

International Travel & Health Insurance Conference



# BARCELONA

5-9 NOV 2017

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## Message from the chairman

Welcome everyone, to the stunning city of Barcelona.

Geopolitical tensions, global health concerns, terrorist attacks, cyber risks, duty of care – our agenda this year is packed with more variety than ever; there truly is a session for everyone in our industry. The insurance, assistance, hospital and air ambulance industries are all well represented through our expert speakers, and this year there has been a renewed focus on the international healthcare aspect of our agenda, as a result of our new publication, the *International Hospitals and Healthcare Review*.

There are also plenty of networking opportunities that stand separate to our conference sessions. From the Welcome Function on the first night, through to the ITIJ Industry Awards on Thursday 9 November, we are offering you a plethora of chances to meet new providers, whether you are seeking to expand your medical network, widen your scope of operations, or identify new opportunities for your business.

ITIC Global is a powerful tool for those involved in the travel and health insurance industry in any respect, so make the most of it! Use the App, hang out in the Networking Lounge, visit the Exhibition Area, and, of course, join us at the ITIJ Awards!

I look forward to meeting you during the course of the conference.

Best wishes,

A handwritten signature in blue ink, appearing to read "Ian Cameron".

Ian Cameron  
Conference Chairman

Official media partner



## Stay Connected



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ITIC - International  
Travel & Health  
Insurance Conference



ITIC: International Travel  
& Health Insurance  
Conferences

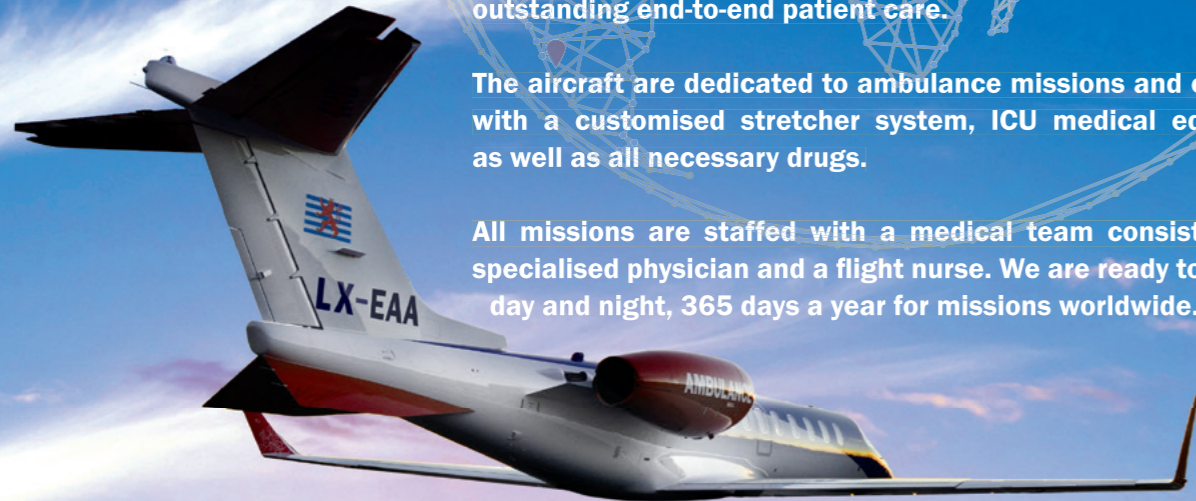


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## ITIC Barcelona moderators



**Ian Cameron**

Chairman,  
International Travel & Health  
Insurance Conference (ITIC)



**Mandy Langfield**

Title Editor,  
International Travel & Health  
Insurance Journal (ITIJ)



**James Paul Wallis**

Editor, *AirMed & Rescue Magazine*  
Sub-Editor, *International Travel &  
Health Insurance Journal (ITIJ)*

