

New Orleans

ROYAL SONESTA 3-6 MARCH 2018

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MESSAGE FROM THE CHAIRMAN

Welcome everyone, to the fabulous city of New Orleans!

We've got a great line-up of speakers for you this year, covering all the hottest topics in the travel and health insurance industry. The conference kicks off with a session identifying – and coming up with solutions for – cruise travel assistance problems, with representatives from InsureMyTrip, Generali Global Assistance and AIG Travel Guard addressing this topic. Another hot issue at the moment is how technology can aid insurance and assistance providers in their work – for this session, we have experts from Aon Affinity Travel Practice, Allianz Global Assistance and Ingle International sharing their experience.

Also on the agenda are presentations on the issue of the huge medical bills being seen for patients treated in Mexico, and a look at the business development opportunities in Latin America; while on day two of the conference, insurers give their take on issues regarding the US healthcare market, and offer their insights into how to keep tourists out of the ER in order to keep those bills down!

As ever, the networking opportunities at ITIC come thick and fast – a food tour, medical facility visit, welcome dinner, city tour and the farewell dinner, so make sure you get involved!

I look forward to seeing you over the course of the conference.



IAN CAMERON

ITIC Chairman and Moderator



THANKS TO THE COMMITTEE

Anne Rodenburg
Commercial Director,
USMX AirLink

David Ewing
Senior Vice President,
Global Markets,
Skyservice Air Ambulance

Abbe Bendell
Vice President,
Broward Health
International

Gigi Galen Grobstein
President,
Star Healthcare Network

Jacque Schwoerke
Director of International
Patient Services,
Sharp HealthCare

Robin Ingle
Chairman and CEO,
Ingle Group of Companies

Ignacio Marquez
COO,
MDabroad

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ITIC America's 2018!

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thank you for making us your **NUMBER ONE PICK**
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INVITE YOU TO THE ITIC NEW ORLEANS



Welcome
Sunday 4th March
6pm-9pm
Dinner

Join the second line parade

Departing from the Royal Sonesta Hotel at 5.30pm

The Parish Room at The House of Blues

OPEN BAR ♦ AUTHENTIC SOUTHERN CUISINE ♦ LIVE MUSIC



BRIEF AGENDA

SATURDAY 3 MARCH

13:00 - 16:00 — *A Taste of New Orleans Food Tour*

SUNDAY 4 MARCH

13:30 - 16:00 — *Medical Facility tour: Ochsner Health System*

14:00 - 16:00 — *ITIC New Orleans Registration open*

17:30 - 21:00 — *The official ITIC New Orleans 2018 Welcome Dinner*

MONDAY 5 MARCH

08:00 - 09:00 — *Networking breakfast*

09:00 - 10:30 — **Cruise travel and assistance problems**

10:30 - 11:00 — *Networking coffee break*

11:00 - 11:30 — **Disease outbreaks**

11:30 - 12:30 — **Technology and travel insurance**

12:30 - 13:30 — *Networking lunch*

13:30 - 15:30 — **Billing from Mexican hospitals**

15:30 - 16:00 — *Networking beverages*

16:00 - 16:30 — **Latin America**

TUESDAY 6 MARCH

08:00 - 09:00 — *Networking breakfast*

09:00 - 10:30 — **International insurer concerns**

10:30 - 11:00 — *Networking coffee break*

11:00 - 12:00 — **Staying out of the ER**

12:00 - 13:00 — **Snowbirds**

13:00 - 14:00 — *Networking lunch*

14:00 - 16:00 — *City Express Tour **

19:30 - 22:00 — *ITIC New Orleans Farewell Dinner*

*Optional tour not included in the standard ITIC registration fee.

MEET OUR EXHIBITORS

Representing Alia MedFlight at ITIC New Orleans are:

Jon Rosati

Director of Case Management



Robert Higginson

Program Director



Alia MedFlight sets the highest standard for worldwide air ambulance transportation. With our dedicated fleet of medically equipped, long range Gulfstream G100 aircraft, Alia delivers the ultimate in speed, range, comfort and safety.

Alia flights are staffed with the highest qualified medical practitioners in the industry, and our company-owned jets can fly up to 1,000 miles



further than a typical air ambulance. These midsize cabin aircraft allow patients to travel with multiple companions, and offer a fully enclosed lavatory. To ensure the highest level of safety, our flight operations are managed by an ARGUS Platinum rated air carrier who oversees all pilot training and aircraft maintenance.

