

AMERICAS



1ST-3RD MARCH 2015

Miami

THE LEADING TRAVEL & HEALTH INSURANCE CONFERENCE

THE JAMES ROYAL PALM HOTEL



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WELCOME

Dear all,

Welcome to Miami Beach, The James Royal Palm Hotel and the fifth ITIC Americas conference.

We're really pleased to be returning to Miami for this year's conference, and we're pleased to welcome so many first-time attendees to this 2015 event. The number of delegates attending the conference continues to grow year-on-year as ITIC Americas becomes an essential date in the calendar for all those involved in the travel health insurance industry.

As always, we have incorporated all the most topical issues affecting the Americas market into the ITIC agenda. From sessions on Latin American markets, to US healthcare trends and the latest on Ebola, all these subjects and more will be discussed and debated in our traditionally lively ITIC sessions.

ITIC would not be the same without its networking opportunities and social events, which we trust you will all take full advantage of during the conference.

We (the ITIC team) look forward to spending the next few days with you.

Best regards,



IAN CAMERON

ITIC Chairman and Moderator

FOLLOW US AT:

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MEET THE TEAM

Denise Clements

Conference Director

Kirsty Diclaudio

Conference Manager

Mike Forster

Group Sales Manager

Mandy Aitchison

Title Editor of ITIJ

THANKS TO THE COMMITTEE

Shai Gold

*Principal,
ITMN (USA), LLC*

Bárbara Montenegro

Director Client Services, Road America

Anne Rodenburg

Commercial Director, USMX AirLink

Adrian Hall

*Vice President, RSA Travel & Managing Director,
RSA Travel Insurance Inc./Assurance Voyages
RSA Inc.*

David Ewing

*Senior Vice President, Global Markets,
Skyservice Air Ambulance*

Abbe Bendell

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President, Star Healthcare Network

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Sharp HealthCare*

Robin Ingle

Chairman and CEO, Ingle Group of Companies

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SATURDAY 28TH FEBRUARY

PRE-CONFERENCE DAY 1

- 11:30 - 13:30 — *Rum tasting*
- 13:30 - 15:00 — *Networking lunch*

SUNDAY 1ST MARCH

PRE-CONFERENCE DAY 2

- 13:30 - 16:30 — *Tour of Royal Caribbean International cruise ship medical facilities*
- 18:00 - 19:00 — *Registration & welcome cocktail reception*

MONDAY 2ND MARCH

CONFERENCE DAY 1

- 08:00 - 09:00 — *Networking breakfast hosted in Florida Cookery*
- 09:00 - 10:30 — **Ebola – the latest developments**
- 10:30 - 11:00 — *Coffee break - sponsored by NAAMTA*
- 11:00 - 12:30 — **Challenges in claims cycle management in Latin America**
- 12:30 - 13:30 — *Lunch - sponsored by National Air Ambulance*
- 13:30 - 14:00 — **Travel insurance and assistance in North & Latin America statistics**
- 14:00 - 14:30 — **Technology**
- 14:30 - 16:00 — **US healthcare trends affecting international patients**

TUESDAY 3RD MARCH

CONFERENCE DAY 2

- 08:00 - 09:00 — *Networking breakfast*
- 09:00 - 10:30 — **Inbound tourists to the US – hospital concerns**
- 10:30 - 11:00 — *Coffee break - sponsored by ITIJ*
- 11:00 - 12:00 — **Inbound tourists to the US – hospital concerns (continued)**
- 12:00 - 13:00 — *Lunch break - sponsored by Cleveland Clinic*
- 13:00 - 14:00 — **Brazil: learning from World Cup claims & preparing for the Olympics**
- 14:00 - 16:00 — *Tour of Jackson Memorial Hospital International Facility*
- 19:30 - LATE — *Farewell dinner followed by an optional after-party*

SUNDAY 1ST MARCH

13:30 - 16:00

TOUR OF ROYAL CARIBBEAN CRUISE SHIP MEDICAL FACILITIES

ITIC and Royal Caribbean International are delighted to offer delegates the opportunity to enjoy a site inspection of the *Allure of the Seas*, located at Port Everglades in Fort Lauderdale. Transport will be provided, departing from The James Royal Palm at 13:30, followed by a two-hour tour of the ship and its medical facilities, arriving back at the hotel at 16.00.

