

24TH ANNUAL CONFERENCE 31 OCTOBER - 3 NOVEMBER 2016



Berlin



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Hello to all our attendees. Once again, it's my pleasure to welcome you all to ITIC Global. This is our 24th annual conference, and it's great to be here in Berlin, one of Europe's most exciting cities.



Whichever segment of our global industry you work in, be it insurance, healthcare, cost containment, aeromedicine or assistance, ITIC offers unparalleled opportunities for professional and commercial development. From informative conference sessions through to our hugely popular networking events, we aim to offer the best possible forum for you to advance your company's interests, in the most hospitable surroundings.

This year's agenda draws on the most cutting-edge topics currently affecting our industry, from telemedicine to terrorism. Experts have been hand-picked from all over the world and invited to share their insights, ensuring that you have a full 360-degree view of the issues at hand.

As always, networking is a cornerstone of the ITIC experience, and this year we've once again pulled out all the stops. Proceedings commence in style at Monday's Official Welcome Reception, culminating in the ITIC Finale Dinner and the ITIJ Industry Awards – the Oscars of our industry! – on Thursday night. Equal parts business and pleasure.

I look forward to seeing everybody throughout the week.



Ian Cameron
Conference Chair

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& Health Insurance
Conferences**



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Moderators



Ian Cameron

Chairman,
*International Travel & Health
Insurance Conference (ITIC)*



James Paul Wallis

Online Editor,
ITIJ

Committee Members

With thanks to the ITIC Berlin advisory committee:

Julie Remington – TISN



Costas Danilenko – Global Voyager Assistance

Patrick Schomaker – European Air Ambulance



David Ewing – Skyservice Air Ambulance

Dick Atkins – International Recoveries LLC



Ian Jones – AXA Travel Insurance

Laura Hilton – HTH Worldwide



Mark Rands – Intana, part of Collinson Group

Adrian Hall – RSA Travel Insurance

Brad Dance – TuGo

Rory O’Gara – Allianz Worldwide Care

Mandy Langfield – ITIJ

Andy Lee – ER24

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Tuesday Lunchtime Wine

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Branch out. Grow your connections.

The REVA and CME Networking Lounge is back!

With its selection of suites, as well as hosting coffee breaks, the REVA and CME Lounge is the ideal place for meeting and networking during ITIC Berlin

Immerse yourself in the city's cosmopolitan culture as you forge new business connections in this dedicated ITIC networking space

Located on the Conference Level , open from 9:00am every day



Shhhhh! ITIC Berlin's worst kept secret

Introducing the REVA & CME Beer Garden
Open to ITIC attendees every day from 12.30pm
Cash bar available

Indulge in a German beer to complete
your ITIC Berlin experience



ITIC BERLIN 2016 FLOORPLAN



Exhibitors

- 1 EURAMI
- 2 MD Medicus - DRK Assistance
- 3 ISS Medical & Assistance Services Greece
- 4 Redstar Aviation
- 5 Air Alliance Medflight GmbH
- 6 ER24 GLOBAL ASSIST - MEDICLINIC
- 7 ITIJ
- 8 MEDICALFLY
- 9 Centricity Ci Pty Ltd
- 10 NAAMTA
- 11 Cegecim Insurance Solutions/Activus
- 12 UnitedHealthcare Global
- 13 Capital Air Ambulance
- 14 TOHR Weltweite Überführungen GmbH
- 15 One Call Medical Transports
- 16 Nordic Insurance Software
- 17 ARC Europe
- 18 Lufthansa
- 19 ACE Air & Ambulance
- 20 TMH Medical Services LLC
- 21 CrossBorderMedCare
- 22 CAMTS
- 23 TAA - Tyrol Air Ambulance

Key

- Exhibition
- Conference Room 1
- Conference Room 2
- The REVA & CME Networking Lounge
- Aeroplan video wall