Message from Sponsor:

“We look forward to meeting you at ITIC Americas to discuss the benefits and value of adding Alia MedFlight to your provider network.”

Representing Integra Air at ITIC New Orleans are:

Pedro Hernandez

Business Development Manager



John MacEk

CEO/Accountable Executive



Gord Burnell

*CEO,
Aeromedical Consulting Group*



Venessa Montpetit

Contract Compliance Coordinator



Integra Air has been providing Medevac Services for over 30 years and was the first company in Alberta to be awarded the Alberta Health Services medevac contract. Integra Air, provides an international air ambulance service, using jets equipped with state-of-the-art avionics and the most advanced medical interior from Spectrum and LifePort.

Partner Aeromedical brings 40 years' expertise with specialized teams of critical care flight paramedics, nurses and doctors, trained to handle every aspect of in-flight patient care. One call to our 24/7 Dispatch Centre and our team will get you safely and comfortably to your destination.

SUNDAY 4 MARCH — PRE-CONFERENCE DAY 0

13:30 - 16:00 — *MEDICAL FACILITY TOUR: OCHSNER HEALTH SYSTEM*



ITIC attendees are invited to sign up to visit Ochsner Health System for a facilities tour, which will include the hospital, clinic, and hotel. Participants will also have the opportunity to learn about the services Ochsner can provide to support their networks.

14:00 - 16:00 — *ITIC NEW ORLEANS REGISTRATION OPEN*

Register at the ITIC desk, collect your attendee pack and meet with our table-top exhibitors

17:30 - 21:00 — *THE OFFICIAL ITIC 2018 WELCOME DINNER*



Join New Frontier Group at the ITIC New Orleans Welcome Dinner from 18:00 – 21:00 hosted at the infamous House of Blues! Starting with a Second Line Parade outside the Royal Sonesta Hotel at 17:30, travel to the venue in style with this unique and fun NOLA tradition. With an open bar, plentiful authentic southern cuisine and live music, this is one networking event not to be missed.

MONDAY 5 MARCH — CONFERENCE DAY 1

08:00 - 09:00 — *NETWORKING BREAKFAST*

Good Morning New Orleans! Meet with our table-top exhibitors over breakfast in the Ballroom Foyer

09:00 - 10:30 — *CRUISE TRAVEL AND ASSISTANCE PROBLEMS*



JIM GRACE
President & CEO
InsureMyTrip



DR EUGENE DELAUNE
Chief Medical Officer
GMMI



SCOTT ADAMSKI
Head of Field Sales & Licensing
AIG Travel Guard

This session will involve a review of the perils of cruising, and the main problems seen by assistance companies in this sector, such as patients being left in ports where the medical care nearby may not be the best around, and may not be appropriate for the patient, resulting in an air ambulance evacuation and higher costs.

MEET OUR EXHIBITORS

Representing South America Medical Network at ITIC New Orleans are:

Alberto Carson
CEO



Israel Riveria
General Manager



SA Medical Network was created with the sole purpose of becoming the largest association of providers in South America. We are the most dynamic network in the market with assets in Honduras, Nicaragua, Costa Rica, Ecuador, Bolivia and Peru. Our team acquired their experience and knowledge by providing advanced specialty treatment for persons traveling abroad after perfecting a systematic approach for medical treatment in remote areas.

SA Medical Network services range from medical consultations to complex extractions and advanced specialty care. Our assist and care approach



SA MEDICAL NETWORK

established the foundation of a company that is truly unique, professional and innovative.

Some of our services, but not limited to:

- 24/7 fixed and rotor wing AA program
- Only private certified NVG in Central America
- Regional and medium range capabilities
- Dedicated training program
- Specialty care services
- Best response time

Message from Sponsor:

“We are looking forward to meeting you at our booth!”

Representing Flying Angels at ITIC New Orleans is:

Bob Bacheler
Managing Director



Flying Angels provides non-emergency medical transport anywhere in the world on commercial airlines with a flight nurse or physician. Whether a senior citizen who simply needs someone to accompany them during travel or patients with serious medical conditions, Flying Angels handles every step of the journey.

