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**B A R C E L O N A**

5–9 November 2023 | W Barcelona



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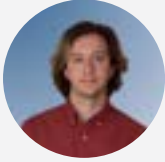
# MEET THE TEAM



**Sophie Edwards**  
Head of Events  
ITIC



**Helen Watts**  
Global Partnerships Manager  
ITIC



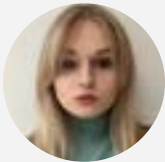
**Brandon Bondsfield**  
Global Exhibition & Production  
Executive  
ITIC



**John Williams**  
Global Event Producer  
ITIC



**Kate Knowles**  
Events Administrator  
ITIC



**Lola Newbegin**  
Events Administrator  
ITIC

# MODERATORS



**Marc Banting**  
Chief Operating Officer  
Voyageur Group



**Ian Cameron**  
Managing Director, Voyageur Group  
ITIC Chairman and ITIJ Editor in Chief



**Mandy Langfield**  
Director of Publishing  
Voyageur Group

# ITIC GLOBAL COMMITTEE 2023

Our thanks go to the ITIC Global 2023 Advisory Committee, who have given time and expertise in helping us to shape the agenda for this year's event.



**Natalya Butakova**  
AP Companies



**Brad Dance**  
TuGo



**Jane Hegeler**  
Nordic Insurance Software



**Laura Hilton**  
Fairmount International



**Rory O'Gara**  
Servisource



**Julie Remington**  
Real Travel Assistance



**Geoffroy Remond**  
Axa Assistance



**Claudia Schmiedhuber**  
Alpine Health Consulting



**Patrick Schomaker**  
Foyer Global Health



## MESSAGE FROM THE CHAIRMAN

Dear all,

It's a pleasure to welcome you back to the W Barcelona for ITIC Global 2023 – Barcelona is such a beautiful city, and an ideal setting for the biggest travel and health insurance event of the year.

ITIC Global offers attendees the ideal mix of business and pleasure. It's a place where we can gather to collaborate with industry peers and colleagues, discuss important industry developments, and consider how we can move forward to embrace technology to further the reach of insurance and offer customers what they want. Our agenda this year reflects all of these diverse topics – from the application of telemedicine services, to the future of travel insurance policy development, assistance for digital nomads, and how to confront the problem of talent retention.

On the social side, we have some great events happening in the evenings – the New Attendees' Welcome Function and Official ITIC Welcome

Reception on Monday, Karaoke on Tuesday, and of course the ITIJ Awards on Thursday night. All are events not to be missed!

It's been an interesting year for travel and the industries that support travellers, whether they are abroad for business or pleasure. The plethora of new technologies available, and how to utilise these to the advantage of both client and insurer, are key to how we forge new paths and partnerships within the travel insurance industry. And ITIC is the place to build those partnerships. Meet new people, collaborate with existing colleagues, and be part of the future of our industry.

I look forward to meeting you all over the course of the week.

A handwritten signature in black ink, appearing to read 'Ian Cameron'. The signature is stylized with a large initial 'I' and a long horizontal stroke at the end.

**IAN CAMERON**

ITIC Chairman & ITIJ Editor in Chief



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# Brief Agenda

## ITIC DESK OPENING TIMES

Monday 09:00–17:00      Wednesday 09:00–17:00  
Tuesday 09:00–17:00      Thursday 09:00–13:00

## Sunday 5 November 2023

15:00–17:00      Early Registration and Meet the Exhibitors

## Monday 6 November 2023

07:30–08:15      ITIC Global Running Club – sponsored by Gamma Air Medical and European Air Ambulance

09:00–10:00      Registration and Welcome Coffee – sponsored by Connex Assistance

10:00–10:45      Keynote Speaker: Russ Malkin, Founder and Owner, Big Earth Productions

10:45–11:15      Networking Coffee – sponsored by HM Hospitales

11:15–12:45      Session 1: The future of telemedicine and its application in the travel and international health insurance sectors

12:45–14:15      Networking Lunch – sponsored by Peak Medevac

14:15–15:45      Session 2: Air ambulances – what does the future hold for payers and providers?

15:30–16:30      Exhibitors' Cocktail Hour – sponsored by Flywire

15:30–16:30      Networking Coffee Break – sponsored by HM Hospitales

18:00–19:00      New Attendees' Welcome Reception

19:00–21:00      ITIC Global 2023 Welcome Party sponsored by AQA Assistance, Collinson, European Air Ambulance, Northcott Global Solutions

## Tuesday 7 November 2023

07:30–08:15      ITIC Global Running Club – sponsored by Gamma Air Medical and European Air Ambulance

09:00–09:30      Registration and Welcome Coffee – sponsored by Connex Assistance

09:30–11:00      Session 3: Looking ahead – the evolution of travel insurance in line with changing customer needs

11:00–11:30      Networking Coffee – sponsored by SARPA Assistance

# 11 Years of Global Ground Transportation on Display at ITIC 2023

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[operations@gateway-ems.com](mailto:operations@gateway-ems.com)



# Brief Agenda

## ITIC DESK OPENING TIMES

Monday 09:00–17:00      Wednesday 09:00–17:00  
Tuesday 09:00–17:00      Thursday 09:00–13:00

## Tuesday 7 November 2023

- 11:30–13:00**      Session 4: Technology, expats and digital nomads – the future of insurance and assistance
- 13:00–14:30**      Networking Lunch – sponsored by Peak Medevac
- 14:30–16:00**      Medical Directors' Forum: High-risk pregnancy away from home – management and repatriation. Led by Dr Bettina Vadera, AMREF Flying Doctors
- 14:30–16:00**      Provider Network Forum, Led by Laura Hilton, Fairmount International
- 16:00–16:30**      Networking Coffee – sponsored by SARPA Assistance
- 16:30–18:00**      EURAMI General Assembly
- 21:00–LATE**      Cocktails & Karaoke – sponsored by Commercial Medical Escorts

