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# Austin

TEXAS / 25-28 FEBRUARY 2017





## MESSAGE FROM THE CHAIRMAN

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Welcome to Austin, Texas, and to the seventh ITIC Americas conference.

We've got a wide range of topics to cover in the next couple of days, looking at everything from infectious disease outbreaks, to new product development in reinsurance, and uses of telemedicine in the cruise sector. Also on the agenda this year we've got a representative from the DEA to discuss the ins and outs of medical escorts and air ambulance medics taking drugs across borders – an important session for anyone in this industry to attend.

The networking aspect of ITIC is, as ever, a vital part of the conference. I look forward to seeing you all at the Clive Bar for the Welcome Reception on Sunday, on the bat-watching sunset dinner cruise on Monday, and at the Farewell Dinner at the Searsucker Restaurant on Tuesday. The ITIC Austin Highlights Tour will be fantastic, with everything you might want to see or do in the city packed into a 120-minute tour!

We hope you enjoy ITIC Austin; I'm sure it will offer you plenty of business development opportunities and some great debates.

**IAN CAMERON**

*ITIC Chairman and Moderator*



## MEET THE TEAM

---



**Denise Clements**  
*Conference Director*



**Kirsty DiClaudio**  
*Conference Manager*



**Mike Forster**  
*Group Sales Manager*



**Sarah Watson**  
*Editor, ITIJ*

## THANKS TO THE COMMITTEE

---

**Bárbara Montenegro**  
*Director Client Services, Road America*

**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*

**Laura Hilton**  
*Head Global Health & Safety Resources, HTH Worldwide*

**Jacque Schwoerke**  
*Director of International Patient Services, Sharp HealthCare*

**Robin Ingle**  
*Chairman and CEO, Ingle Group of Companies*

**Jean-Marc Griscelli**  
*Regional Director Americas, Falck Global Assistance*

**Ignacio Marquez**  
*COO, MDabroad*

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## BRIEF AGENDA

### SATURDAY 25 FEBRUARY

10:30 - 13:30 — *Best of Austin Food Truck Tour\**

### SUNDAY 26 FEBRUARY

13:30 - 15:30 — *Medical Facility Tour – Seton Medical Center Austin*

15:00 - 17:00 — *Registration*

18:00 - 20:00 — *ITIC Austin Welcome Reception – sponsored by New Frontier Group*

### MONDAY 27 FEBRUARY

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

09:00 - 10:00 — **Travel insurance in Latin America**

10:00 - 10:30 — **New product developments in reinsurance**

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

11:00 - 12:30 — **Cuban preparedness**

12:30 - 13:30 — *Networking lunch*

13:30 - 14:00 — **Zika and infectious diseases – latest developments**

14:00 - 14:30 — **Inbound/outbound US travel protection product regulatory update**

14:30 - 15:00 — *Networking coffee break*

15:00 - 15:30 — **Telemedicine**

15:30 - 16:00 — **Trump for International Payors**

17:30 - 20:30 — *Bat-watching sunset dinner cruise – sponsored by Sharp HealthCare*

### TUESDAY 28 FEBRUARY

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

09:00 - 10:30 — **Does high quality healthcare always mean high prices in Latin and Central America?**

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

11:00 - 12:00 — **Drugs across borders**

12:00 - 12:30 — **Sickness forecasting**

12:30 - 14:00 — *Networking lunch*

14:00 - 16:00 — *The ITIC Austin Highlights Tour!\**

19:00 - 23:00 — *ITIC Austin Farewell Dinner*

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

10:30 - 13:30

## FOOD TRUCK TOUR



# BEST OF AUSTIN FOOD TRUCK TOUR\*

From Austin's best-kept secrets to well-known staples, Austin Eats Food Tours lets you experience them all. This tour is the perfect pre-conference networking activity for ITIC attendees.

Guests on this tour will ride in a comfy air conditioned executive bus and experience the eclectic mix of the South Austin, Downtown & East Side areas of Austin. The line-up is diverse and usually includes unique chocolates, breakfast tacos, a top rated wood-fired Italian sandwich, the ultimate monte cristo, a top rated multi course BBQ stop and desserts from a bakery that recently won *Cupcake Wars*. With 700 active food trucks, this tour provides locals and visitors insights into what Austin has to offer by stopping at 5 to 6 of the top-ranked food trucks. In addition to all of the food, guests will enjoy a plethora of local craft beers or hard cider, and soft drinks/bottled water will also be included.