## Committee members

*With thanks to the ITIC Barcelona advisory committee:*

Dick Atkins – International Recoveries LLC

Carl Carter – Voyager Insurance

Brad Dance – TuGo

Costas Danilenko – Global Voyager Assistance

David Ewing – Skyservice Air Ambulance

Laura Hilton – HTH Worldwide

Ian Jones – AXA Travel Insurance

Eva Kluge – Air Alliance

Mandy Langfield – ITIJ

Andy Lee – ER24

Rory O’Gara – Allianz Worldwide Care

Ronald Pritchard – Globality Health

Patrick Schomaker – European Air Ambulance

Dr Bettina Vadera – AMREF



**HTH Worldwide**



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 <b>skyservice</b> <i>air ambulance</i> <i>the art of critical air medicine</i> proud sponsor of the <b>Attendee Bags</b>	 <b>SHARP</b> <b>Global Patient Services</b> proud sponsor of <b>The Selfie Campaign and Photobooths</b>	 <b>REVA</b> <i>Fly Home. Feel Better.</i> <i>www.flyreva.com</i> proud sponsor of the <b>Networking Lounge</b>
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 <b>EUROPEAN AIR AMBULANCE</b> proud sponsor of the <b>ITIC Crew and Hostesses</b>	 <b>Air Alliance</b> <b>MEDFLIGHT</b> proud sponsor of the <b>Conference Room Agenda Boards</b>	 <b>Airlec.</b> <b>AMBULANCE</b> proud sponsor of the <b>Speciality Sangria</b>
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 <b>LIFE FLIGHT INTERNATIONAL</b> proud sponsor of the <b>ITIC Running Club</b>	 <b>AIG</b> proud sponsor of the <b>New Delegates Reception</b>	 <i>Celebrating 25 YEARS</i> <b>gmmi</b> <i>Global Medical Management</i> proud sponsor of the <b>International Assistance Company of the Year Award</b>
 <b>NEW FRONTIER GROUP</b> <b>LEADERS IN GLOBAL MEDICAL SOLUTIONS</b> proud sponsor of the <b>International Travel &amp; Health Insurer of the Year Award</b>	<b>UC San Diego Health</b> proud sponsor of the <b>Air Ambulance Company of the Year Award</b>	 <b>GLOBAL RESPONSE</b> proud sponsor of the <b>Ancillary Assistance Service Provider of the Year Award</b>
 <b>UnitedHealthcare</b> <b>Global</b> proud sponsor of the <b>Aggregator/Broker/Affinity Partner of the Year Award</b>	 <b>PassportCard</b> proud sponsor of the <b>Cost Containment/Claims Management Company of the Year Award</b>	 <b>ER24 GLOBAL ASSIST</b> proud sponsor of the <b>ITIJ Marketing Campaign of the Year Award</b>
 <b>JET RESCUE</b> <i>Worldwide Critical Care Air Ambulance</i> proud sponsor of the <b>Medical Provider of the Year Award</b>	 <b>AIBIN International</b> proud sponsor of the <b>Specialist Service Provider of the Year Award</b>	 <b>PEDIATRIC AIR AMBULANCE</b> proud sponsor of the <b>Conference Wi-Fi</b>
 <b>Allianz</b> proud sponsor of the <b>Awards Night Live Streaming</b>	 <b>AIR AMBULANCE WORLDWIDE</b> <i>WORLDWIDE CRITICAL CARE. UNSTOPPABLE SUPPORT.</i> proud sponsor of the <b>Charging Station</b>	<b>Interested in sponsoring next year?</b> Contact <a href="mailto:kirsty@voyageur.co.uk">kirsty@voyageur.co.uk</a>

# Aero-plan For Asia Pacific

“We are thrilled to bring our services to the dynamic region of Asia-Pacific”

Ilan Dorot, co-founder & CEO

## Aero-plan.com Launches 'Aero-plan Asia Pacific'

Aero-plan APAC will operate as Aero-plan's regional branch to support existing customers, develop new business relationships and offer Aero-plan's portfolio to customers in the APAC region.

**Miami, FL, November 2017** –Aero-plan.com, today announced the launch of Aero-plan Asia Pacific office, headquartered in Bangkok and servicing the entire APAC region.

“We are thrilled to bring our services to the dynamic region of Asia-Pacific,” said Ilan Dorot, CEO and co-founder at Aero-plan.

“with a team of senior industry executives, led by Mr. Adulsak Esichaikul, we want to ensure our clients in the region receive the most professional care and services”