The tour has been organised for the benefit of insurance company medical staff, as well as assistance personnel who wish to know more about medical facilities onboard cruise ships. Places on the tour are limited; please contact denise@voyageur.co.uk for more information.

18:00 - 19:00

Registration

Florida Cookery Patio



ITIC MIAMI
REGISTRATION &

Welcome
COCKTAIL

Sunday 1ST MARCH

18:00 – 19:00

ON THE
FLORIDA
COOKERY
PATIO



Join fellow
attendees for mojitos
and rum punch in the
Miami sunshine

WELCOME TO
MIAMI!

Wishing you a
successful conference
Team ITIC

MONDAY 2ND MARCH

08:00 - 09:00

Networking Breakfast

hosted in Florida Cookery

Kick start your day with a healthy breakfast selection served in the Florida Cookery. Take this opportunity to network before conference sessions begin.



09:00 - 10:30

EBOLA – THE LATEST DEVELOPMENTS



DR MICHAEL FLUECKIGER *Medical Director, Phoenix Air Ambulance*



JOANNA GAINES *Doctoral Epidemiologist, Centers for Disease Control and Prevention*

This session will cover the latest news from countries still suffering from the Ebola outbreak in West Africa, looking at international efforts to combat the spread of the disease. Evacuations of Ebola patients will also be discussed, considering the different ways in which patients can be transferred to higher levels of care. The US CDC will further offer delegates the latest updates from the Ebola Policy Unit.

10:30 - 11:00

NETWORKING COFFEE BREAK

This morning's coffee break is proudly sponsored by



NAAMTA (a global company) began with a passion to provide a service-based accreditation program that assisted medical transport services in attaining compliance to industry standards in providing the highest quality patient care and transport safety and then raising the bar as skills and technology evolve.

Beginning with web-based technologies to assist in the accreditation process, their tools have branched out to online forms, surveys, and reports that organizations use to collaborate and share information; earning NAAMTA distinctive value-added recognition. Quality Management, third-party oversight, and peer contributions are valuable assets to NAAMTA's vision for continuous improvement; and with this vision NAAMTA has branched into the insurance payers and medical assistance company arena to create a unique niche.

Meet Roylen and Shana between 10:30-11:00 at their table -top exhibition during the coffee break

Representing NAAMTA are:



Roylen 'Griff' Griffin, *Executive Director*

Shana Harris, *Business Dev. Manager*

A message from Roylen: "Ask us, "what can NAAMTA do for my organization?" We look forward to telling you about our ISO Certified Quality Management System and how it impacts our customers. We look forward to meeting you!"

Bridging Boundaries To Support International Patients

We offer full-service, round-the-clock access to our team – for international patients and our premiere partners.

When you provide world-class care, your backyard gets a lot bigger. We treat thousands of patients every year from around the world because we offer unparalleled 24/7 access to expert medical care including:

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Located in the major international hub of Miami, Jackson International is always ready. Call **+1 305-355-1212** or email us at internationalinfo@jhsmiami.org to learn more about Jackson's global patient support.

www.JacksonInternational.org



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MONDAY 2ND MARCH

11:00 - 12:30

CHALLENGES IN CLAIMS CYCLE MANAGEMENT IN LATIN AMERICA



SHAI GOLD
Managing Partner, International-Triage Medical Networks (Panama)



SCOTT ROSEN
President, MDabroad



ALEJANDRO APARICO
Medical Operations Manager, Federal Assist (a MAPFRE company)



BORIS GARCIA ZAKZUK
President & Chief Underwriter, Redbridge

The goal of this session is to provide delegates with insights into how best to successfully manage claims in Latin American nations. The topics covered will include understanding provider sensitivities, as well as provider margins and their related flexibility. Insights into business culture will also be on offer, and ways in which language barriers can be overcome will also be discussed. MIS and telecom challenges will be identified, and best practice solutions offered to insurers and assistance companies.

