA | Law | Joe Lally |

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|--------------------------------|--------------------------|
| Concurrent Workshops II | 11:10am – 12:10am |
|--------------------------------|--------------------------|

| 1st, 2nd, 3rd | Topic | Focus Area | Speaker |
|---|---|-------------------|--------------------------|
| | Difficult Beneficiary Issues – Practical Issues of Beneficiary Contest | Life | Beth Wiederholdt |
| | Chiropractic Medicine – Dispelling the Myth | Disability | Dr. Kyle Kollbaum |
| | Demystifying Psychiatric Claims or What's a GAF Anyway? | Dis/Health | Kate Harri |
| | Investigations Roundtable | All Lines | Brian Welter |
| | ERISA – The 2005 Legal Update | Law | Michael Rothman |

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| Concurrent Workshops III | 2:20pm – 3:20pm |
|---------------------------------|------------------------|

| 1st, 2nd, 3rd | Topic | Focus Area | Speaker |
|---|--|-------------------|--|
| | Mnging Nat Disasters /Recovery Response and Continuing Business Operations - Roundtable | Dis/Life | Nancy Brinkman & Shelly LaBarre |
| | Depositions From The Claim Examiner's Perspective | Law | Jon Meier |
| | Moving Beyond The Benefit – Providing Excellent Customer Service | All Lines | Johnny Campbell |
| | ERISA: The Administrative Record and Appeals | Law | Michael Rothman |