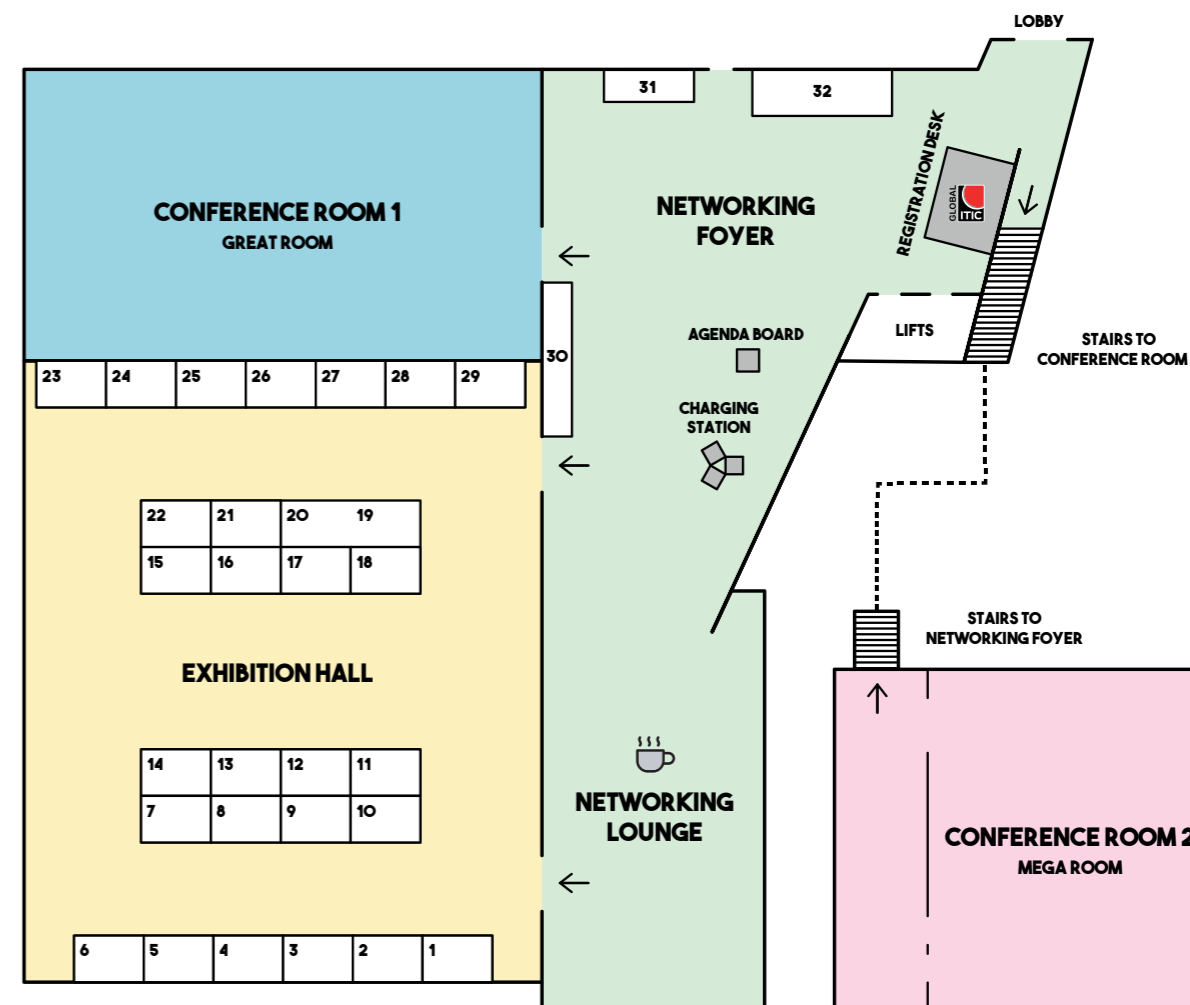
### About Aero-plan

Aero-plan.com is an online B2B marketplace for Medical Transport and assistance services, connecting Travel Insurance and Assistance companies with quality vetted medical transport providers.

Aero-plan is constantly expanding its network of top Air Ambulance and Commercial escort providers serves leading Insurance / Assistance companies worldwide, ensuring:

- Unprecedented timely and quality service for patients around the globe
- Medical and financial risk control for Insurance and Assistance companies
- Optimization of service providers' commercial and operational potential

## ITIC BARCELONA 2017 FLOORPLAN



- 1 TYROL AIR AMBULANCE GMBH
- 2 CAPITAL AIR AMBULANCE
- 3 INTERNATIONAL HOSPITALS & HEALTHCARE REVIEW (IHHR)
- 4 BONGO INTERNATIONAL FUNERAL SERVICES
- 5 MEDIVAC ASIA
- 6 CAMTS
- 7 EPITOP MEDICAL GMBH
- 8 ER24 GLOBAL
- 9 LIFEMED WORLDWIDE
- 10 REDSTAR AVIATION
- 11 CROSSBORDERMEDCARE
- 12 EURAMI
- 13 SOUTH AMERICA MEDICAL NETWORK
- 14 ONE CALL MEDICAL TRANSPORTS
- 15 INCHADE MEDICAL & ASSISTANCE SERVICES
- 16 ARC EUROPE GROUP
- 17 EXECUTIVE AVIATION TAIWAN COPORATION
- 18 NORDIC INSURANCE SOFTWARE
- 19 AIR ALLIANCE MEDFLIGHT GMBH

- 20 AIR ALLIANCE MEDFLIGHT GMBH
- 21 LUFTHANSA AG
- 22 MD MEDICUS ASSISTANCE SERVICE GMBH
- 23 NAAMTA
- 24 ALIA MEDFLIGHT
- 25 ACE AIR & AMBULANCE
- 26 BDMS
- 27 AWESOME AIR EVAC
- 28 MEDICALFLY SRL
- 29 ARROW AVIATION
- 30 UNITEDHEALTHCARE GLOBAL
- 31 AEROPLAN
- 32 ITIJ TV

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**#WhereNext?**



AIG Travel, Inc., a member of American International Group, Inc., is a worldwide leader in travel insurance and global assistance. Travel Guard® is the marketing name for its portfolio of travel insurance and travel-related services, including medical and security services, marketed to both leisure and business travelers around the globe. Services are provided through a network of wholly owned service centers located in Asia, Europe and the Americas. For additional information, please visit our websites at [www.aig.com/travel](http://www.aig.com/travel) and [www.travelguard.com](http://www.travelguard.com).