## Wednesday 8 November 2023

- 07:30–08:15**      ITIC Global Running Club – sponsored by Gamma Air Medical and European Air Ambulance
- 08:15–09:00**      Morning Yoga – sponsored by SkyCare Global
- 09:00–09:30**      Registration & Networking Coffee – sponsored by Connex Assistance
- 09:30–11:00**      Session 5: Digital fraud – identifying the risks and finding solutions
- 11:00–11:30**      Networking Coffee – sponsored by Dana Farber Cancer Institute
- 11:30–13:00**      Session 6: Mental health coverage, assistance and evacuation
- 13:00–14:30**      Networking Lunch
- 14:30–16:00**      Air Ambulance Forum: Talent recruitment and retention
- 15:00–17:00**      Hospital Tour: HM Nou Delfos
- 16:00–16:30**      Networking Coffee – sponsored by Dana Farber Cancer Institute
- 16:30–20:00**      University of Barcelona Tour hosted by Aeromedical and Marine TRI





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# Brief Agenda

## ITIC DESK OPENING TIMES

Monday 09:00–17:00  
Tuesday 09:00–17:00

Wednesday 09:00–17:00  
Thursday 09:00–13:00

## Thursday 9 November 2023

- |             |   |
|-------------|---|
| 09:00–09:30 | Networking Coffee   |
| 09:30–11:00 | Session 7: Hospital pricing and cost containment solutions  |
| 10:00–12:00 | Exhibitors' Brunch  |
| 13:00–16:30 | Optional Social Event   Sagrada Familia Tour sponsored by Rowland Brothers International          |
| 19:00–23:00 | The ITIC Global Finale Dinner & ITIJ Awards   |
| 22:30–LATE  | The After Party! Entertainment sponsored by AirMed International and International Medical Center |



**GLOBAL** BARCELONA  
5-9 NOVEMBER 2023

**MON-WED, 7:30AM  
W LOBBY, BARCELONA**



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nurses

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Number 20





# PANAMA

3-5 MARCH 2024 | SOFITEL LEGEND CASCO VIEJO

## JOIN THE ITIC COMMUNITY

ITIC Americas 2024 is an opportunity to forge partnerships with companies operating across the region – working together to secure the future of the travel and health insurance industry.

Stay up to date with ITIC Americas 2024 and register your interest today!



PROUD TO PARTNER WITH







# MORE than a HOSPITAL

WE ARE AN EXPERIENCE

THE PANAMA CLINIC



“We are a high complexity, state of the art institution, located at the heart of Panama, in the middle of a complex specially conceived to fulfill the many needs an international patient may ask for. It includes hotel, food court, shopping mall, supermarket, theatre, cinemas among others.

The Panama Clinic was conceived as a dream shared by a family, who built it to treat their grandparents as they grew older and travel became very difficult, so every single detail has been conceived by the passion only family can inspire.

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**Mr. Abhijeet Sachdev**  
CEO and Founder

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### Why Cost Containment Is Important in Healthcare?

**Medical Cost containment is important for several reasons.**

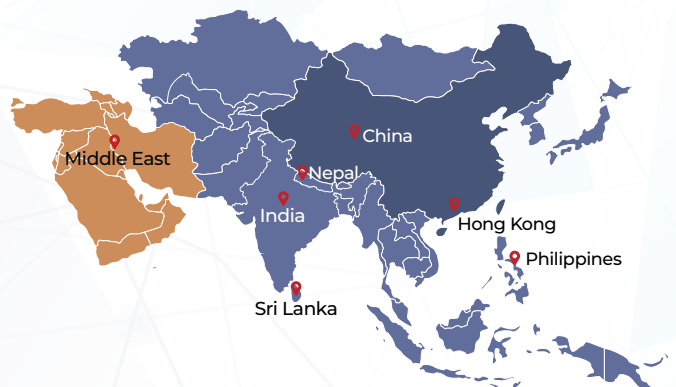
As healthcare expenses continue to rise, it is essential to implement strategies that not only control costs but also maintain the high standards of care that patients deserve.

### Doctor House Call

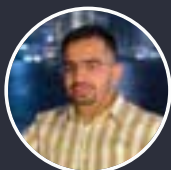
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**Mr. Himanshu Shehrawat**

Operations Head (Global)

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himanshu@medinyx.com

himanshu@ama-group.org



**GLOBAL EXHIBITORS**



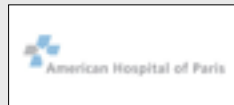
BOOTH 1  
ITIJ



BOOTH 2  
ITIJ



BOOTH 3  
The London Clinic



BOOTH 4  
American Hospital of Paris



BOOTH 5  
ISON & Coris



BOOTH 6  
The Panama Clinic



BOOTH 7  
CAMTS



BOOTH 9  
Greek Flying Doctors



BOOTH 10  
KRAY Assistance China



BOOTH 11  
Lodestone Travel Claims Software



BOOTH 12  
Hellenic Healthcare Group



BOOTH 13  
Hellenic Healthcare Group



BOOTH 14  
BDMS



BOOTH 15  
Monaco Cardio-Thoracic Center



BOOTH 16  
Northwestern Medicine



BOOTH 17  
Air Doctor



BOOTH 18  
Atrium Health



BOOTH 19  
Inchcape Assistance Services



BOOTH 20  
Iris Global



BOOTH 21  
International Medical Center



BOOTH 22  
Nordic Insurance Software



BOOTH 23  
UNICAIR



BOOTH 24  
Teladoc Health



BOOTH 25  
Athens Medical Group



BOOTH 26  
Air Rescue Group



BOOTH 27  
Redstar Aviation



BOOTH 28  
Auxilia AeroMedical Assistance



BOOTH 29  
Connex Assistance



BOOTH 30  
EMA Global



BOOTH 31  
European Air Ambulance



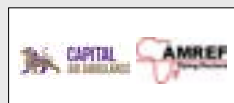
BOOTH 32  
Spectrum Aeromed



BOOTH 33  
Hospital Metropolitano de Santiago



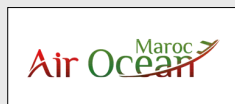
BOOTH 34  
OYONNAIR



BOOTH 35  
Capital Air Ambulance & AMREF



BOOTH 36  
Retrieval Medics International



BOOTH 37  
Air Ocean Maroc



BOOTH 38  
Phoenix Aviation



BOOTH 39  
International Assistance Group



BOOTH 40  
International Assistance Group



BOOTH 41  
Airlec Air Ambulance



BOOTH 42  
Malteser Aeromedical



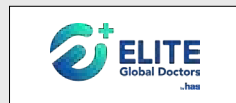
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MONDAY 6 NOVEMBER 2023

# Monday



**07:30**  
-  
**08:15** **ITIC Global Running Club – sponsored by Gamma Air Medical and European Air Ambulance**  
OUTSIDE | W BARCELONA LOBBY

Gamma Air Medical and European Air Ambulance invite you to put your best foot forward and start the day with a relaxed guided 5k run along Barcelona's iconic beachfront. The ITIC Global Running Club is suitable for all abilities. Sign up and join us!