12:30 - 13:30

LUNCH BREAK

Florida Cookery

This afternoon's lunch is proudly sponsored by



National Air Ambulance's commitment to excellence in patient care makes them the carrier of choice for Travel Insurance, Assistance Companies, Prominent Specialty Hospitals, Cruise Lines, Government Agencies and Individuals. National's medical flight services include complete care from patient origination to their pre-arranged final destination. With the upgraded Lear 45 aircraft now operating in the fleet, National is able to provide many "comfort extra's". This allows National to offer their customers complete management of all phases of the case with one operator. National AA routinely flies within South, Central, North America and the Caribbean with their base of operations located on Fort Lauderdale International Airport. The National Air Ambulance medevac flight experience is second to none with over 38 years of operating air ambulance flights.

Be sure to visit the National Air Ambulance display between 12:30-13:30 at their table-top display

Representing National Air Ambulance are:



Wendy Slater, RN, CFRN, CMTE
Medical Services Director

Carissa Gaffney, RN, BSN. *Chief Flight Nurse*

Shelley Kuntzman, RN,
Business Development Executive

A message from National AA: "Come and visit us at our display for some fun and fellowship. We have some great give-a-ways and find out what our "45's" can do for you! We look forward to meeting you, first-timers and all-timers alike!"



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MONDAY 2ND MARCH

13:30 - 14:00

TRAVEL INSURANCE AND ASSISTANCE IN NORTH AND LATIN AMERICA STATISTICS



DAVID BOWLES
Consultant, Finaccord

This session will detail the research undertaken by Finaccord to analyse the state of the travel insurance and assistance market in the region. Considering the size of the market, as well as identifying major distribution channels, insurers are offered a unique insight into market dynamics.

14:00 - 14:30

HOW TECHNOLOGY CAN HELP TRAVELLERS



GRAHAM DODGE
CEO, Sickweather

How insurers can utilise health-related apps to better steer their patients to the right medical provider and help them to be empowered when accessing medical care.

14:30 - 16:00

US HEALTHCARE TRENDS AFFECTING INTERNATIONAL PATIENTS/TRAVELLERS



ABBE BENDELL
Vice President, Broward Health



JOHN SPEARS
VP Marketing and Business Development,
Global Excel Management



REID CAWSTON
Executive Vice President, Client Accounts, Europ Assistance GCS

Trends in US hospitals and the wider healthcare industry will be discussed, with reference to the effect that domestic healthcare issues have on the cost of treatment for international patients. The rollout of the Affordable Care Act has rocked the US healthcare system to its core, and the knock-on effect for providers of international travel and health insurance continues to be felt in high claims costs and tough negotiations. A hospital, cost container and assistance company will discuss the various ways in which the industry is being affected by changing healthcare trends.

TUESDAY 3RD MARCH

08:00 - 09:00

Networking Breakfast

in the Networking Area

10:30 - 11:00

Coffee Break

in the Networking Area

09:00 - 10:30

11:00 - 12:00 (continued)

INBOUND TOURISTS TO THE US – HOSPITAL CONCERNS



DR ROGELIO RIBAS

AVP of Healthcare Partnerships and Insurance Development, Baptist Health International



DR MARCO FLORES

Director of Business Development, University of Miami/Jackson Memorial Hospital



JACQUIE SCHWOERKE

Director International Patient Services, Sharp HealthCare



JULIE REMMINGTON

Consultant, ACE Travel Insurance

A detailed look at the most common problems that hospitals in popular tourist destinations have when treating foreign patients with travel insurance. A particular focus will be on Latin American and European patients on vacation in Florida who need medical treatment. There will be discussion about the medical expenses limits of policies, as well as strict exclusions and benefit limits that cause concerns to hospitals and patients. A European insurance expert will also be on hand to discuss the concerns of insurers with patients being treated in US hospitals close to popular tourist destinations/resorts in Florida.