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**is delighted to invite you to the  
ITIC Barcelona 2017 New Attendees Welcome Reception**

**Cava and canapés, with breathtaking views over Barcelona  
Meet with fellow first-time attendees and the ITIC Global committee**

**The Eclipse Bar  
26th Floor of the W Hotel  
Sunday 5th November  
18:00 - 19:30**

**Please bring your invitation and attendee badge  
Invitations will be included in your registration pack**





In a building steeped in history



invites you to look to the future alongside your industry peers

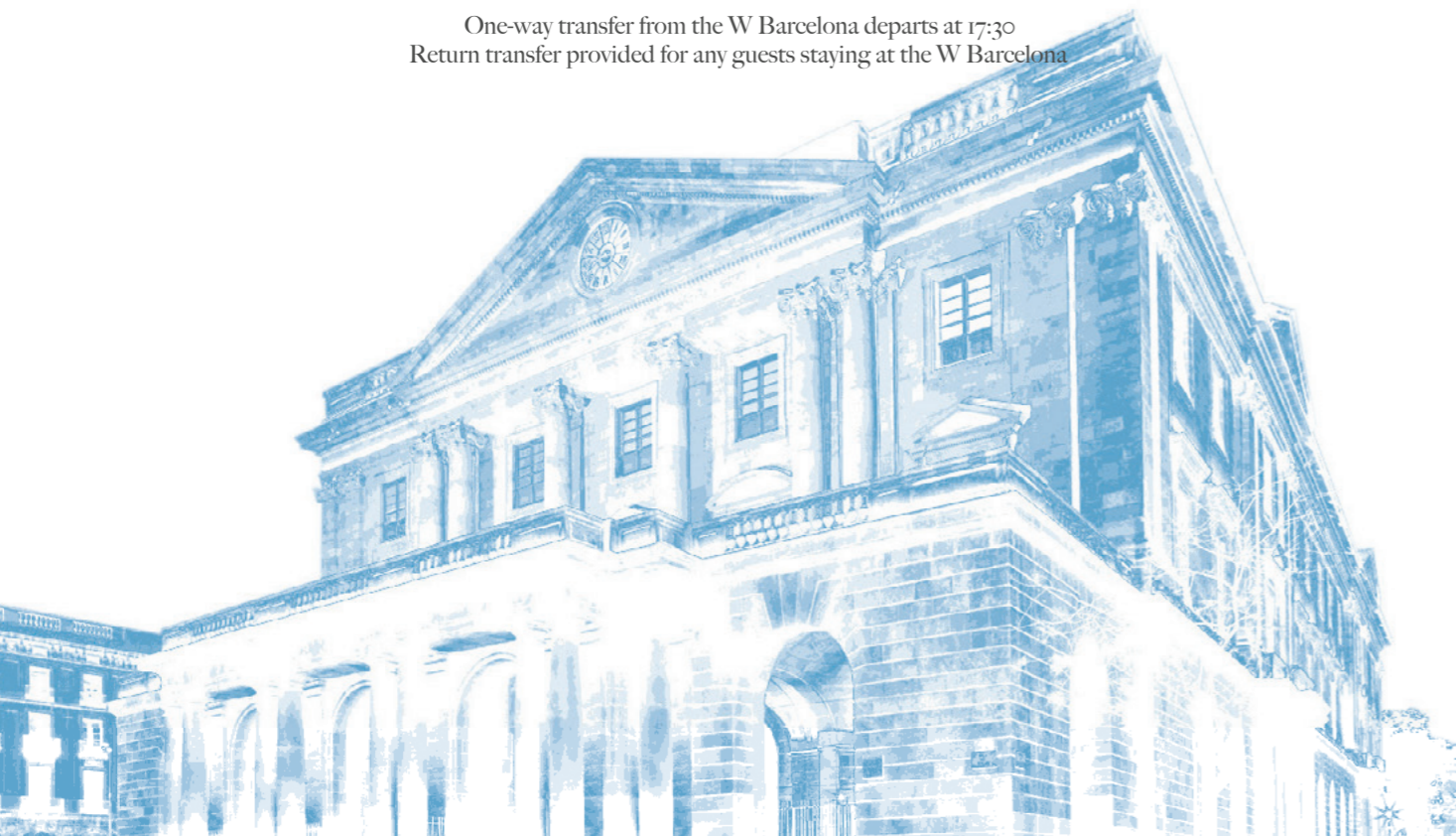
## Cocktails, Canapés and Conversation

at the  
ITIC Barcelona 2017 Welcome Reception

Hosted at  
**Casa Llotja de Mar**  
the centrepiece of Barcelona's medieval stock exchange

Monday 6th November  
18:00 – 20:00

One-way transfer from the W Barcelona departs at 17:30  
Return transfer provided for any guests staying at the W Barcelona



## BRIEF AGENDA



### Sunday 5<sup>th</sup> November

14:00-16:00	Registration and Exhibition open
18:00-19:30	New Attendees Welcome Reception sponsored by AIG

### Monday 6<sup>th</sup> November

ROOM 1	ROOM 2	
07:30	Running club sponsored by Life Flight International	
10:00-10:30	Networking coffee break	
10:30-12:00	Attracting international patients	10:30-11:00 Start-up disruptors and the role they are playing in the travel insurance sector
		11:00-11:30 The future of healthcare
12:00-13:00	Networking lunch	
13:00-14:30	Fraud and claims investigations	13:00-14:30 Accreditation focus
14:30-15:00	Networking coffee break	
15:00-16:30	Medical network development in a fast-moving world	15:00-16:30 Remote and geographical challenges
18:00-20:00	The official ITIC Barcelona Welcome Reception sponsored by New Frontier Group	