*\*included in the ITIC Networking Registration.*

13:30 - 15:30

SUNDAY 26 FEBRUARY – PRE-CONFERENCE DAY 2

## MEDICAL FACILITY TOUR



ITIC Austin attendees have the opportunity to visit the Seton Medical Center, Austin's largest medical/surgical acute care centre. Seton Medical Center Austin is currently ranked #1 in Austin and #12 in all of Texas by *U.S. News & World Report*.

15:00 - 17:00

## Registration

*Register at the ITIC desk at the Kimpton Hotel Van Zandt and collect your attendee pack.*



— NEW —  
**FRONTIER**<sup>SM</sup>  
— GROUP —  
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New Frontier Group invites you to Austin's most stylish watering hole at the corner of Rainey and Davis

Sunday 26<sup>th</sup> February from 6-8pm join us at

**CLIVE BAR**

for the official ITIC Austin Welcome Reception

Sample local and craft beers, cocktails and a feast of Texan style hors d'oeuvres  
All accompanied by one of Austin's best-known country music bands\*

\*Cowboy boots welcome



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# EXHIBITORS

Representing Aitheras Aviation Group at ITIC Austin are:

**Mitch Stanaland**

Director of Medical Operations



**Kevin Weir**

Chief Operating Officer



Aitheras (Greek: Pure Air) was founded in 2005 by George Katsikas. The company began as a traditional Part 135 Air Charter enterprise and developed into an air medical specialist, commencing air medical services in 2008. Today, air medical services represent over 90% of our revenues and 100% of our vision. We are a worldwide CAMTS Accredited fixed-wing provider in partnership with the Cleveland Clinic, operating under Global Authority (one of 3 in the United States) transporting patients in need of getting to a

higher level of care and we provide organ transport services for the procurement and delivery of transplantation organs and their medical teams. We are proud of our credentials, our customer/partner list, our people, our culture and our successes in the execution of our vision. Aitheras holds several coveted credentials in the aviation community, recognizing our quality and safety attributes and employs best practices in all facets of our operations.

For more informan about Aitheras Aviation Group contact Mitch Stanaland 1.406.231.3377

Representing eDocAmerica at ITIC Austin:

**Matt Henry**

Vice President - Sales and Marketing



**A message from Matt Henry:**

“I have been very excited to attend ITIC Austin as the international interest in our service continues to grow. I am eager to learn more about the this industry and brainstorm on the ways that simple telemedicine services can make a big difference abroad. Please stop by our table top booth to say hello...I am looking forward to meeting you!”

determine the right next steps?

In 1999, eDocAmerica was formed and became a pioneer in telemedicine. Among other things, we provide email access to medical professionals including physicians, psychologists, pharmacists, dentists, dietitians, fitness trainers, and other physician specialties. With our service, users can ask whatever they want, whenever they want, and always get a personal response.

Users access our medical team through smartphone apps, computers, or an existing member portal that has integrated with eDocAmerica. Our service easily integrates into your company’s member portal for a private label, seamless user experience.

Imagine being on a trip overseas and your spouse suddenly gets sick. It is an unfamiliar place, perhaps an unfamiliar language, and you are unsure as to the right next steps. Wouldn’t it be helpful to be able to conveniently interact with a US based medical team to

To date, eDocAmerica has had users from over 100 countries. Come visit with us about how our service may be able to provide your company a unique differentiator in the marketplace...

# EXHIBITORS

*Representing UCXtra MedJet at ITIC Austin:*

**Robert Higginson**

*Program Director/Business Development*



**Brody Purser**

*Business Development*



**Jon Risati**

*Director of Logistics and Case Management*



**UCXTRA MEDJET**

Our mission at UCXtra MedJet is to deploy an advanced approach to patient air transport for critical care medical services. This is accomplished by the deployment of state of the art medical technology, highly skilled medical staff, and fastest fleet of jets in the industry.

During all Exhibit Hall hours at ITIC, we are giving away many great promotion items and a have grand prize drawing at the conclusion of the conference. Come see what we're all about!

## A message from UCXtra MedJet:

“We are proud to launch UCXtra MedJets at ITIC – Austin. Please come meet us in the Exhibition Hall, and see what changes UCXtra MedJet will be bringing to the industry in 2017. We look forward to collaborating with all the dedicated professionals that have built this industry, and helping shape the future of medical air transport with all.”