**09:00**  
-  
**10:00** **Registration and Welcome Coffee – sponsored by Connex Assistance**  
EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Start your first full day at ITIC Global right – collect your badge, grab a coffee and a snack, and mingle with attendees in the Exhibition Hall before sessions begin.

**10:00**  
-  
**10:45** **Keynote Speaker: Russ Malkin, Founder and Owner, Big Earth Productions**  
CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

Keynote speaker Russ Malkin is a British TV producer, director, adventurer, author and founder of Big Earth Productions, and has captivated audiences worldwide with his adventure travel series and documentaries. For the ITIC audience, Russ will share how he works with industry professionals to assess, minimise and mitigate the risks casts and crews face while travelling to inhospitable environments. There will be some hair-raising stories of how teams manage when things go wrong in remote areas.

**SPEAKER**



**Russ Malkin**

TV producer, director, adventurer, author and founder  
Big Earth Productions

**10:45**  
-  
**11:15** **Networking Coffee – sponsored by HM Hospitales**  
EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Get refreshed and take a moment to chat with fellow attendees and the ITIC Global exhibitors care of HM Hospitales.





We are **Spain's leading Hospital Group** with 49 hospitals and over 4,000 associate doctors, sharing a clear vision of a comprehensive healthcare model.



11:15  
-  
12:45

## Session 1: The future of telemedicine and its application in the travel and international health insurance sectors

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

While Covid-19 brought forward the widespread adoption and application of telehealth services across the world, its use has dropped dramatically since restrictions were lifted. How can insurers, hospitals and international medical assistance providers continue to make the best use of the technology platforms available, encouraging customers to engage with their health practitioners to lower costs and ensure prompt and efficient care?

### SPEAKERS



**Dr François-Xavier Duchateau**

Group Chief Medical Officer  
Allianz Partners



**Noelle Weinrich**

Director of Product  
GeoBlue



**Daniel Birrer**

Chief Sales Officer  
Medi24

12:45  
-  
14:15

## Networking lunch – sponsored by Peak Medevac

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Enjoy some local cuisine while continuing your meetings and discussions.

14:15  
-  
15:45

## Session 2: Air ambulances – what does the future hold for payers and providers?

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

Air medical transportation frequently costs tens of thousands of dollars, but are insurers getting value for money for these services? Air ambulance companies need to show transparency with costs and demonstrate to payers that their experience and expertise is worth the expense, and that in the air ambulance sector, as in life, you get what you pay for. Cutting corners and costs when it comes to critical care medical transport is not the best way to save money or treat patients. While providers battle with increasing costs – from fuel, to staffing and medical equipment – they cannot absorb these costs alone, and payers are going to feel the impact as well.

### SPEAKERS



**Brandon Bates**

Sr. Director Global Strategy & Partner Relations  
AirMed International



**Lisa Humphries**

Business Development Director  
Capital Air Ambulance



**Julie Remmington**

Director  
Real Travel Assistance



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MONDAY 6 NOVEMBER 2023

---

**15:30 Exhibitors' Cocktail Hour – sponsored by Flywire**

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

–  
**16:30**

Grab a cocktail – or mocktail – and meet this year's exhibitors, in our biggest-ever hall.

---

**15:30 Networking Coffee Break – sponsored by HM Hospitales**

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

–  
**16:30**

Get refreshed and take a moment to chat with fellow attendees and the ITIC Global exhibitors care of HM Hospitales .

---

**18:00 New Attendees' Welcome Reception**

LA LLOTJA DE MAR | TRANSFER DEPARTS AT 17:30 FROM W LOBBY

–  
**19:00**

A chance for first time ITIC Global attendees to meet the ITIC committee and get to know each other.

This event is by invitation only.

---

**19:00 ITIC Global 2023 Welcome Party co-sponsored by AQA Assistance, Collinson, European Air Ambulance and Northcott Global Solutions**

LA LLOTJA DE MAR | TRANSFER DEPARTS AT 18:30 FROM W LOBBY

–  
**21:00**

We have a very special night of celebration planned for ITIC Global's official opening party. Join us for a night you won't forget in a stunning 15th Century building with dramatic Gothic architecture.

---



**AMERICAS PANAMA**

Sofitel Legend Casco Viejo, Panama City

**3-5 MARCH 2024**



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**MONDAY 6 NOVEMBER**

**19:00-21:00**

 **GLOBAL** BARCELONA  
5-9 NOVEMBER 2023

# WELCOME PARTY!

**CO-HOSTED BY:**



**PLEASE WEAR YOUR ATTENDEE BADGE**

**LA LLOTJA DE MAR  
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**TRANSFERS DEPART AT 18:30  
FROM W BARCELONA LOBBY**

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21–23 APRIL 2024 | FOUR SEASONS NILE PLAZA, CAIRO