### Tuesday 7<sup>th</sup> November

ROOM 1	ROOM 2	
07:30	Running club sponsored by Life Flight International	
09:30-11:30	Duty of care – Business travellers and expats	09:00-10:30 Taking drugs across borders
10:30-11:45	Networking coffee break	
12:00-12:30	Finaccord insights	11:00-12:30 Cross-border health insurance solutions
12:30-13:30	Networking lunch	
13:30-15:00	Cover and assistance for mental health conditions	13:30-14:00 Mining untapped resources in medical travel
		14:00-14:30 Crisis management in dangerous times

“Every day is a good day when you run”

## BRINGING TOGETHER BUSINESS AND WELLNESS



INVITES ITIC BARCELONA ATTENDEES TO JOIN THEM FOR THE FIRST EVER  
**ITIC RUNNING CLUB**

Monday, Tuesday & Wednesday at 7.30am from the lobby of the W Hotel  
All abilities welcome for a relaxed 5k around the beautiful beach of Barcelona

Please confirm your place and which days you will be running to [events@itic.co](mailto:events@itic.co)

## BRIEF AGENDA

### Tuesday 7<sup>th</sup> November (continued)

ROOM 1	ROOM 2
15:00-15:30	Networking coffee break
15:30-16:00	15:30-16:00 Medical Directors Forum
16:00-17:00	Cyber security and safe transmission and storage of patient information

### Wednesday 8<sup>th</sup> November

ROOM 1	ROOM 2
07:30	Running club sponsored by Life Flight International
09:30-11:00	09:00-11:00 Air Ambulance Committee Forum
11:00-11:30	Networking coffee break
11:30-13:00	11:30-12:30 Transporting obese patients
12:30-14:00	Networking lunch
	14:00-15:30 Structured decision making on air ambulance evacuations
15:30-16:00	Networking coffee break
	15:30-17:00 EURAMI Members Meeting

### Thursday 9<sup>th</sup> November

ROOM 2	
09:00-10:00	International Providers Network Forum
10:00-12:30	Networking Brunch
10:00-10:30	Industry Insights: Claims automation
10:30-11:00	Industry Insights: A fatal flaw
11:00-11:30	Industry Insights: Blood transfusion protocol progress
11:30-12:00	“GAUZE: Unraveling Global Healthcare” Documentary screening
19:00-00:00	ITIC Barcelona Finale Dinner featuring the ITIJ Awards 2017



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MONDAY 6 NOVEMBER



09:00 - 17:00

REGISTRATION & EXHIBITION AREA OPEN



10:00-10:30 NETWORKING COFFEE BREAK

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



Join us on

# ITIJ.TV

We've already welcomed some of the industry's top executives to our show – make sure you're part of it! To get involved in ITIJ TV's Industry Insights section, come and visit us on our booth during ITIC Global.

Have your say on the topic that means the most to you:

- Fraud
- Start-ups
- Latin American cost containment
- Medical expenses
- Technology
- Cross-border health insurance
- Terrorism cover
- Brexit
- Or come and let us know what YOU'D like to comment on!

ITIJ's Editorial team will be on the **ITIJ TV booth** all day every day during ITIC Global, so please pop by to see how you can get involved. Make sure you don't miss an opportunity to appear on ITIJ TV!

**We look forward to seeing you!**



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[www.PediatricAirAmbulance.com](http://www.PediatricAirAmbulance.com)

Pediatric Air Ambulance is a brand of the AMN Medical Services GmbH, Schulstrasse 9, 82237 Woerthsee, Germany.

## MONDAY 6 NOVEMBER

### ROOM 1

10:30-12:00

#### ATTRACTING INTERNATIONAL PATIENTS



**Ilan Geva**  
*Founder, Ilan Geva & Friends & Founding Member, Medical Travel Insight*



**James McGrigor**  
*Owner, The McGrigor Corporation*



**Daniel C. Shaw**  
*GCR International Clinic Ambassador, Global Clinic Rating, Inc.*

This session covers topics such as how hospitals can market themselves successful to individual self-pay patients, facilitators, and international health insurance companies, taking into consideration the fact that these groups may not be looking for the same things from a hospital. The importance of having a dedicated international department ready to work with customers of many different nationalities is not to be underestimated.

### 12:00-13:00 NETWORKING LUNCH

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



### ROOM 2

10:30-11:00

#### START-UP DISRUPTORS AND THE ROLE THEY ARE PLAYING IN THE TRAVEL INSURANCE SECTOR



**Rafael Senen Garcia**  
*CEO, Coverontrip*

This session will examine the growth of start-up disruptors in the industry, considering the ways in which they are challenging the status quo. New partnerships bring with them a wealth of opportunities for investment, ensuring that innovation is at the forefront of the travel and health insurance industry, allowing it to keep up with other insurance sectors.