Networking Lounge

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Monday 31st October

ROOM 1

ROOM 2

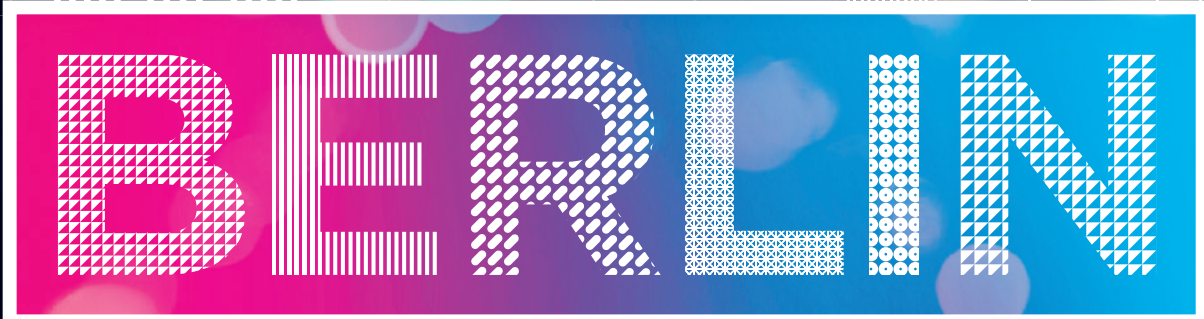
10:00	Registration & Exhibition Area open, including the REVA and CME Networking Lounge	
12:00-13:30	Networking lunch	
13:30-15:00	Medical transport: global case studies	
15:00-15:30	Networking coffee break	
15:30-17:00	Telemedicine, mhealth, vhealth	
18:00-20:00	ITIC Welcome Reception sponsored by New Frontier Group	

Tuesday 1st November

ROOM 1

ROOM 2

09:30-10:30	Security responses to terror – Insights (part 1)	09:00-10:30	Cruise ship passenger assistance
10:30-11:00	Networking coffee break		
11:00-12:30	Security responses to terror – Panel discussion (part 2)	11:00-12:30	InsurTech showcase
12:30-13:30	Networking lunch – Wine with lunch sponsored by Capital Air Ambulance		
13:30-15:00	Medical case management around the world	13:30-15:00	International Provider Network Forum
15:00-15:30	Networking coffee break		
15:30-17:30	EURAMI Members Meeting	15:30-17:00	Medical Directors Forum



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ways to serve you better.*

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would love your opinion.***



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Wednesday 2nd November

ROOM 1

ROOM 2

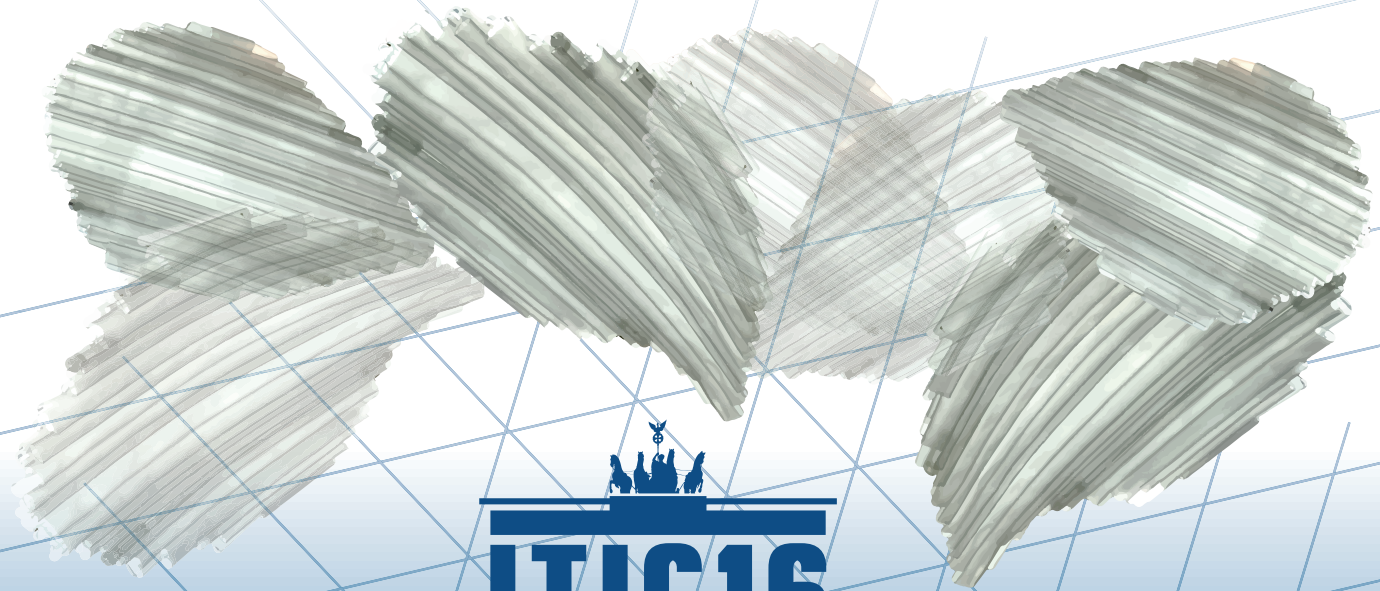
09:00-10:30	Due diligence: air ambulance provider selection	09:00-10:30	Fraud in the digital age
10:30-11:00	Networking coffee break		
11:00-11:30	Medical site inspections	11:00-11:30	Finaccord latest industry research
11:30-12:30	International patient care	11:30-12:00	Infectious diseases
12:30-13:30	Networking lunch		
13:30-15:00	Security of medical transport crews		
15:00-15:30	Networking coffee break		