Flying Angels was founded by Bob Bacheler, MSN, CCRN, CFRN. Bob has been a critical care Registered Nurse for over 25 years and involved in commercial medical transportation for nearly a decade. Bob has contributed to many of the texts used in the industry and currently sits on the Air and Surface Transport Nurses Association (ASTNA) Board of Directors.



Message from Sponsor:

“After nearly a decade in the medical transport industry, it is a pleasure to meet everyone at this year’s ITIC Americas conference here in New Orleans. Please stop by the Flying Angels table. I look forward to sharing stories and seeing how my team can be of service.”

MEET OUR EXHIBITORS

Representing Penn Medicine at ITIC New Orleans are:

Tom Ryan
Administrative Director



Kelly Abramson
Regional Manager



Penn Medicine is a world leader in Neurosurgery, Orthopedics, Cardiovascular Medicine, and robotic head and neck surgery, with the largest integrated Proton Beam center in the U.S.

As part of the Ivy League institution of the University of Pennsylvania, Penn Medicine is among the most prestigious academic medical centers in the world, built on an ongoing tradition of breakthrough



Penn Medicine

discoveries and innovations, excellence in training tomorrow's physicians and scientists, and safe and compassionate patient care.

Established in 1765 as the nation's first medical school, Penn's School of Medicine continues a rich tradition of providing pre-eminent training and education. The school is currently ranked #2 in U.S. News & World Report's survey of the nation's finest research-oriented medical schools.

Representing Medway Air Ambulance at ITIC New Orleans are:

Bryce May
President



Mark Chapman
Program Director



Medway Air Ambulance is a global leader in air medical transportation with over 15,000 patients transported worldwide since 1987. As a FAA Part 135 Air Carrier, Medway owns and operates a fleet of seven (7) Lear 35 jets and one (1) Lear 45 jet covering the globe. Our staff is comprised of full time employees allowing us to be ready and available when needed 24/7/365. Utilizing state-of-the-art medical equipment, and the most experienced medical personnel available, Medway is able to meet the increasing demand of transporting Critical Care patients. In 2017, Medway transported over 300 neonatal and pediatric patients



utilizing members of our full time medical staff. Each aircraft has full Critical Care capabilities when it departs for any transport.

Medway is dedicated to quality, safe and cost-effective air medical transportation. We work with major insurance providers and third party administrators to provide cost effective solutions.

Message from Sponsor:

"Medway Air Ambulance would like to welcome everyone to the 2018 ITIC Americas conference. We look forward to meeting you at our table in the networking area."

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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- Complex Cardiology
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MONDAY 5 MARCH – CONFERENCE DAY 1



DAY 1 Monday, 10:30 - 11:00
Join us at our pop-up table-top exhibition for the king of all coffee breaks!

Ochsner Health System invites you to the king of all coffee breaks! Join them at their pop-up table-top exhibition to experience the Mardi Gras tradition of King Cake, thought to have been brought to New Orleans from France in 1870.

Representing Ochsner Health System at ITIC New Orleans are:

Claudia Medina
Director, International Research Programs



Dolev Melamed
Manager, International Services



For over 75 years, Ochsner has been a major referral center for patients from around the world, particularly from Central and South America. Annually, over 2,500 International patients come to Ochsner to see some of the brightest minds in medicine – a staff of over 1,000 physicians practicing in more than 90 specialties – and to access the latest technological advances and cutting-edge research assembled in one of the most comprehensive medical facilities in North America. This tradition of medical excellence has established the Ochsner name as a world-renowned multispecialty clinic. Ochsner has developed a highly specialized, regionally integrated delivery system that extends its approach to healthcare far beyond the main campus. Our International Office is



equipped with experienced staff to take care of patient needs and make them feel at home.

Some of our centers of excellence include the Ochsner Multi-Transplant Institute, Ochsner Heart & Vascular Institute and The Ochsner Neuroscience Institute.



Message from Sponsor:

“We are so excited to be a sponsor for ITIC New Orleans right here at home, and hope you enjoy our city! We would like to take the opportunity to invite you to come on-site for our facility tour on Sunday, March 4th, and we look forward to seeing you at our coffee break!”