### ROOM 2

11:00-11:30

#### THE FUTURE OF HEALTHCARE



**Pat Keran**  
*Vice President, Innovation, Research and Development, Optum Technologies*

This session will focus on how technology is influencing access to healthcare and improving wellness. It will include a look at wearables, remote monitoring, smartphone technology, virtual reality, telehealth, and the use of Microsoft's Kinect for remote physical therapy – all elements that are benefiting patients, medical providers and insurers, and enabling better access to care at a better price.



Located in the heart of the Conference and Exhibition area

# THE REVA AND CME NETWORKING LOUNGE

Where business happens face to face

Coffee breaks and lunches served daily

Your dedicated meeting space during ITIC Barcelona 2017



ROOM 1

13:00-14:30

FRAUD AND CLAIMS INVESTIGATIONS



Jorge Rodriguez  
Country Manager, ChoiceNet International Mexico



Bernadette Breton  
Chief Executive Officer, AIMS



Wade Davies  
Director, RRC Services Asia

Regional fraud insights, where each speaker will offer a short presentation into particular problems in their geographical area. Including presentations on Mexico, Sub-Saharan Africa, and Asia.

ROOM 2

13:00-14:30

ACCREDITATION FOCUS



Dr David Jaimovich, MD  
President and Founder,  
Quality Resources International



Julie Munro  
President, Medical Travel Quality Alliance



Dr Paul Chang, MD, MBA, MPH, CPHQ, FACHE  
Vice President, Accreditation, Standards, and  
Measurement | Joint Commission International (JCI)

This session will assess the benefits of accreditation for medical facilities, their partners and patients, as well as take a look at what effect the decision to not seek accreditation has meant for some hospitals' business model.

10:30-11:00 NETWORKING COFFEE BREAK

ROOM 1

15:00-16:30

MEDICAL NETWORK DEVELOPMENT IN A FAST-MOVING WORLD



Dr Jude McSharry  
Medical Director, Advance Medical



Dr David Jaimovich, MD  
President and Founder,  
Quality Resources International



Rory O'Gara  
TPA Manager - Medical Provider Management (MPM),  
Allianz Worldwide Care

Keeping pace with local healthcare developments can be challenging for international insurers and assistance providers without a local presence. In order to help these companies make optimum decisions in terms of facility and doctor selection, keeping up to date with standards in local medical facilities is essential. This session will gauge opinion on how this is best achieved.

ROOM 2

15:00-16:30

REMOTE & GEOGRAPHICAL CHALLENGES



Buhara Demir  
Key Account Manager, Redstar Aviation



Ted Jones  
CEO, Northcott Global Solutions



Humberto Barreto Nardo  
Director General, Asistur S.A

Each presentation in this session will focus on a different area of the world, and address some of the challenges that international insurance companies, assistance providers, and air ambulance operators have when doing business there. The expert speakers will seek to address these challenges and suggest ways in which care pathways can be smoothed through effective communication, use of expert local contacts, and more efficient collaboration.

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TUESDAY 7 NOVEMBER



ROOM 1

09:30-11:30

DUTY OF CARE – BUSINESS TRAVELLERS AND EXPATS



Ron DiLeo  
Co-Founder and CEO, Twin Bridge Technologies/  
SafeTravelRx



Dick Atkins  
Legal Counsel, International Recoveries LLC



Randall Gordon Duff  
Head of Product, Corporate Travel, Collinson Group



Dr Geoff Tothill  
Chief Medical Officer, International Medical Group® (IMG®)



Suzanne Garber  
Co-Founder and Chair of the Board, Gauze, LLC

Employers have a legal duty of care to their employees, meaning they must put in place measures to keep business travellers and expatriates safe while they are on assignment overseas. Our panel of experts will each share their insights into where legal responsibility lies, and what role insurance and assistance providers can play in helping employers to meet their duty of care responsibilities.

10:30-11:45 NETWORKING COFFEE BREAK

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



ROOM 2

09:00-10:30

TAKING DRUGS ACROSS BORDERS



Special Agent Martin Ramirez  
Diversion Investigator, Tactical Diversion Squad,  
DEA - U.S. Drug Enforcement Administration



Dr Terry Martin  
Medical Director, Capital Air Ambulance



Gitte Bach  
President and CEO, New Frontier Group

Each speaker in this session will address different aspects of the challenges that surround the movement of pharmaceutical drugs across borders – from the DEA discussing laws and regulations that control the movement of medicines across state and international lines, to expert opinions on how to safely manage the movement of drugs across borders, and how to deliver prescription medicines globally taking into account legislations and cost.

ROOM 2

11:00-12:30

CROSS-BORDER HEALTH INSURANCE SOLUTIONS



Smita Bhargava  
Vice President of Programs & Special Risks,  
Clements Worldwide



Jacquie Schwoerke  
Director, Global Patient Services,  
Sharp HealthCare



Laurent Pochat-Cottilloux  
Global Head - Health Reinsurance Partnerships,  
AXA Healthcare Management (A.R.C.) PTE Ltd

This session will discuss global variations in insurance plan design, including how Asian and American patients require different protection and benefits from their plans. It will also discuss insurers' duty of care obligations regarding international healthcare.