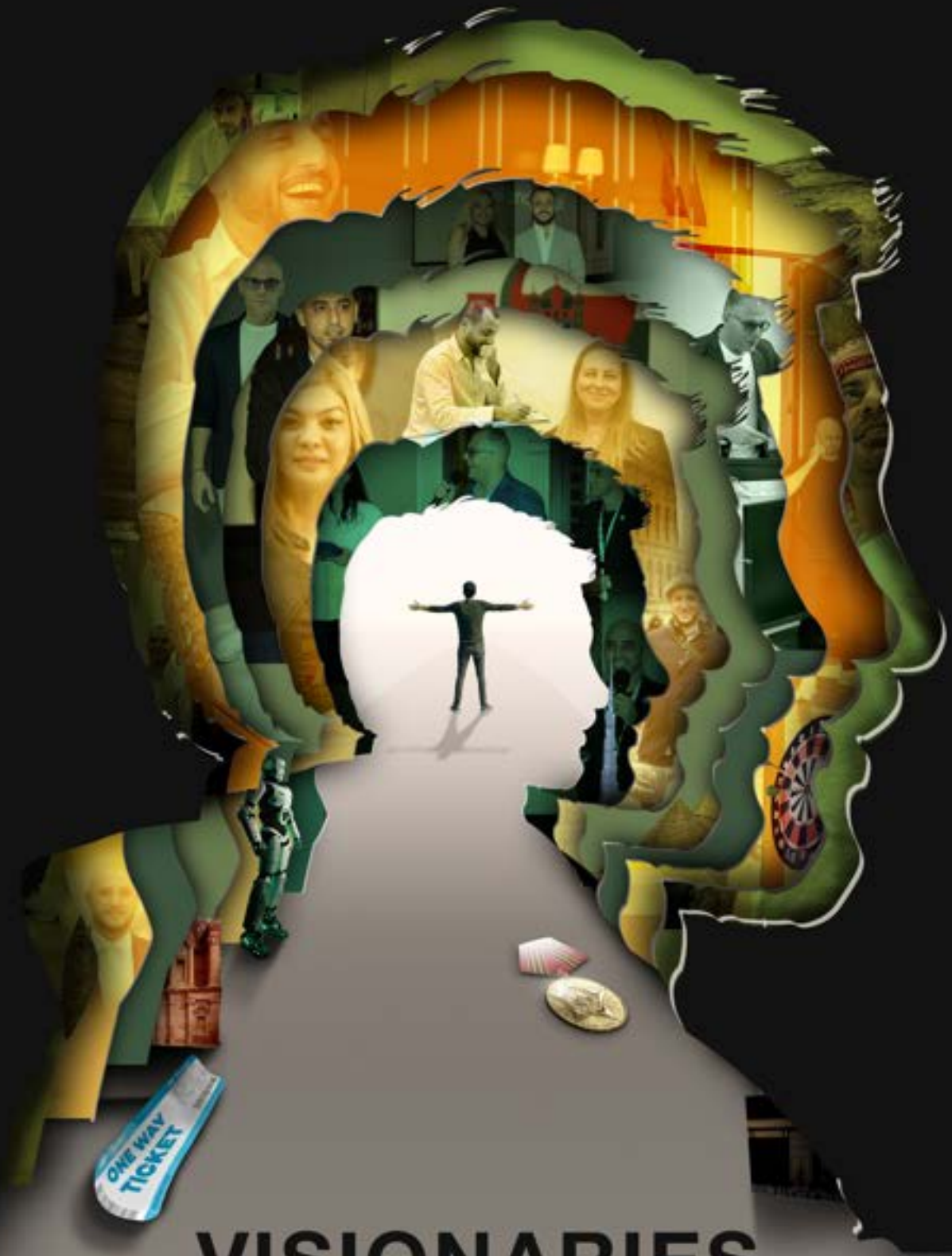
## JOIN THE ITIC COMMUNITY

ITIC MEA 2024 is an opportunity to forge partnerships with companies operating across the region – working together to secure the future of the travel and health insurance industry.

Stay up to date with ITIC MEA 2024  
and register your interest today!







# VISIONARIES

BEYOND BOUNDARIES



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TUESDAY 7 NOVEMBER 2023

# Tuesday



**07:30**  
-  
**08:15** **ITIC Global Running Club – sponsored by Gamma Air Medical and European Air Ambulance**  
OUTSIDE | W BARCELONA LOBBY

Put your best foot forward and start the day with a relaxed guided 5k run along Barcelona's iconic beachfront. The ITIC Global Running Club is suitable for all abilities. Sign up and join us!

**09:00**  
-  
**09:30** **Registration and Welcome Coffee – sponsored by Connex Assistance**  
EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Registration is open if you have yet to collect your attendee badge and conference bag. Otherwise enjoy a coffee, catch up with your ITIC friends and make new connections.

**09:30**  
-  
**11:00** **Session 3: Looking ahead – the evolution of travel insurance in line with changing customer needs**  
CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

Being able to predict what travellers want and need is key to being on the front line of travel insurance provision. Making use of the latest data allows insurers to better predict, assess and price risk accurately. In a fast-moving world where travellers jump on a plane at a moment's notice, is the travel insurance sector keeping up with customer demand for instant coverage and claims reimbursement? How can traditional insurers keep up with the pace of the insurtech startup disruptors?

#### SPEAKERS



**Katie Crowe**

Global Head of PR & Communications  
battleface



**Lauren Gumpert**

Vice President of Communications & Brand Strategy  
Faye



**Irene García Saez**

Deputy Chief Business Officer and Chief Data Officer  
MAWDY

**11:00**  
-  
**11:30** **Networking Coffee – sponsored by SARPA Assistance**  
EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Get refreshed and take a moment to chat with fellow attendees and the ITIC Global exhibitors.

# Mayo Clinic №1 hospital in the USA.

U.S. News & World Report 2022–2023

Your covered members deserve the care of the very best, and international patients are accepted at Mayo Clinic. Give your members the care they need. Set up access to Mayo Clinic's expert medical care for your covered members by contacting the Contracting and Payer Relations team at [DLINTLCONTRACTING@mayo.edu](mailto:DLINTLCONTRACTING@mayo.edu).



USA | Abu Dhabi | London  
[mayoclinic.org/intlcontracting](http://mayoclinic.org/intlcontracting)

11:30  
-  
13:00

## Session 4: Technology, expats and digital nomads – the future of insurance and assistance

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

International health insurance and long-stay travel insurance allow increasing flexibility for workers of all ages and abilities. Whether it is a freelance journalist heading to a dangerous area for reporting purposes, or someone opting out of life in the City to work remotely from the Caribbean, the opportunities are endless. But how can the industry cater to the needs of these travellers and ensure they have the right medical cover and assistance provision in place when they need it most?