Thursday 3rd November

ROOM 1

09:00-09:30	Industry insights – Cultural criminal laws
09:30-10:00	Industry insights – Real-time claims settlement
10:00-10:30	Industry insights – Remote mountain evacuation
10:30-12:30	Sit-down drop-in networking brunch
10:30-11:00	Industry insights – Long-distance repatriation of women at risk for preterm birth
11:00-11:30	Industry insights – Medical assistance in Afghanistan
19:00-23:00	ITIC Finale Dinner featuring the 2016 ITIJ Awards

STEP THROUGH THE GATES OF HISTORY INTO TOMORROW'S WORLD



ITIC 16

Welcome Reception

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18^{.00} - 20^{.00}

for an unforgettable
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The International Travel & Health Insurance Conference





10:00 REGISTRATION & EXHIBITION AREA OPEN

Welcome to ITIC Berlin 2016! Once you have collected your attendee pack from the ITIC registration desk in The Ritz-Carlton ballroom foyer, please wear your attendee badge at all times to gain access to the conference sessions

and networking areas. Come and visit with this year's exhibitors, and enjoy Reva and CME's hospitality in the Networking Lounge.

12:00-13:30 NETWORKING LUNCH

Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge

ROOM 1

13:30-15:00 MEDICAL TRANSPORT: GLOBAL CASE STUDIES

Peru – Best-laid plans diverted during transport of four-storey balcony fall survivor

Crew rest, overfly permission issues, ensuring perfect timing for transfers, and finding the patient and her family in distress upon pick-up feature in this Peru to US transfer case.

China – Logistical issues using commercial and private business jets

General issues on this topic will be discussed alongside a China to US transfer where issues involved a diversion, refusal to allow the boarding of oxygen tanks, and difficulties procuring extra oxygen.

Libya – Medevac operations from designated 'war zone'

This urgent case saw a critically ill obese male patient transported via an ICU air ambulance from Libya to Greece. Timing, communication issues and landing permissions were just some of the challenges faced.

SPEAKERS



Denise Wayne,
President – AirCARE International



Dr Steven Holt, MD
Chief Medical Officer – Deer Jet Medical



Dr Gregory Kyriakou,
Managing Director – Gamma Air Medical

15:00-15:30 NETWORKING COFFEE BREAK

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Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge

15:30-17:00 TELEMEDICINE, MHEALTH, VHEALTH

Should you make remote healthcare – in any of its guises – part of your operation?

The logistical and legal implications of setting up a telemedicine service for an international private medical insurance provider/travel insurer will be under the microscope during this session. What are the benefits of providing such a service, and what are the implications if something goes wrong, such as if medical information is shared via an unsecured network?