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MONDAY 5 MARCH – CONFERENCE DAY 1

11:00 - 11:30 — DISEASE OUTBREAKS



DR CAI GLUSHAK MD
International Medical Director
 AXA Assistance USA

The risk remains in the US and the Caribbean for locally acquired Zika, while Yellow Fever remains a serious problem in certain areas of the world, and Ebola has once again been seen in West Africa. This session will consider current disease outbreaks and their risks to travellers and expats.

11:30 - 12:30 — TECHNOLOGY AND TRAVEL INSURANCE



BETH GODLIN
President
 Aon Affinity Travel Practice



PATRICK HRUSA
Regional Head, North America -
Medical Provider Management
 Allianz Global Assistance



PAMELA KWIATKOWSKI
Senior VP of Distribution & Client
Experience
 Ingle International

This session will involve a series of short presentations on different aspects of technology and how it can be employed by travel insurers and assistance companies.

- Apps. Do travellers use them? What services/benefits can they provide to the traveller?
- Claims adjudication and assistance provision online. How does it work, and what percentage is done online?
- Distribution channel analysis: converting online enquiries to sales

12:30 - 13:30 — NETWORKING LUNCH

Network and refuel with lunch in the Ballroom Foyer provided by our table-top exhibitors

13:30 - 15:30 — BILLING FROM MEXICAN HOSPITALS



JORGE VILLANUEVA MEDINA
Dir. of Corporate Finance & Marketing
 CMQ Hospitals



SCOTT ROSEN
 CEO
 MDabroad



JACQUIE SCHWOERKE
Vice President, Global Patient Services
 Sharp HealthCare



SALVADOR BELILTY
 CEO
 Logimedex, La Pax, Mexico

Insurers around the world have witnessed a trend that sees US billing companies working for Mexican hospitals inflating prices and leaving patients to be balance billed if the insurer/TPA refuses to pay extortionate prices – what can be done to stop this happening?

Isn't it time for a paradigm shift?

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MONDAY 5 MARCH — CONFERENCE DAY 1

15:30 - 16:00 — NETWORKING BEVERAGES

As conference sessions almost draw to a close, join our table-top exhibitors for New Orleans brewed beer and wine. You've earned it!

16:00 - 16:30 — LATIN AMERICA



JOHN PRICE
Managing Director
Americas Market Intelligence

The Latin American marketplace presents a lot of opportunities as well as some challenges in terms of regulation and awareness of travel insurance products. This session will cover trends in the market and consider how insurers can make the most of the prospects that are available to them.

TUESDAY 6 MARCH — CONFERENCE DAY 2

08:00 - 09:00 — NETWORKING BREAKFAST

Breakfast is the most important meal of the day! That's why you need to head over to the exhibition area for breakfast, New Orleans style.

09:00 - 10:30 — INTERNATIONAL INSURER CONCERNS



SEBASTIAN KAISIN
Deputy Director of Providers
MAPFRE



ALEX BITTNER
Director, Broker and Specialty Distribution
Manulife Financial



JOHN SPEARS
VP Sales & Marketing
Global Excel Management Inc.

Have non-US insurance companies seen a significant and unusual rise in claims for hospitalisation of their insureds since the Trump administration came to power? How will the changes to the ACA and the introduction of a new national/state healthcare insurance structure affect international insurers?



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TUESDAY 6 MARCH — CONFERENCE DAY 2

10:30 - 11:00 — NETWORKING COFFEE BREAK

Beignets are as synonymous with New Orleans as jazz and beads. Penn Global Medicine welcomes you to experience this delicacy with them in the Ballroom foyer.



11:00 - 12:00 — STAYING OUT OF THE ER



THORKILD LYKKE
*Vice President International
Business Development
New Frontier Group*



DR JOSE B GARDENS
*President/CEO
Doctors @ Your Home Inc.*

What are the options for insurers seeking to keep their insureds out of hospitals in the US?

Speakers in this session will discuss the various ways and means that insurers and their assistance company partners can achieve cost savings while ensuring that their client is still receiving the care they need. Reducing out-of-pocket costs for the client and the length of stay in a hospital setting are both important aspects of providing a valuable service to the insured.

INTERNATIONAL TRAVEL & HEALTH
INSURANCE CONFERENCE
invites you to



NEW ORLEANS

FAREWELL
DINNER



A short walk from the Royal Sonesta Hotel, ITIC attendees will be the exclusive guests at an evening of fine dining and networking

RSVP to Team ITIC - a ticket will be included in your registration pack. Please bring this with you.