### SPEAKERS



**Natalya Butakova**

Chief Executive Officer  
AP Companies



**Shaun Boulter**

Global Head of Security & Operations – Corporate  
Mobility  
AXA Partners/AXA Assistance



**Elliott Draga**

Chief Commercial Offer  
Nordic Insurance Software

13:00  
-  
14:30

## Networking lunch – sponsored by Peak Medevac

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Time to refuel, refresh and network whilst enjoying a delicious stand-up buffet lunch hosted within the hall.

14:30  
-  
16:00

## Medical Directors' Forum: High-risk pregnancy away from home – management and repatriation.

Led by Dr Bettina Vadera, AMREF Flying Doctors

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

Pregnancy is not an illness and pregnant women travel for business or pleasure. As expatriates, pregnant women may decide to deliver in the country of their deployment. But when the pregnancy becomes high risk due to unforeseen complications that are threatening the health of the mother or her foetus, special care is often required that may not be available at the local destination. This year's Medical Directors' Forum will focus on the challenges of high-risk pregnancy away from home, which is a concern for both assistance and insurance companies, as well as for air ambulance providers.

### CASES PRESENTED BY:



**Dr Solenn Coz**

Medical Director  
Airlec Air Ambulance



**Dr Joseph Lelo**

Medical Director  
AMREF Flying Doctors



**Dr Susana de la Fuente**

Medical Director  
Iris Global

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Tuesday, Nov 7th**

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TUESDAY 7 NOVEMBER 2023

## 14:30 **Provider Network Forum**

STUDIO 1 & 2, W BARCELONA

–  
16:00

Led by Laura Hilton, Fairmount International

The most fun you can have while optimising the insurer/medical provider relationship and building understanding of international medical networks! This must-attend Forum brings together payers and providers to have open and honest discussions about how they can work more effectively together to achieve the best outcomes for patients, fair value for insurers, and fair payment terms for providers.

### SPEAKERS



#### **Dr Antika Jacqueline Klein**

UM & TPPS, BDMS Medevac Center Director  
Bangkok Dusit Medical Services PCL.



#### **Lynne Fung**

Executive Director  
Matilda International Hospital



#### **Mark Smith**

Head of Private Medical Insurance Relationships and  
Product Development  
The London Clinic



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TUESDAY 7 NOVEMBER 2023

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**16:00**     **Networking coffee break – sponsored by SARPA Assistance**

–

**16:30**

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Get refreshed and take a moment to chat with fellow attendees and the ITIC Global exhibitors.

**16:30**     **EURAMI General Assembly**

–

**18:00**

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

This is a members-only meeting. The EURAMI Board will update their members on the organisation's annual progress and developments. For more information, please contact [info@eurami.org](mailto:info@eurami.org)

**21:00**     **Cocktails & Karaoke – sponsored by Commercial Medical Escorts**

–

**LATE**

SALT, W BARCELONA

Ready to share your hidden talents?! CME invite you to gather for a fun night of karaoke, singing, dancing and laughs. Release your inner popstar or form a supergroup with industry friends for a good old singalong!







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CME PRESENTS

# COCKTAILS & KARAOKE

Salt Restaurant, Tuesday 7 November from 21:00





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# Networking at ITIC Global starts now



Download the latest attendee list and receive updates from Team ITIC with things you need to know



Follow, connect and send messages to the key people you need to see



Share your updates and activities with fellow attendees



Create your own schedule of sessions and bookmark networking events you can't miss!

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WEDNESDAY 8 NOVEMBER 2023

# Wednesday



**07:30**    **ITIC Global Running Club – sponsored by Gamma Air Medical and European Air Ambulance**  
-  
**08:15**    **OUTSIDE | W BARCELONA LOBBY**

Put your best foot forward and start the day with a relaxed guided 5k run along Barcelona's iconic beachfront. The ITIC Global Running Club is suitable for all abilities. Sign up and join us!

**08:15**    **Morning Yoga – sponsored by SkyCare Global**  
-  
**09:00**    **OUTSIDE | W BARCELONA LOBBY**

Jenny Suno Wu of SkyCare Global will guide you through a morning practice of presence and embodiment on the beach to start the day (beginners are welcome). Her teaching style draws inspiration from Hatha Yoga, slow Vinyasa and gentle QiGong, a Chinese form of life energy cultivation. She qualified as an instructor in 2018 and holds wellbeing retreats in Italy. No sign-up necessary. Bring a towel or your mat.



## Morning Yoga

Sponsored by



Wednesday 8 November

**08:15 - 09:00**

Meet in the hotel lobby

Bring a towel  
or your mat

No  
sign-up  
necessary



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[www.latitude2009.com](http://www.latitude2009.com)

WEDNESDAY 8 NOVEMBER 2023

**09:00**     **Registration & Networking Coffee – sponsored by Connex Assistance**

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

–  
**09:30**

Grab a coffee and chat with fellow attendees in the Exhibition Hall before sessions begin.

**09:30**     **Session 5: Digital fraud – identifying the risks and finding solutions**

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

–  
**11:00**

As the world of international travel insurance and healthcare continues to adopt digital solutions, what are providers and payers doing to minimise the risk of fraud occurring, whether to themselves or to their customers? Experts in this session will discuss how to deter fraud, prevent it from slipping through the net, and how digital solutions differ from more traditional fraud detection techniques.

**SPEAKERS**



**Phil Peart**

Senior Manager, Travel Claim Investigations  
Allied Universal Compliance and Investigations



**Alan Abreu**

European Cyber Manager  
BOXX Insurance Inc.



**Charlie Tizard**

VP, Risk & Regulatory Compliance  
Vitesse PSP Ltd

**11:00**     **Networking Coffee – sponsored by Dana Farber Cancer Institute**

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

–  
**11:30**

Get refreshed and take a moment to chat with fellow attendees and the ITIC Global exhibitors.