SPEAKERS



Kate Newhouse
Chief Executive Officer – Doctor Care Anywhere



Dr Cai Glushak
International Medical Director – AXA Assistance USA

18:00-20:00 ITIC WELCOME RECEPTION

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Hosted by New Frontier Group, this year's Welcome Reception promises to be an unforgettable experience,

where attendees will be welcomed in style to this year's ITIC Global. Please wear your attendee badge.

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ROOM 1

09:30-10:30 SECURITY RESPONSES TO TERROR – INSIGHTS (PART 1)

Assistance industry response to terror-related incidents; and how such events are impacting travel

Global assistance provider Falck details how it put its operations into action on the ground following recent terror attacks in Paris, Brussels and Turkey. This is followed by a look at the impact of terror events on global travel trends by the World Travel & Tourism Council, which shares its latest research.

SPEAKERS



Geoffrey Breeze
*Executive Director –
World Travel & Tourism Council*



Rezwan Ali
*Head of Security –
Falck Global Assistance*

ROOM 2

09:00-10:30 CRUISE SHIP PASSENGER ASSISTANCE

How can the insurance and assistance industries better work with cruise lines when handling medical problems onboard?

Starting with the identification of assistance problems that are unique to cruise ship passengers, this session will examine how the insurance and assistance industries could improve how they work with cruise lines to assist passengers with medical problems while onboard. Under further scrutiny in this session will be the complications of setting up air ambulance transfers for cruise passengers, the quality of care available onboard, and compulsory cruise travel cover.

SPEAKERS



Dr Ben McFarlane
*Medical Consultant & Author of
'Cruise SOS'*



Lee Thomassen *MBA, MPH*
*Senior Director Health
Administration Health Services –
Holland America Group*



Dr David Farcy
Medical Director – REVA Inc.

10:30-11:00 NETWORKING COFFEE BREAK

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Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge



ITIJ Berlin Newsletter
INSURERS • ASSISTANCE • HEALTHCARE • HOSPITALS • AIR AMBULANCE

Are you up to date with the latest ITIC news?

Available daily from the ITIC registration desk, ITIJ booth and the conference rooms

Aero-plan 2.0: Uberizing medical transport

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Contact:

Raffy Karagossian

VP of Global Strategy

raffy@aero-plan.com / team@aero-plan.com

+1 647-967-4788





ROOM 1

11:00-12:30 SECURITY RESPONSES TO TERROR – PANEL DISCUSSION (PART 2)

Adapting terrorism coverage to better meet public demand

Our speakers from Part 1 will be joined by a major global insurer and a specialist security assistance provider to identify the industry issues arising from terror attacks, and the effects such events have had recently on travel insurance underwriting, business and leisure travel trends, and assistance operations. This session will also include a consideration of how terrorism coverage in travel insurance policies has changed over the last 10 years, as well as looking at what type of cover business and leisure travellers are demanding from their insurers.

SPEAKERS



Ted Jones
CEO – Northcott Global Solutions



Jeff Rutledge
CEO – AIG

ROOM 2

11:00-12:30 INSURTECH SHOWCASE

The importance of digital innovation

An exploration of the latest fintech developments, looking at new customer-focused digital approaches to insurance sales and distribution. This session will also look at how digital innovation can enhance your customer engagement and how mobile technology can best be harnessed to boost your business.

SPEAKER



Manjit Rana
CEO – Ingenin Ltd

12:30-13:30 NETWORKING LUNCH

Wine with lunch sponsored by



Located in the ITIC Exhibition Area

ROOM 1

13:30-15:00 MEDICAL CASE MANAGEMENT AROUND THE WORLD

Is medical case management the ultimate cost containment tool?

Understanding global variations in care standards is key to achieving the best savings and optimum patient outcomes. This expert panel will address the general principles of medical case management and provide case studies where different approaches have been used. Different cultural beliefs and varying clinical diagnoses and treatment plans drive wide transnational in the care deemed 'necessary' or 'appropriate'. Trying to contain costs in an unfamiliar medical system can be challenging, and deeper understanding of the global variations in care expectations is essential.