Tuesday 6th March


MURIEL'S
JACKSON SQUARE
BISTRO

19:30 - 22:00

TUESDAY 6 MARCH — CONFERENCE DAY 2

12:00 - 13:00 — SNOWBIRDS



JENNIFER HENDRY
Senior Research Associate
Canadian Tourism Research
Institute



WILL MCALEER
President
WTP

Canadian travellers are still heading to southern US states for the winter, and the country's insurance regulator is putting the spotlight on providers to make sure their policies are fit for purpose.

13:00 - 14:00 — NETWORKING LUNCH

14:00 - 16:00 — CITY EXPRESS TOUR *

TUESDAY 6 MARCH

From the Louisiana Superdome to the medical centres of Crescent City. Following the path of the St. Charles Avenue streetcar past homes of former Kings and Queens of Mardi Gras. Experience views of Tulane and Loyola Universities across from Audubon Park, home to one of the top five zoos in the nation.

Travel through the Warehouse/Arts District, home to America's National WWII Museum, and the Central Business District before returning to the French Quarter.

All in just 75 minutes!
Includes narrated motorcoach tour (no stops)

*Included in networking registrations only. RSVP required
Tour departs from the lobby of the Royal Sonesta Hotel.

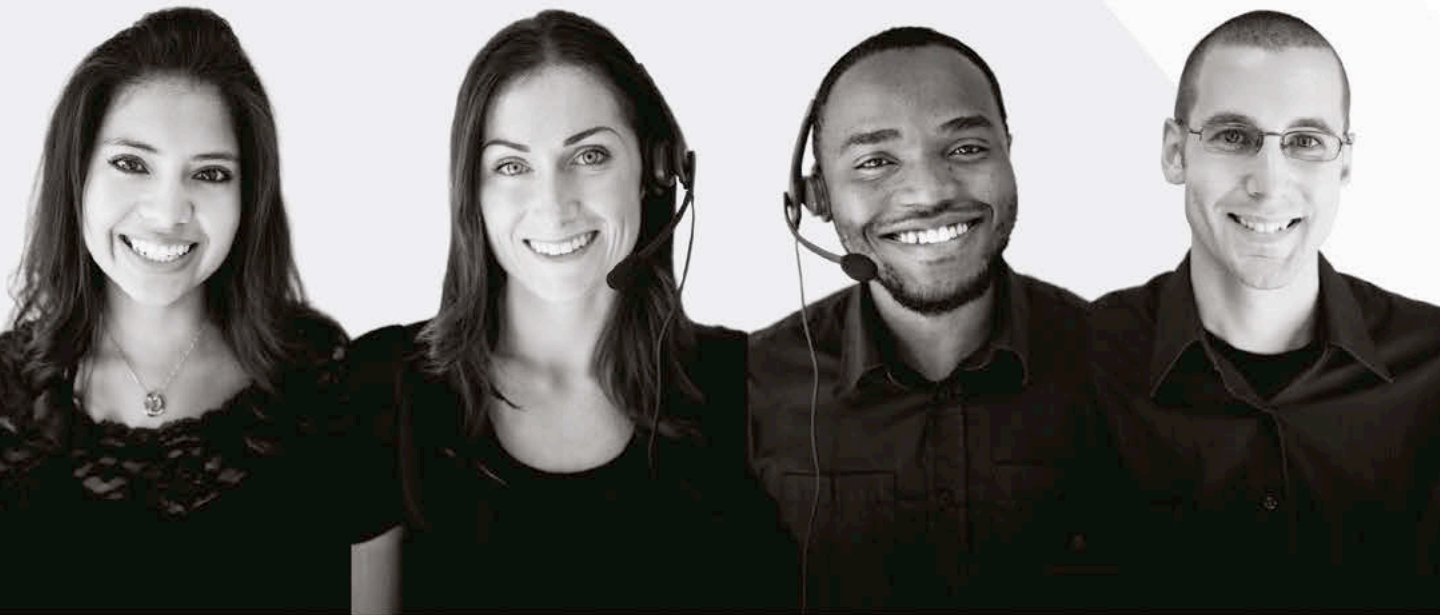
New Orleans City Tour

14:00-16:00HRS

19:30 - 22:00 — ITIC NEW ORLEANS FAREWELL DINNER

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