*Representing NAAMTA at ITIC Austin are:*

**Roylen ‘Griff’ Griffin**

*Executive Director*



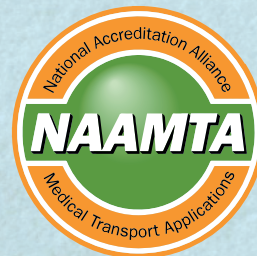
**Amy Arndt**

*Program Director*



NAAMTA began with a passion to provide a service-based accreditation program that assisted medical transport services in attaining compliance to industry standards which focus on 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, NAAMTA's tools have branched out to include online forms,



surveys, and reports that organizations use to collaborate, share information internally, and contribute to the continuous compliance directive; 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.

# EXHIBITORS

*Representing Wings of Life Air Ambulance at ITIC Austin:*

**Gerard O'Brien**  
President & CEO



**WINGS OF LIFE**  
WORLDWIDE AIR AMBULANCE



**A message from Gerard O'Brien:**

"I'm looking forward to our first year at the ITIC conference and the successful networking opportunity it is providing. We are anxious to make new friends and learn more about all the attendees. Please be sure to stop by our table to meet us and learn more about what Wings of Life is all about."

Wings of Life is the premier air ambulance service with a world-wide reach. We provide beside-to-beside medical transportation

services, including ground transport. Using modern technology, global positioning systems and advanced medical equipment we can transport your patients securely both domestically and internationally. Our medical crews consist of highly trained professionals with extensive experience, meeting rigorous patient care and safety standards. All medical teams are trained in altitude physiology along with ACLS and PALS certifications. We deliver high-quality, cost effective air ambulance transportation anywhere, anytime.

*Representing TMH at ITIC Austin:*

**Dr Todd M. Husty**  
CEO



**TMH Medical Services**  
CLINICS • EMS • TRAINING



**Jason Cerovac**  
Project Manager - Florida Medevac Ops



offers medevac services with US trained and certified medical flight personnel stationed in theater.

**Amy Ward**  
TMH Medevac Coordinator



TMH has continuously demonstrated professional capability by providing high standard healthcare in remote parts of the world and never using location as an excuse for subpar equipment, staff or level of care.

TMH Medical Services, LLC (TMH) is the largest private supplier of medical and dental services in the Afghanistan Theater. TMH operates three (3) fully equipped and staffed hospitals in Afghanistan located at the Kandahar Airfield, Bagram Airfield and Kabul. Each hospital and clinic offers a westernized approach to medicine and healthcare. Our Medevac division provides services throughout Asia, The Middle East, Europe, Africa, North and South America.

TMH has the expertise to support a medical project anywhere we go, as this has been demonstrated by our longevity and excellent reputation from patients, employers and insurance companies who work with us every day.

TMH provides a comprehensive array of services which include medical, dental, x-ray capabilities, lab services, inpatient and pharmacy capabilities. In addition, TMH

TMH has supported and serviced nearly 26,000 patients since commencing operations in 2010. Additionally, we have executed over 750 Air Ambulance or Commercial Medevac missions. We constantly receive praise for our quick responses, excellent communications and professional care.

# 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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- Pediatric Specialized Care
- Complex Cardiology
- Solid Organ Transplantation

Through our long-term collaboration with our global partners, we have streamlined the international patient experience, while providing exceptional hospitality and personalized concierge service.

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](mailto:internationalinfo@jhsmiami.org) to learn more about Jackson's global patient support.

[www.JacksonInternational.org](http://www.JacksonInternational.org)



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08:00 - 09:00

**Networking breakfast**

*Meet with our table-top exhibitors over breakfast on the Ladybird Mezzanine.*

09:00 - 10:00

## TRAVEL INSURANCE IN LATIN AMERICA



**LINDSAY LEHR**

*Senior Director*  
American Market Intelligence

An in-depth look at the take-up rate of travel insurance products in the region, product design for this market, and growth expectations for the future.