**UK BOURNEMOUTH**

Hilton, Bournemouth  
**8-9 MAY 2024**



# A Global Leader in Cancer Care



At **Dana-Farber Cancer Institute**, we welcome patients from all over the world who need advanced and patient centered cancer treatment. Dana-Farber is one of the world's leading cancer centers with specialists in every type of cancer. We work together with patients to tailor a treatment plan according to their cancer type, stage and unique situation. Our patients have access to the latest treatment options available, many of which were pioneered here.

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**Dana-Farber**  
Cancer Institute

[dana-farber.org](https://dana-farber.org)

**11:30**      **Session 6: Mental health coverage, assistance and evacuation**

-  
**13:00**

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

The increasing prevalence of mental health conditions among the wider community have resulted in a significant rise in the need for coverage of these conditions from travel insurance and international health insurance providers. Policy terms and benefits dictate the medical assistance that can be provided to insureds, so what is realistic for coverage and assistance? Experts in this session will consider the underwriting of policies, the most common calls for assistance related to mental health of travellers, and how evacuations and repatriations are carried out.

**SPEAKERS**



**Dr Adrian Hyzler**  
Chief Medical Officer  
Crisis24



**Dr Thomas Buchsein**  
Associate Medical Director  
FAI Aviation Group



**Susan Yates**  
Head of Americas Region  
Falck Global Assistance



**Darren Saunders**  
Managing Director – Payingtoomuch.com  
Staysure Group

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**13:00**      **Networking Lunch**

-  
**14:30**

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Time to refuel, refresh and network whilst enjoying a delicious stand-up buffet lunch hosted within the Exhibition Hall.

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**14:30**      **ITIC Educational Session: Air Ambulance Forum – Talent recruitment and retention**

-  
**16:00**

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

As senior industry representatives from around the world gather at ITIC Global, we have a unique and valuable opportunity to share the most pertinent concerns, challenges and solutions the air ambulance industry has currently. One of the most significant issues facing providers right now is that of recruitment – whether that is of pilots, flight crew or medical crew. This important issue will be addressed by our expert panellists, looking at the problem from all angles, how different providers are developing solutions, and considering new approaches.

**SPEAKERS**



**Anne Rodenburg**  
Commercial Director  
AirLink Ambulance



**Jérôme Pin**  
Deputy CEO-General Secretary  
European Air Ambulance



**Rory O'Gara**  
Chief Operations Officer  
Servisource



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We wish everyone all the best for the Awards and much success in the year ahead. Thank you to the ITIJ community for your support.



**Tell me more**

WEDNESDAY 8 NOVEMBER 2023

**15:00** **Hospital Tour: HM Nou Delfos**

-  
**17:00**

HM NOU DELFOS, BARCELONA | TRANSFER DEPARTS FROM W BARCELONA LOBBY

HM Hospitales invite ITIC Global attendees to visit their nearby facility, the HM Nou Delfos Hospital. The new HM NOU Delfos is a comprehensive medical-surgical centre equipped with the latest technology and with a wide portfolio of 30+ medical specialities and services that make it one of the leading private hospitals in Barcelona and Catalonia. Sign-up is required to join this tour.



invite ITIC attendees to tour HM Nou Delfos Hospital  
**Wednesday 8 November | 15:00-17:00**

Email [anna.pons@hminternationalbcn.com](mailto:anna.pons@hminternationalbcn.com) to book your place

**16:00** **Networking Coffee – sponsored by Dana Farber Cancer Institute**

-  
**16:30**

EXHIBITION HALL | THE GREAT ROOM, W BARCELONA

Get refreshed and take a moment to chat with fellow attendees and the ITIC Global exhibitors.

**16:30** **University of Barcelona Tour hosted by Aeromedical and Marine TRI**

-  
**20:00**

UNIVERSITY OF BARCELONA | TRANSFER DEPARTS FROM W BARCELONA LOBBY

Aeromedical and Marine TRI is pleased to invite you for a guided tour at the University of Barcelona. This year marks the 150th anniversary of this renowned institution, and we are excited to explore its unique spaces and learn more about its history. During the tour, you will have the opportunity to visit some of the university's most emblematic spaces of the historic Main Building, the beautiful Botanical Garden, and the impressive Main Hall and the very special Paranimf room. You will also hear from expert guides about the university's role in shaping the intellectual and cultural life of Barcelona, and its impact on the wider world. Sign-up is required to join this tour.





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# BOURNEMOUTH

8-9 MAY 2024 | HILTON BOURNEMOUTH

## JOIN THE ITIC COMMUNITY

ITIC UK 2024 is an opportunity to forge partnerships with companies operating across the region – working together to secure the future of the travel and health insurance industry.