Innovate. Educate. Debate.

ITIC UK **Windsor** | 6-7 May 2015 | Harte & Garter

International Travel & Health Insurance Conference

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ONE NIGHT IN... WINDSOR

TUESDAY 3RD MARCH

10:30 - 11:00

NETWORKING COFFEE BREAK

This morning's coffee break is proudly sponsored by

The International Travel & Health Insurance Journal (ITIJ) was launched in November 1999 following the growing success of the annual International Travel & Health Insurance Conference (ITIC). It is produced by a team dedicated to offering a monthly magazine that keeps the travel insurance industry up to date with all the latest news, views and analysis of the hottest topics.



The Journal contains a careful balance of headline news, views, independent articles from our in-house team, worldwide correspondents or industry professionals, as well as profiles of the top people in travel insurance and its ancillary services. There is limited space available for display advertising in the Journal, while the most comprehensive list of providers in the industry are available in the Service Directory.

Representing ITIJ are:

Mike Forster,
Head of group sales



Mandy Langfield,
Title editor



A message from ITIJ:

"ITIC Miami offers fantastic networking opportunities, and I look forward to meeting delegates at the various functions taking place in the next couple of days."

12:00 - 13:00

LUNCH BREAK

Florida Cookery

This afternoon's lunch is proudly sponsored by



Cleveland Clinic's world-class healthcare builds on a tradition of innovation that began over 90 years ago. With a unique approach to the practice of medicine, Cleveland Clinic earned a reputation as one of the world's most respected academic medical centers.

Cleveland Clinic Florida is a multi-specialty group practice dedicated to providing outstanding patient care in an environment of research and education. With a medical staff of over 250 physicians, representing more than 35 medical specialties, it provides treatment of medical problems that have resisted conventional treatment.

The great strength of Cleveland Clinic Florida lies in the collective wisdom and shared values of its physicians, who work together in a collegial effort for the care of their patients.

Meet Justin and Marnie at their table-top exhibition during the networking break

Representing Cleveland Clinic are:



Justin Greene,
Director - Market & Network Services

Marnie Wirks, *Director, Patient Services & Physician Relations - Global Patient Services*

A message from Cleveland Clinic:

"We'll see you at the ITIC Miami, where we would have the time to chat about our common interest for the patients"



Do you want to find out about the latest consumer insights concerning **travel insurance and assistance**?

If so, why not take a look at Finaccord's ***Travel Metrics*** research covering eight important markets:

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Australia**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Canada**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **France**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Germany**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Italy**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in the **Netherlands**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in **Spain**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in the **UK**

Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in the **USA**

For each country, topics covered within these reports include acquisition rates among travellers, types of policy bought, distribution channels used, claims frequency rates and reasons for making claims.

TUESDAY 3RD MARCH

13:00 - 14:00

BRAZIL: LEARNING FROM WORLD CUP CLAIMS AND PREPARING FOR THE OLYMPICS



IAN JONES

Head of Technical Claims Management, AXA Travel Insurance



SUSAN YATES

Vice President, UnitedHealthcare Global

It is only through analysis of claims data that insurers and assistance companies can be best prepared for major sporting events, and the fact that Brazil has been the destination for the World Cup and is also the destination for the 2016 Olympics offers insurers a unique chance to comprehensively prepare their claims handlers and networks for summer 2016. By looking at the claims data from the World Cup, it is possible to predict the movement of tourists around Brazil, identifying hotspots for illness or accidents.

14:00 - 16:00

TOUR OF JACKSON MEMORIAL HOSPITAL INTERNATIONAL FACILITY



ITIC and Jackson Memorial Hospital International would like to extend an invitation to ITIC Miami attendees to visit Jackson Memorial Hospital for a tour of the facility. Transport will be provided, departing from The James Royal Palm at 14:00, arriving back at the hotel at 16:00.