SPEAKERS



Ronald Pritchard
Head of Network – Globality Health



Dr Arthur Zulficarov
General Manager – Global Voyager Assistance



Dr Wayne Lee
Medical Director – GMMI

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ROOM 2

13:30-15:00 INTERNATIONAL PROVIDER NETWORK FORUM

This interactive session features a panel of our industry's leading experts on provider networks who will opine on six topical network questions and then invite discussion from insurers, assistance companies,

hospital representatives and other interested parties in attendance. Chaired by:

Laura Hilton, *Director of Global Health – HTH Worldwide*

15:00-15:30 NETWORKING COFFEE BREAK

Sponsored by



Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge

ROOM 1

15:30-17:30 EURAMI MEMBERS MEETING

EURAMI members only

ROOM 2

15:30-17:00 MEDICAL DIRECTORS FORUM

Navigating medical ethics, conflicts of interest, financial constraints and challenging medical decisions. Chaired by:

Dr Frank Gillingham, *Chief Medical Officer – HTH Worldwide/GeoBlue*

Dr Thomas Buchsein, *Medical Director – FAI rent-a-jet AG*



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ROOM 1

09:00-10:30 DUE DILIGENCE: AIR AMBULANCE PROVIDER SELECTION

What are the optimum tools for selecting air ambulance partners?

Is it best to use pre-vetted service providers for faster decision-making in time-critical transfers, and how far can you rely on industry accreditation to guide you? What role can brokers play in this process? Do insurers and assistance providers know how stable their air ambulance partners are? And are accreditation bodies an essential entity?



SPEAKERS

Dr Michael Weinlich
Founder and Chief Medical Officer – med con team



Dr Matt Kalina
Chief Medical Officer – Europ Assistance



Roylen Griffin
Executive Director – NAAMTA

ROOM 2

09:00-10:30 FRAUD IN THE DIGITAL AGE

Detection and deterrence: how best to combat fraud in the digital environment

Technological advancements enable fraudsters, but they also empower insurers and assistance providers who are often the target of such activity. This session will identify the tools that are available to deter and detect fraud and discuss compliant sharing of claims fraud information.



SPEAKERS

Andrew Whitney
Executive Chairman – ALETHEIA



Ray Collins
Head of International Business Development – Performant Europe Ltd



Dr Nikki Grieve-Top
Head of Health Analytics, Health & Benefits – Bupa Global

10:30-11:00 NETWORKING COFFEE BREAK

Sponsored by



Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge

ROOM 1

11:00-11:30 MEDICAL SITE INSPECTIONS

The vital component to ensuring you know exactly where you are directing your insureds in need of medical treatment

Don't judge a book by its cover! Making on-site inspections of medical facilities is essential for insurers and assistance providers – due diligence checks and examination of available equipment, as well as staff qualifications, mean that you can make trusted decisions for travellers in need of assistance in the event of a medical emergency. This session will look at how best to maintain your network and provide advice on what to look out for during a site inspection.

SPEAKER



Kevin Dodd
Head of Medical Networks – Allianz Global Assistance

CONFERENCE SCHEDULE

7th ANNUAL AMERICAS CONFERENCE



International Travel & Health Insurance Conference

Hotel Van Zandt
25-28th February 2017



Brighton



17-18th May 2017
SAVE THE DATE!



19th ANNUAL UK CONFERENCE

BANGKOK



12-14th June 2017

SAVE THE DATE!

9th ANNUAL ASIA-PACIFIC
International Travel & Health Insurance Conference



BARCELONA



25th ANNUAL GLOBAL
International Travel & Health Insurance Conference

6 – 9th November 2017



SAVE THE DATE!



ROOM 1

11:30-12:30 INTERNATIONAL PATIENT CARE

The whys and wherefores of cross-border healthcare

The movement of insureds across national and state borders to receive a higher standard of healthcare is no new thing; but what are the considerations when making a decision around whether to move a patient in this way, what is sufficient insurance coverage for such patient care, and does your network fully support and facilitate your potential cross-border care requirements?