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# Selfie Competition

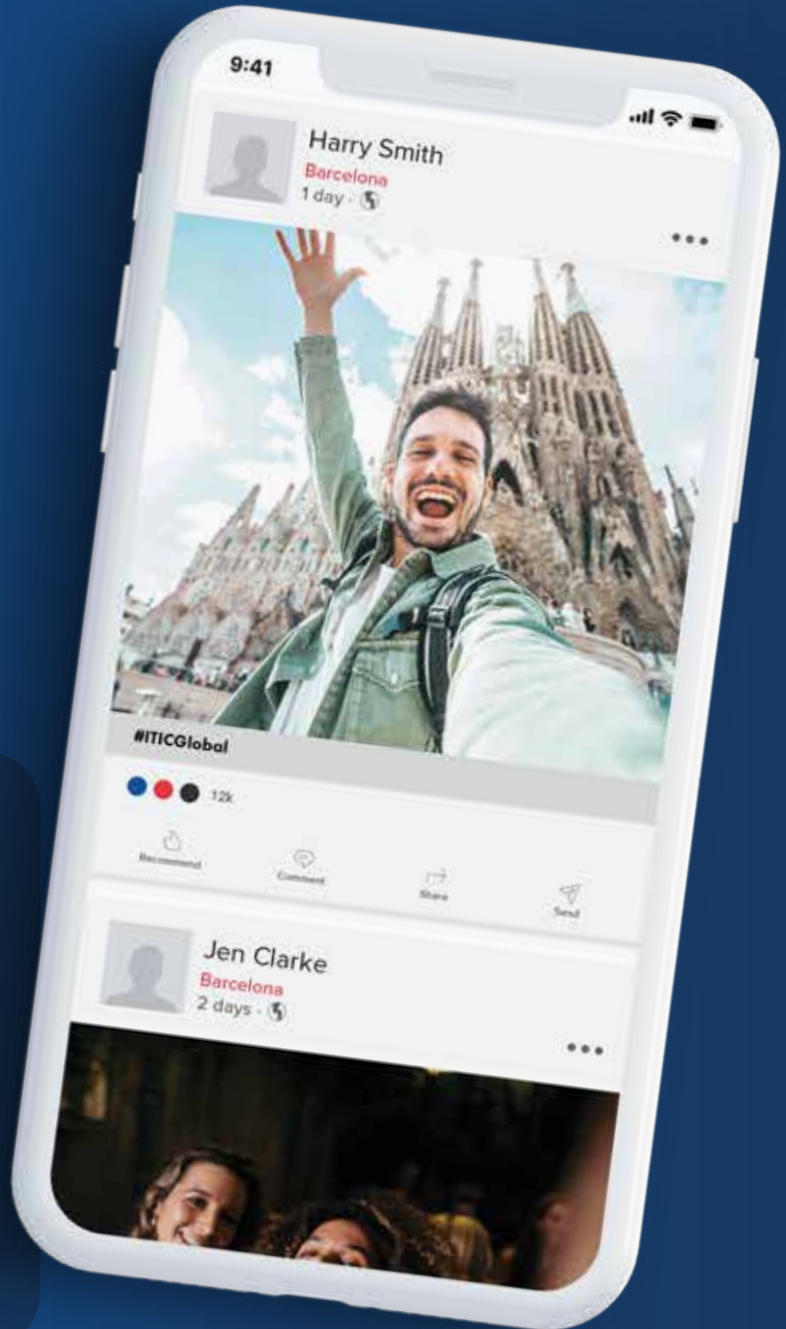


On the aeroplane heading to Barcelona? ✈️

Drinking a cerveza on the terrace after a long conference day? 🍺

Dining al fresco in Las Ramblas? 🍴

**Capture the moment, whatever it may be, and be in with a chance of winning a **FREE REGISTRATION** for ITIC Global 2024!**



Use #ITICGlobal on LinkedIn or post in the ITIC Barcelona app. Winner will be announced after ITIC Global 2023!





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# BANGKOK

16–18 JUNE 2024 | MANDARIN ORIENTAL, BANGKOK

## JOIN THE ITIC COMMUNITY

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**Operations in  
108 countries.\***

(\*2022 total)



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Assistance** 30  
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THURSDAY 9 NOVEMBER 2023

# Thursday



09:00

## Networking Coffee

THE GREAT ROOM FOYER, W BARCELONA

09:30

Get refreshed and take a moment to chat with fellow attendees and the ITIC Global exhibitors

09:30

## Session 7: Hospital pricing and cost containment solutions

CONFERENCE ROOM | THE MEGA ROOM, W BARCELONA

11:00

As ever, payers are concerned about medical inflation and increasing costs of treatment around the world. Are there real and effective ways that payers can combat these increases, and how can hospitals work best to achieve fair payment solutions that result in long-term business relationships that are meaningful and beneficial to all parties? Speakers in this session will look at medical costs in the US, specifically high cost of living cities; while contrasting medical provider and payer points of view will be identified and solutions sought.

### SPEAKERS



#### Helen Calderini

Head of Global Medical Network  
APRIL International Care France



#### Mark Smith

Head of Private Medical Insurance Relationships and  
Product Development  
The London Clinic



#### Jason Davis

Chief Revenue Officer  
The Phia Group, LLC

10:00

## Exhibitors' Brunch

THE GREAT ROOM FOYER, W BARCELONA

12:00

Join the ITIC Global exhibitors for more networking over a fabulous brunch spread on the final morning of the conference. Savour some local delicacies and traditional classics with old friends and new, making sure you get the most out of the opportunity to build connections with fellow attendees.



# Travel Risk Management

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THURSDAY 9 NOVEMBER 2023

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13:00  
-  
16:30

**Optional Social Event | Sagrada Familia Tour sponsored by Rowland Brothers International**

SAGRADA FAMILIA | TRANSFER DEPARTS 12:45 FROM W BARCELONA LOBBY

Rowland Brothers International would like to invite you on a tour of Barcelona's masterpiece and most recognisable monument, Antoni Gaudí's Sagrada Familia. The Sagrada Familia, a modernist church, is one of Gaudí's most famous works in the city. It is a truly unique building and an absolute must see for anyone visiting Barcelona. Request a place on this free visit when you register. Tickets are limited and you will be notified if you have a space.

**EXPLORE THE SAGRADA FAMILIA WITH**



**Rowland Brothers**  
INTERNATIONAL

**ITIC Global Barcelona  
Guided Tour**

Thursday 9 November  
13:00 - 16:30



**TOUR DEPARTS FROM W LOBBY**

Places on this tour have been allocated. To join the waiting list, please email [info@itic.co](mailto:info@itic.co)



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THURSDAY 9 NOVEMBER 2023

**19:00 The ITIC Global Finale Dinner & ITIJ Awards**

-

**23:00**

THE GREAT ROOM, W BARCELONA

The ITIJ Awards recognise the extraordinary efforts of companies from across all sectors of the travel and health insurance industry, with a black-tie dinner that concludes the ITIC Global conference. Celebrate with your industry peers, reward your teams' hard work and don't forget your dancing shoes for the after party...

**22:30 The After Party! Entertainment sponsored by AirMed International and International Medical Center**

-

**02:00**

SALT, W BARCELONA

Everyone is invited to celebrate the end of another fantastic ITIC Global at our infamous After Party! With live music and some of the best dance moves this side of the Mississippi, make sure you join us to say adios to this year's event.