**CARLOS E. FERNANDEZ**

*CEO Mexico & GSAs LATAM*  
April Americas

10:00 - 10:30

## NEW PRODUCT DEVELOPMENTS IN REINSURANCE



**MICHAEL L. FRANK**

*President & Actuary*  
Aquarius Capital

This session will provide an overview of the reinsurance marketplace in the US, concentrating on new developments specific to travel and health insurance, and covering regulatory changes in the region, as well as the use of captives for risk management.

10:30 - 11:00

**Networking coffee break**

*Located on the Ladybird Mezzanine.*

11:00 - 12:30

## CUBAN PREPAREDNESS



**COLLIN LAVERTY**

*Founder and President*  
Cuba Educational Travel



**FEDERICO TARLING**

*Chief Service Officer*  
ASSIST CARD

With the influx of tourists from the US to Cuba, is the country prepared to deal with the extra pressure on its healthcare resources, and what should international assistance providers know about working in the country?



**DR MARCELINO FEAL SUÁREZ**

*Professor of General Surgery*  
University Hospital Calixto García

12:30 - 13:30

**Networking lunch**

*Meet with our table-top exhibitors over lunch on the Ladybird Mezzanine.*

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13:30 - 14:00

## ZIKA AND INFECTIOUS DISEASES – LATEST DEVELOPMENTS



**DR JOANNA GAINES PHD,  
MPH, CHES**

*Doctoral Epidemiologist*  
Centers for Disease Control and  
Prevention

This session will investigate the impact of Zika on Greater Miami and the beaches, including how the impact on tourism was minimized during the recent outbreak, and current and future protection measures.

14:00 - 14:30

## INBOUND/OUTBOUND US TRAVEL PROTECTION PRODUCT REGULATORY UPDATE



**GREG E. MITCHELL**

*Attorney at Law*  
Frost Brown Todd LLC

An update on the progress of the Limited Lines Travel Insurance Model Act and how it has so far affected the provision of travel insurance to consumers.

14:30 - 15:00

*Networking coffee break*

*Located on the Ladybird Mezzanine.*

15:00 - 15:30

## TELEMEDICINE



**DR BRENT STEINECKERT,  
MPH, PMP**

*Director, EHR, HIM, Patient Access*  
Sharp HealthCare

As telemedicine continues to evolve and become more widespread, we examine the current use of this technology and also look at any hindrances, such as legal issues, that might prevent its true power being harnessed by the global travel and health insurance industry.

15:30 - 16:00

## TRUMP FOR INTERNATIONAL PAYORS



**JOHN SPEARS**

*VP Marketing and Business  
Development*  
Global Excel Management Inc.

As the new US president and the Republican Party begin dismantling Obamacare, what the replacement healthcare plan will look like and how it could impact international insurers remains unclear. This session will examine the issues and the latest indications from Washington, DC.

# AUSTIN

*We're constantly exploring  
ways to serve you better.*

***Our ITIC delegates  
would love your opinion.***

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**SHARP**  
Global Patient Services

*invite you to join them aboard  
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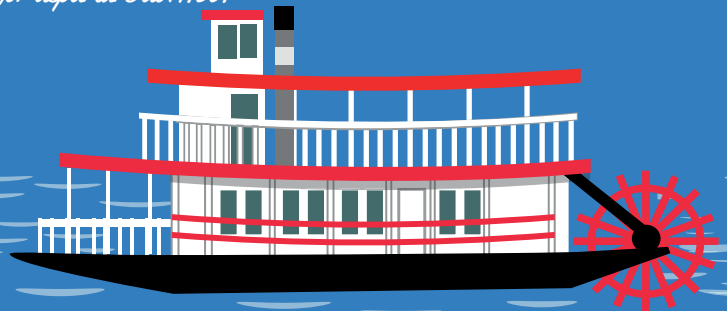
*As we sail, you'll pass the Congress Avenue Bridge  
at the perfect moment to see the world famous  
Mexican free-tailed bats fly out from under it - a  
spectacular sight to cap an evening of networking*

*Monday 27th February  
Set sail at 18:00 prompt*

*Enjoy a traditional Texan BBQ feast  
with beer, wine and soft drinks included*

*Have a favourite BBQ tippie? The Lonestar is BYO!*

*The Lonestar Riverboat dock is a short, pleasant walk from the Van Zandt Hotel  
Prefer a transfer? Confirm your place with Team ITIC for departure at 17:30.*





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08:00 - 09:00

**Networking breakfast**

Meet with our table-top exhibitors over breakfast on the Ladybird Mezzanine.