SPEAKERS



Pascaline Wolfermann
*Director, Healthcare Intelligence,
Clinical Services –
UnitedHealthcare Global*



Brenda Durow
General Manager – MSO International

ROOM 2

11:00-11:30 FINACCORD LATEST INDUSTRY RESEARCH

Global expatriate and student health insurance trends

Market research specialist Finaccord presents its latest findings from research into international health insurance for expats and students.

SPEAKER



David Bowles
Consultant – Finaccord

11:30-12:00 INFECTIOUS DISEASES

What's new & what's hot in infectious diseases?

This expert speaker will impart his unrivalled knowledge on recent viral outbreaks, looking at the influence of Zika and other diseases that have impacted travellers and insurers. Is the impact of such outbreaks on travel trends justified, and how can insurers best respond when an outbreak occurs?

SPEAKER



Dr Vanya Gant
*Divisional Clinical Director
for Infection – UCLH NHS
Foundation Trust*

12:30-13:30 NETWORKING LUNCH

Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge



Finaccord

Do you want to get the latest market insights on **travel insurance and assistance**?

If so, why not take a look at Finaccord's ***Travel Insurance and Assistance*** reports?

Finaccord is a leading international market research and consulting company specialising in financial services with a particular focus on marketing and distribution topics such as affinity marketing, bancassurance and strategic alliances. Below is a list of ten titles relating to travel insurance that we have published, all of which constitute part of a global series of over 40 titles.

- Travel Insurance and Assistance in Europe
- Travel Insurance and Assistance in Austria
- Travel Insurance and Assistance in Australia
- Travel Insurance and Assistance in Canada
- Travel Insurance and Assistance in China
- Travel Insurance and Assistance in Germany
- Travel Insurance and Assistance in Norway
- Travel Insurance and Assistance in Poland
- Travel Insurance and Assistance in Switzerland
- Travel Insurance and Assistance in the USA

To find out more about our reports relating to travel insurance and assistance, as well as consumer research relating to travel insurance, please visit our website at www.finaccord.com or drop us an email at info@finaccord.com.

ROOM 1

13:30-15:00 SECURITY OF MEDICAL TRANSPORT CREWS

Different regions, different risks. Be prepared!

An examination of the importance of risk assessments for flight and medical crews carrying out missions in different regions of the world. What are the considerations when making decisions whether to fly over or into a conflict zone? Once the decision has been made to fly into such an area, how do you best ensure the safety of your crew?

SPEAKERS



John Rose
COO – iJET International



Martin Bauer
*Regional Security Manager CEU –
International SOS GmbH*



Dr Bettina Vadera
*CEE & Medical Director –
AMREF Flying Doctors*

15:00-15:30 NETWORKING COFFEE BREAK

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International Travel & Health Insurance Journal

Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge

ITIJ.TV

NEWS UPDATES EVERY WEDNESDAY AT 12:00 UK TIME

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AND SPEAKER INFORMATION

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ACTIVITIES WITH FELLOW ATTENDEES

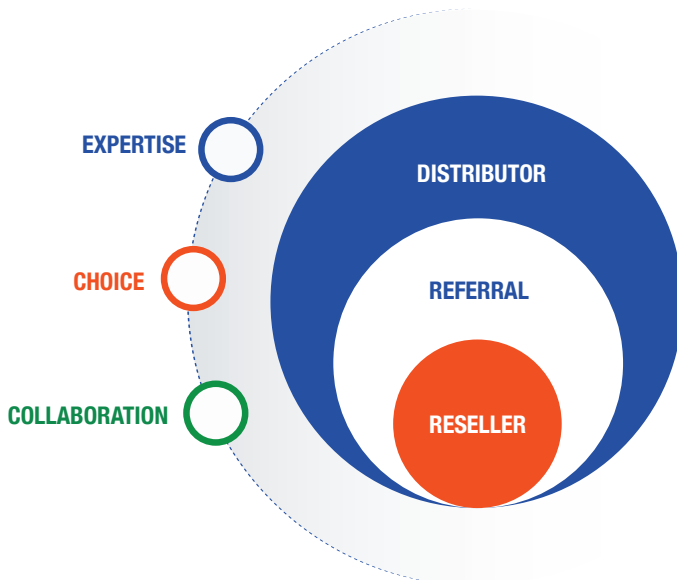
UPDATES FROM TEAM ITIC WITH
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ROOM 1

09:00-09:30 INDUSTRY INSIGHTS

Extricating unwitting tourists who breach cultural criminal laws on their travels

This session will look at two cases where tourists were charged with unknowingly violating culturally based criminal laws. In both cases, the persons involved had travel insurance with access to a legal hotline referral benefit, and both involved actions that seemed to be normal and law abiding. One case involved a tourist arrested in India under strict satellite phone laws and the other involved a tourist arrested in Tanzania on poaching charges.