Places on the tour are limited; please contact kate@voyageur.co.uk for more information.





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TUESDAY 3RD MARCH

Join us for dinner, drinks and networking at the

ITIC MIAMI
Farewell
— DINNER —

HOSTED AT

Scarpetta Restaurant

part of the FONTAINBLEAU HOTEL

ON *Tuesday* 3RD MARCH

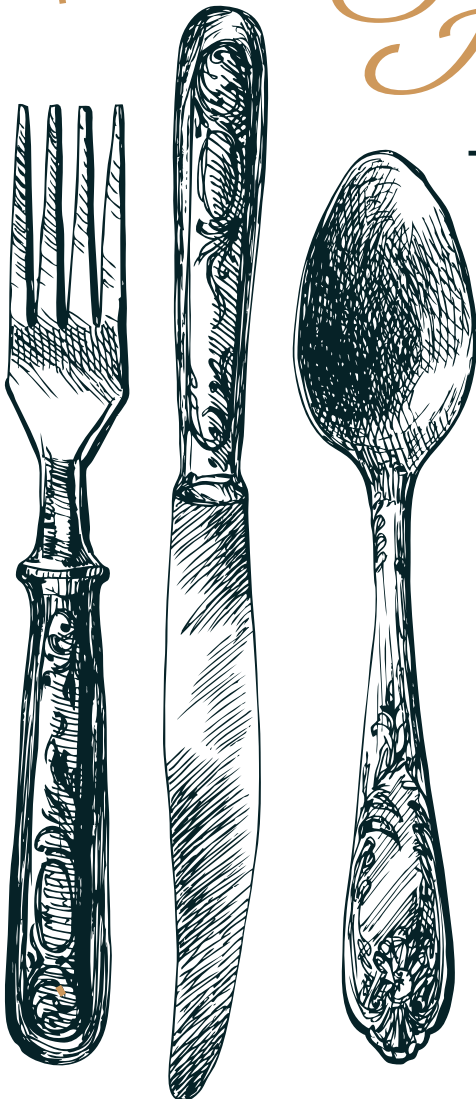
COACHES DEPART AT 19:30 FROM
THE JAMES ROYAL PALM HOTEL

Guests are free to make their own
return journey arrangements

Join fellow delegates for an evening of
networking and seasonally inspired Italian fare,
amidst breathtaking views of Miami Beach

WE LOOK FORWARD TO SEEING
YOU THERE!

Your invitation will be included in your
registration pack



2015 CONFERENCE SCHEDULE



AMERICAS  **Miami**
5th ANNUAL INTERNATIONAL
TRAVEL & HEALTH INSURANCE CONFERENCE

JAMES ROYAL PALM HOTEL
1st-3rd March 2015



UK  **Windsor**
16th ANNUAL DOMESTIC CONFERENCE
HARTE & GARTER
6-7 May 2015

SAVE THE DATE

INTERNATIONAL TRAVEL & HEALTH INSURANCE CONFERENCE
PRESENTS... **ONE NIGHT IN WINDSOR**

EAT, DRINK AND BE MERRY WITH SOME OF THE UK'S TOP COMEDIANS

THURSDAY 7TH MAY
@ THE HARTE & GARTER HOTEL



SAVE THE DATE

ASIA PACIFIC  **Hong Kong**
15-17 June 2015
Shangri-La Kowloon
7th ANNUAL ASIA-PACIFIC CONFERENCE



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2015

**23RD ANNUAL
ITIC GLOBAL CONFERENCE**
2-5 November
Hotel Grande Bretagne

SAVE THE DATE

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15-17 June 2015

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Agenda highlights to include:

- Infectious disease updates
- Hong Kong travel trends
- Chinese medical insurance and healthcare changes
- Managing foreign patients in SE Asia
- Assistance case studies
- The power of technology

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