09:00 - 10:30

## DOES HIGH QUALITY HEALTHCARE ALWAYS MEAN HIGH PRICES IN LATIN AND CENTRAL AMERICA?



**DR DAVID JAIMOVICH, MD**  
*President and Founder*  
Quality Resources International



**DR JOSE SALLOVITZ**  
*Medical Coordinator*  
Mondial Assistance Brazil



**DR PAUL CHANG, MD, MBA, MPH, CPHQ, FACHE**  
*Vice President, Accreditation, Standards, and Measurement*  
Joint Commission International (JCI)

With such disparity across the region between standards of care and equipment in hospitals, how can international insurers ensure they receive value for money when accessing healthcare in the region?

10:30 - 11:00

**Networking coffee break**

Located on the Ladybird Mezzanine.

11:00 - 12:00

## DRUGS ACROSS BORDERS



**SPECIAL AGENT GINA M. GIACHETTI**  
*Group Supervisor Tactical Diversion Squad, Austin Resident Office*  
DEA



**DR TERRY MARTIN**  
*Medical Director*  
Capital Air Ambulance



**DIVERSION INVESTIGATOR MARTIN RAMIREZ**  
*Tactical Diversion Squad, Austin Resident Office*  
DEA

An assessment of the challenges involved in carrying controlled medication across borders during aeromedical missions, and how these can be overcome.

# IT'S ABOUT PEOPLE

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YOUR ASSISTANCE COMPANY  
[www.active-care.ca](http://www.active-care.ca)

Active Claims Management Inc.

12:00 - 12:30

## SICKNESS FORECASTING



**GRAHAM DODGE**  
CEO  
Sickweather

Detailing how it uses social media analytics to forecast and map illnesses around the globe, Sickweather will be sharing its insights on how it can allow users to assess the chance of sickness – including gastrointestinal illnesses – or keep on top of current outbreaks in any particular area.