SPEAKER



Dick Atkins
*Legal Counsel –
International Recoveries*

09:30-10:00 INDUSTRY INSIGHTS

Assistance company trials real-time claims settlement for German travel insurance market

In conjunction with PassportCard, Alliance Global Assistance in Germany has been trialling the use of a new real-time reimbursement model for travel claims. The service provides the end user with instantaneous claims handling involving no out-of-pocket expenses and no tedious claims filing or paperwork. Come and learn about the benefits of this system for insurers and customers alike, and see how early engagement with insureds can enable such benefits as steering to preferred medical providers and preventing potential inpatient escalation.

SPEAKER



Olaf Nink
*General Representative –
AWP P&C S. A., Germany branch*

10:00-10:30 INDUSTRY INSIGHTS

Remote mountain range evacuation during monsoon season hampered by landslides

Evacuation from the mountains is never easy, but when a doctor trekking in the Himalayas badly injured his leg during a monsoon, immediate evacuation by helicopter was impossible. This presentation will look at how landslides hampered rescue efforts and how a road ambulance was sent ahead of the aircraft to provide timely medical care to the patient. When the weather cleared enough to make a helicopter flight safe, resourceful thinking was used to guide the aircraft to a suitable landing site.

SPEAKER



Dr Pradeep Bery
Managing Director – MEERA Rescue

10:30-12:30 SIT-DOWN DROP-IN NETWORKING BRUNCH

From 10:30 until the conference ends at lunchtime, ITIC is pleased to offer attendees a fantastic brunch spread, allowing you to mingle with this year's exhibitors and enjoy

breakfast at a more leisurely pace while making those last-minute key ITIC connections.



ITIJ INDUSTRY AWARDS 2016



Berlin

9:30pm CET
3rd November 2016

LIVE
STREAM

itij.com/awards

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PassportCard





ROOM 1

10:30-11:00 INDUSTRY INSIGHTS

Long-distance aeromedical repatriation of women at risk for preterm birth

A significant number of women at risk for preterm labour are admitted into hospital while travelling abroad, often due to the spontaneous onset of contractions, the rupture of membranes, or dilation. With aeromedical repatriation by fixed-wing air ambulance often requested for such cases, this presentation will look at the risk of delivery en route, the optimal management of repatriation requests for women at risk of preterm delivery, and evaluate the possible transport scenarios using a risk-based approach.

SPEAKERS



Dr Alex Veldman
*Senior Medical Director –
med call air ambulance*



Dr Marcus Tursch
*Medical Director –
med call air ambulance*

11:00-11:30 INDUSTRY INSIGHTS

Unique challenges of medical assistance in Afghanistan

Following a serious car crash in a remote area of Afghanistan, two UN workers faced an unusual journey to bring them to urgent medical care. With head and spinal injuries as well as multiple fractures, the pair received first aid from a local agent before being sedated for the onward journey via road ambulance to the nearest medical facility. Attendees will learn how the patients were eventually brought to India via air ambulance, with a little help along the way from some donkeys!