Finaccord's *Travel Metrics* series offers detailed and unique insights into the behaviour of consumers in ten countries – Australia, Brazil, Canada, China, France, Germany, Italy, Spain, the UK and the US – in the context of travel insurance and assistance. It is based on a combined survey of around 12,500 consumers across these countries carried out in the second and third quarters of 2017 and for eight of the ten countries the latest results can be compared with those gathered from a previous survey carried out in 2014, thereby showing changes in consumer behaviour over time. The available titles are as follows:

*Travel Metrics: Consumer Approaches to Travel Insurance and Assistance in Selected Global Markets*

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

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

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

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

*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 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 further information, please visit the [www.finaccord.com/finaccord-practice-areas/travel-insurance-and-assistance/travel-metrics.htm](http://www.finaccord.com/finaccord-practice-areas/travel-insurance-and-assistance/travel-metrics.htm) page of Finaccord's website or contact us directly ([info@finaccord.com](mailto:info@finaccord.com) / +44 20 3178 2556).

Finaccord is a leading market research, publishing and consulting company specialising in insurance and other financial services. We are a division of Aon Inpoint, Aon Risk Solutions, and have worldwide expertise in the market for travel insurance and assistance. We provide our clients with insight with a particular focus on marketing and distribution strategies, including affinity and partnership marketing.

TUESDAY 7 NOVEMBER



#### ROOM 1

12:00-12:30

##### FINACCORD INSIGHTS



David Bowles  
Consultant, Finaccord

David will provide attendees with an in-depth analysis of international market research and consulting company Finaccord's latest reports into global travel insurance, assistance, international student health insurance and expatriate working trends. These reports are vital to understanding how the industry in different parts of the world is developing to meet customer's needs.

#### ROOM 1

13:30-15:00

##### COVER AND ASSISTANCE FOR MENTAL HEALTH CONDITIONS



Dr Mitesh Patel  
Medical Director, Aetna International



Dr Frank Gillingham  
Chief Medical Officer, GeoBlue



Dr Suzanne A. Black  
Psy.D. Clinical Psychologist, Global Mental Health Advisor  
Professor of Psychiatry at UCSF (Fmr)

Are insurers meeting customers' needs and demands when it comes to providing cover for mental health issues? With mental health very much in the spotlight, a greater number of travellers are looking to ensure they are covered for a variety of mental health conditions when they venture abroad, but do insurers and assistance providers have the capacity to help them? Our expert panel will discuss how best to meet such customers' needs.

#### 12:30-13:30 NETWORKING LUNCH

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



#### ROOM 2

13:30-14:00

##### MINING UNTAPPED RESOURCES IN MEDICAL TRAVEL



Pete Read  
CEO, Global Growth Markets

The speaker in this session will focus on the outbound Chinese medical travel market, illustrating to attendees its significant potential for growth. With the number of Chinese citizens travelling out of the country for healthcare growing year on year, insurance providers and medical tourism facilitators need to be aware of how they can help these patients to access the care they are seeking.

#### ROOM 2

14:00-14:30

##### CRISIS MANAGEMENT IN DANGEROUS TIMES



John Rose  
Chief Operating Officer, iJET International, Inc

In a world where the frequency and magnitude of terror threats continues to increase in frequency and geographic spread, this presentation will provide an insight into how best to keep policyholders safe and how best to manage a crisis situation.



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15:00-15:30 NETWORKING COFFEE BREAK  
Located in the ITIC Exhibition Area and the REVA and CME Networking Lounge

## ROOM 1

15:30-16:00  
THIRD PARTY BILLING IN SPAIN



José M. Farré  
Senior Counsel, Ramallo Pallast & Partner

This session will offer an update concerning the legal battles and victories against third party billing agencies working on behalf of hospitals in Spain. The speaker will discuss whether or not legal judgements against such agencies are enforceable, and also consider what measures insurance companies and their customers can take to prevent further occurrences of questionable billing practices.

## ROOM 1

16:00-17:00  
CYBER SECURITY AND SAFE TRANSMISSION AND STORAGE OF PATIENT INFORMATION



Dan Hyde  
Partner - Commercial Dispute Resolution, Penningtons Manches LLP

The cyber threat level continues to rise, and with ever more information being held online by health and travel insurance companies, what protection needs to be in place to ensure that customer data is being transmitted and stored in a risk-free way? A cyber security legal specialist will give their point of view on what needs to be done by companies to keep data safe and in compliance with the European Union's introduction of the General Data Protection Regulation in 2018.

## ROOM 2

15:30-16:00  
MEDICAL DIRECTORS' FORUM



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



Dr Terry Martin  
Medical Director, Capital Air Ambulance

Dr Terry Martin and Dr Thomas Buchsein will lead discussions on the latest concerns of medical directors of assistance and air ambulance companies around the world.