12:30 - 14:00

*Networking lunch*

*Meet with our table-top exhibitors over lunch on the Ladybird Mezzanine.*

14:00 - 16:00

## AUSTIN SIGHTSEEING TOUR

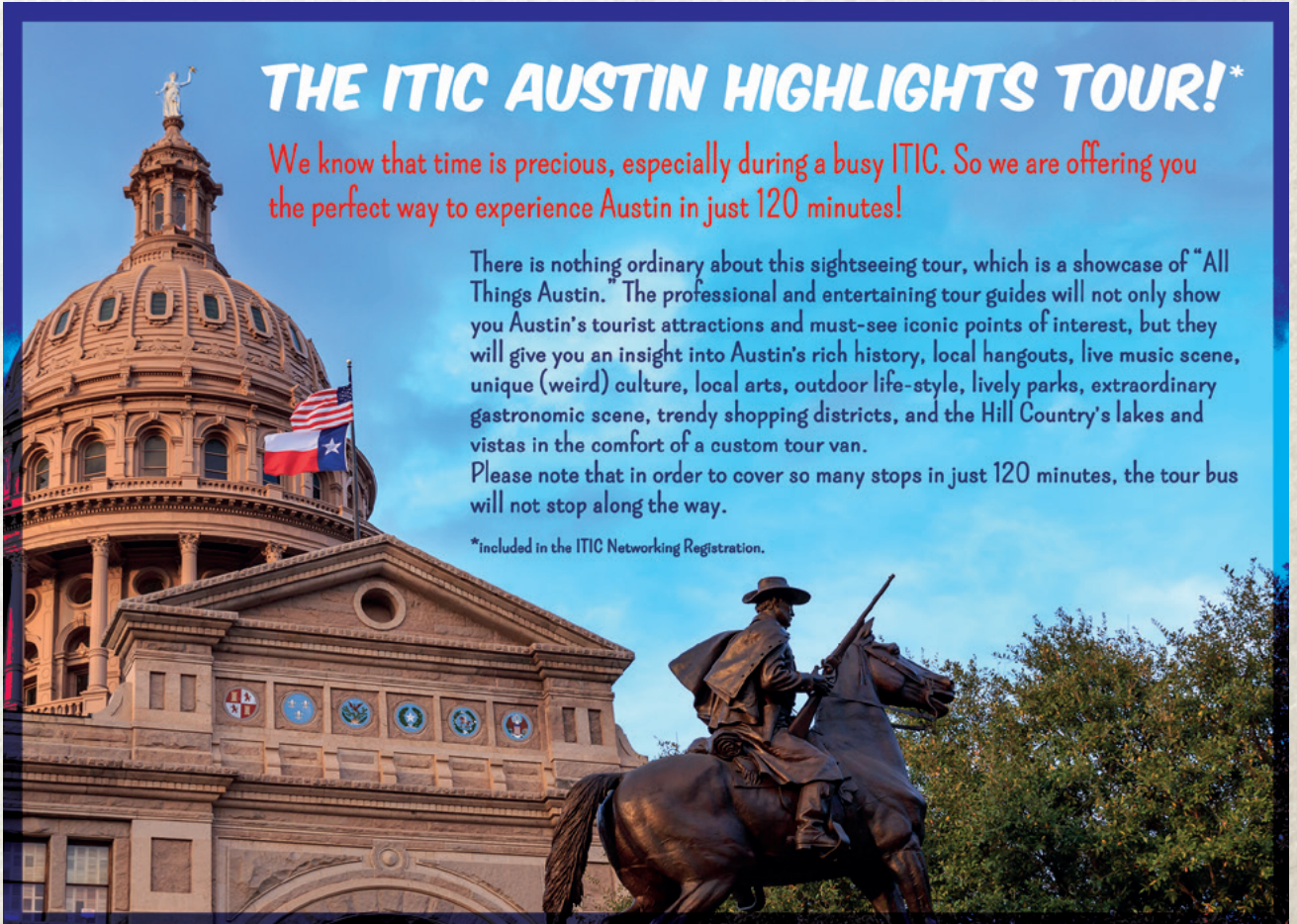
### THE ITIC AUSTIN HIGHLIGHTS TOUR!\*

We know that time is precious, especially during a busy ITIC. So we are offering you the perfect way to experience Austin in just 120 minutes!

There is nothing ordinary about this sightseeing tour, which is a showcase of “All Things Austin.” The professional and entertaining tour guides will not only show you Austin’s tourist attractions and must-see iconic points of interest, but they will give you an insight into Austin’s rich history, local hangouts, live music scene, unique (weird) culture, local arts, outdoor life-style, lively parks, extraordinary gastronomic scene, trendy shopping districts, and the Hill Country’s lakes and vistas in the comfort of a custom tour van.

Please note that in order to cover so many stops in just 120 minutes, the tour bus will not stop along the way.

\*included in the ITIC Networking Registration.



# Redefining networking

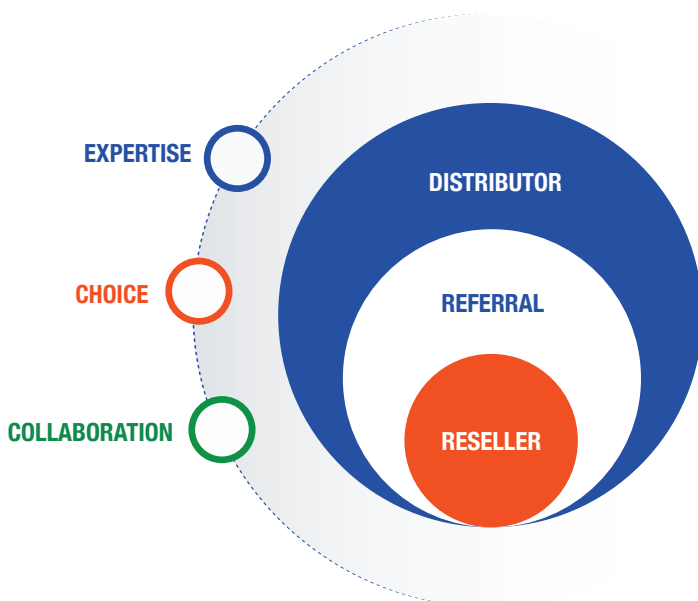
## The ITIC Austin App offers:

- Conference schedule and speaker information.
- Updates from Team ITIC with things you need to know.
- The attendee list, with the chance to contact the key people you need to see.
- Share your updates and activities with fellow attendees.

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# ITIC AUSTIN FAREWELL DINNER



February  
Tuesday | 28th

19:00 - LATE

One-way transfer provided  
from the Hotel Van Zandt

RSVP to Team ITIC

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