Join the **ITIJ Awards** 

# AFTER PARTY

Salt Restaurant

**22.30 – 02.00**

**9 November 2023**

GET READY TO PARTY!

Live Band \* Glitter Bar \* Photo Booth \* Contactless Bar

Entertainment sponsored by





ITIJ AWARDS

2023

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W Barcelona Hotel

Thursday 9 November 2023

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**ITIJ** ASSISTANCE & REPATRIATION REVIEW April 2022



**Long-range ground repatriations**

Complex air travel regulations have boosted ground ambulance services

**ITIJ** ASSISTANCE & REPATRIATION REVIEW April 2022



**ITIJ** AIR AMBULANCE REVIEW March 2022





# VIENNA


10-14 NOVEMBER 2024 | VIENNA

## JOIN THE ITIC COMMUNITY

ITIC Global 2024 is an opportunity to forge partnerships with companies from all over the world – working together to secure the future of the travel and health insurance industry.

Stay up to date with ITIC Global 2024  
and register your interest today!





Aspendos  
Antalya Lara Belek Side  
Kemer Alanya

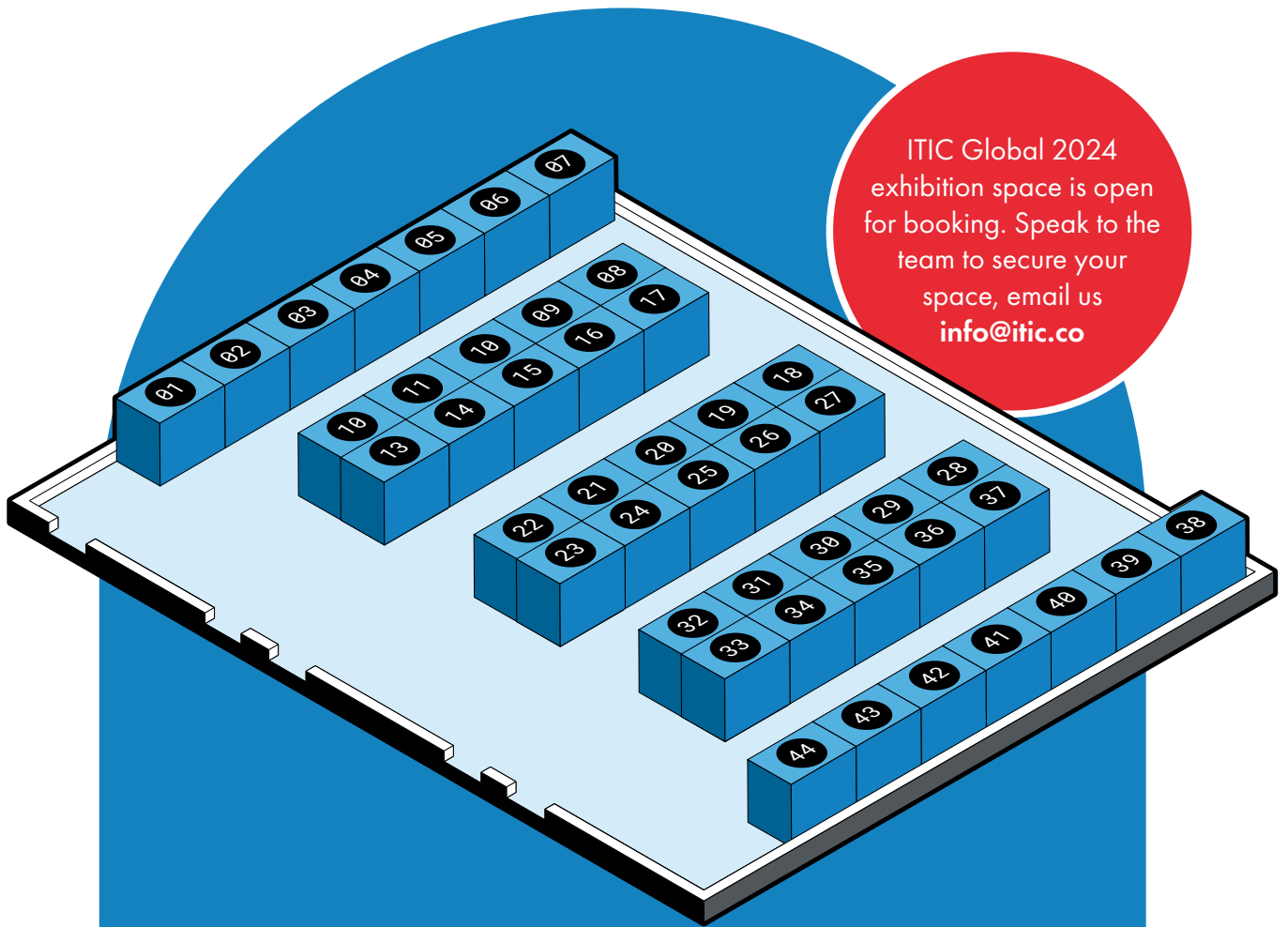
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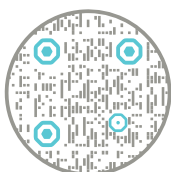


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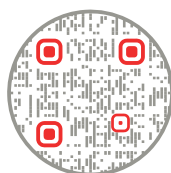
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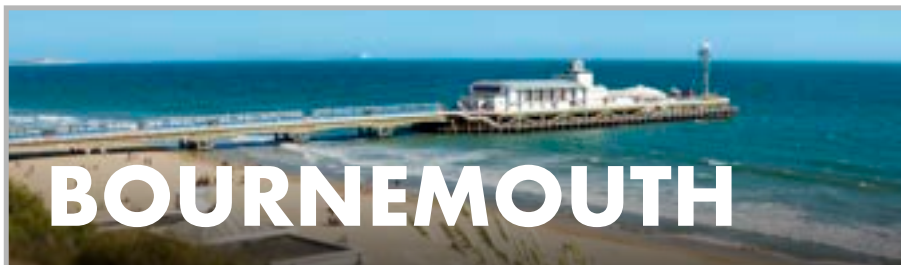


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