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ROOM 1

09:30-11:00

**CASE MANAGEMENT: THE ULTIMATE TOOL IN COST CONTAINMENT**



Dr Wayne Lee  
*Medical Director, GMM*



Jason C. Davis  
*Healthcare Cost Containment Expert, JCDC - Jason C. Davis Consulting*



Berna Ataç Ökten  
*Member of the Board, Marm Assistance*

When it comes to ensuring what's being charged for a medical procedure is fair and reasonable, how important is it for insurers to gather evidence to check the customary cost of a procedure in a particular geographic location, and what part can data play in combatting over treatment and over charging? Effective case management includes many facets, which will be explored in this session.

ROOM 2

09:00-11:00

**AIR AMBULANCE COMMITTEE FORUM**

This Forum offers providers and payers the opportunity to openly debate and discuss important industry issues, such as medical and flight crew certification, duty time limitations, minimum standards and current clinical experience.

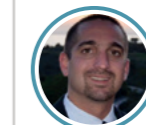
**11:00-11:30 NETWORKING COFFEE BREAK**

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

ROOM 2

11:30-12:30

**TRANSPORTING OBESE PATIENTS**



Blake Yturalde  
*CEO, Commercial Medical Escorts*



Dr David Sinclair  
*Medical Supervisor, European Air Ambulance*

For air ambulance operators and commercial medical escorts, the reality is that many of the patients they are transporting today are morbidly obese. This session will look at how these patients are being managed by the industry.

ROOM 1

11:30-13:00

**SECURITY CONCERNS SHAPING TRAVEL INSURANCE PRODUCTS**



Michael Clyne  
*Risk Management Consultant, Venture Risk Management*



Carl Carter  
*Managing Director, Voyager Insurance Services*



James Page  
*President, AIG International Services, AIG*

With ongoing security concerns in many parts of the world, travellers are more aware of the need to seek out policies that include coverage for trip interruption/curtailment as a result of terrorism or civil unrest. This session will explore how travel and health insurance products are evolving to better include cover for today's security risks.

**12:30-14:00 NETWORKING LUNCH**

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



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ROOM 2

14:00-15:30

STRUCTURED DECISION MAKING ON AIR  
AMBULANCE EVACUATIONS



Dr Fabian Winter  
*Head of Health Analytics, Munich Re*



Dr Cai Glushak MD  
*International Medical Director, AXA Assistance USA*



Eva Kluge  
*Director of Sales & Business Development, Air Alliance Medflight GmbH*

The decision of whether to evacuate a patient, often to their home country, or treat them in situ involves collaboration between case managers, medical directors, physicians and underwriters. How these different entities work together is vitally important, and will be explored in this session along with a look at how technology can help aid such collaboration. Specifically, attendees will learn about Munich Re's rule engine and how its can be applied in the aeromedical sector.

15:30-16:00 NETWORKING COFFEE BREAK

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



ROOM 2

15:30-17:00

EURAMI MEMBERS MEETING





7.00pm - Doors open  
7.15pm - Dinner is served  
10pm - ITIJ Awards ceremony

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# THURSDAY 9 NOVEMBER

## ROOM 2

09:00-10:00

### INTERNATIONAL PROVIDERS NETWORK FORUM



Laura Hilton  
Head, Global Health and Safety Resources, GeoBlue

This interactive discussion between payers/ assistance companies and healthcare providers will look for consensus on best practice, covering topics including online benefits portals vs GOPs, third-party billing agencies, and credentialing.

## ROOM 2

10:00-10:30

### INDUSTRY INSIGHTS: CLAIMS AUTOMATION



Ellison Scudder  
Senior Vice President of Information Technology, AIG Travel

AIG will discuss the wide-ranging benefits of claims automation for insurers and their customers.

## ROOM 2

10:30-11:00

### INDUSTRY INSIGHTS: A FATAL FLAW



Phil Peart  
General Manager - Travel Claim Investigations, MJM Corporate Risk Services

Claims investigations in many African countries are often hampered by corruption, lack of credible evidence, and the ease with which fake documents can be created. Such challenges were faced in a recent case involving an insured and his wife who was 'killed' crossing a road in Abidjan, Cote d'Ivoire. Phil Peart offers details of his latest investigations into attempts to defraud the travel insurance world.

## 10:00-12:30 NETWORKING BRUNCH

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



## ROOM 2

11:00-11:30

### INDUSTRY INSIGHTS: BLOOD TRANSFUSION PROTOCOL PROGRESS



Dr Yann Rouaud  
Group Medical Director, Airlec Ambulance

Airlec Ambulance, based in France, in conjunction with the French Blood Institute, has designed the first set of protocols for blood transfusions during medical repatriations. During this session, Airlec will report on its own experiences of carrying blood on medical flights in line with WHO haemovigilance, which has resulted in the safe repatriation of patients from Africa.

## ROOM 2

11:30-12:00

### 'GAUZE: UNRAVELING GLOBAL HEALTHCARE' - DOCUMENTARY SCREENING



Suzanne Garber  
Co-Founder and Chair of the Board, Gauze, LLC

'Gauze: Unravelling Global Healthcare' is a short documentary produced, written, and directed by Philadelphia-based entrepreneur Suzanne Garber that chronicles her 2014 to 2016 journey to 24 countries where she visited 174 hospitals and interviewed 65 international healthcare experts on what constitutes the 'best' in healthcare.

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