

Claims Caucus Agenda

Monday, July 9

8:00 - 9:45 a.m.	General Session
10:00 a.m.	Welcome/Introductions - Dave Koenig, Caucus Chair; Wellmark, Blue Cross and Blue Shield of Iowa
10:15 a.m.	Review Topics for Caucus Review
10:45 a.m.	Review of Benchmarking Data
12:15 p.m.	Working Lunch
12:45 p.m.	Plan Updates
2:00 p.m.	Break
2:15 p.m.	Self-Directed Work Teams - Mike Siemonsma, Wellmark, Blue Cross and Blue Shield of South Dakota
3:15 p.m.	Open Discussion about Training/Quality Assurance Initiatives
4:00 p.m.	Evaluations/Adjourn

Tuesday, July 10

8:00 - 9:45 a.m.	General Session
10:00 a.m.	Joint Session with Finance and Information Systems Caucuses - Process Improvement Methodologies in use at various Plans (followed by panel discussion)
11:30 a.m.	Participants will break into discussion sessions to identify best practices and present their findings to the joint caucus session
12:45 p.m.	Evaluations
1:00 p.m.	Adjourn

Wednesday, July 11

8:00 a.m.	Improving First Pass Resolution/Decrease Administrative Expense Planning and Implementation - Ron Shelton, Blue Cross and Blue Shield of Kansas
8:45 a.m.	Brainstorm/Prepare for 2008 Session
9:30 a.m.	Evaluations/Adjourn
9:45 - 11:30 a.m.	General Session and Closing