SPEAKER



Dr Bashir Ahmad Mehraban
*General Manager –
Interhealth Afghanistan*

19:00-23:00 ITIC FINALE DINNER FEATURING THE ITIJ AWARDS 2016

Step through the doors of The Ritz-Carlton ballroom and be transported to the glamour of a bygone era. Celebrating excellence in the international travel and health insurance

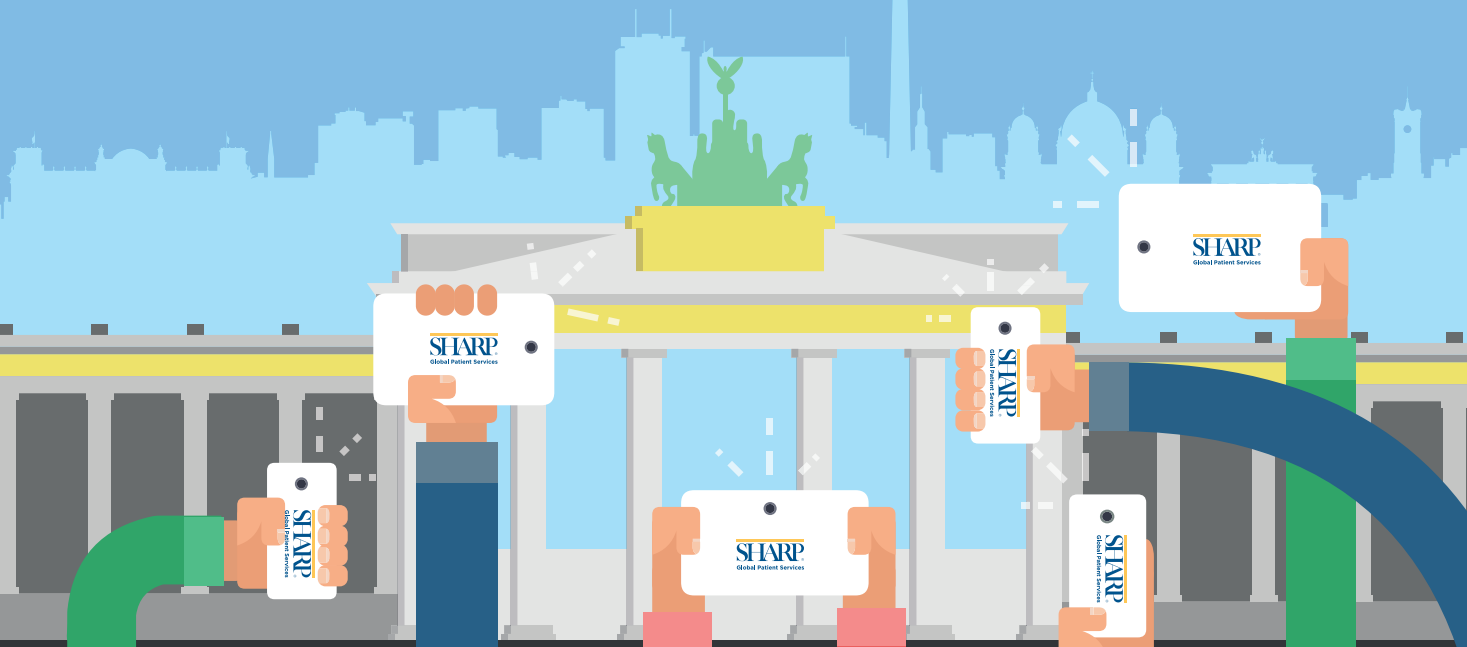
industry, join your peers for an evening of high-class entertainment and a sumptuous three-course menu. The ITIJ Awards will be streamed live online from 21:30 CET.



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First, let me take a selfie!



The selfie challenge is back with a German twist! Take your best selfie with the **Sharp HealthCare** sponsored selfie stick found in your attendee bag, and you could see yourself featured on the screen at the registration desk, in the dedicated tab within the **ITIC Berlin App**, and on the big screen during the ITIC Finale Dinner!

The attendee with the best selfie will win a **FREE** registration for ITIC Global 2017 in Barcelona!

The Challenge



Fancy a beer? Take a selfie with a traditional German stein!



Take your most creative selfie with your copy of ITIJ – this was a winner in 2015.



The Brandenburg Gate, Checkpoint Charlie, and the list goes on! Find a famous monument and snap away.

Entry

Tweet your photo to [@iticonline](https://twitter.com/iticonline) using [#LookingSharpITIC](https://twitter.com/iticonline), or email them to info@itic.co

The winner will be announced after ITIC Global 2016.