



Audit & Compliance Caucus Highlight

Health insurers face a business environment with intense competition, complex regulations, and uncertainty as the nation is demanding that the entire healthcare system be reformed. The conference theme “What’s Next?” challenges us to be innovative in helping our organizations manage risks and create competitive advantage in this changing landscape.

The 2009 caucus is designed to move beyond discussion and provide participants with tangible, take-home value. Each attendee will be asked to prepare a *Plan Update* prior to the conference for inclusion in caucus materials, consisting of an organization chart, leading practice highlights, significant challenges, and current hot topics. Come prepared to participate!

Audit & Compliance Caucus Agenda

Monday, July 20

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| 10:00 - 4:00 | Caucus Sessions |
| 10:00 - 10:05 | Welcome
<i>Brian Schatz, Caucus Chair</i>
<i>Director of Audit Services and Compliance Officer</i>
<i>Blue Cross and Blue Shield of Kansas City</i> |
| 10:05 - 11:45 | Introductions / Plan Updates
To facilitate targeted discussion we request that attendees prepare the following for inclusion in conference materials. Approach will be coordinated with attendees by the Caucus Chair prior to the conference. <ul style="list-style-type: none">• <i>Org Chart</i> – Showing areas of accountability, reporting relationships, and staff levels• <i>Plan Updates</i> – Overview of leading practices, significant challenges, and current hot topics |
| 11:45 - 12:00 | Review Agenda / Set Caucus Goals
Prioritize roundtable discussion topics in light of Plan Updates. |
| 12:00 - 12:45 | Lunch
A 45-minute non-working lunch is planned between 11:30 and 1:00. Timing may be adjusted depending upon circumstances. |
| 12:45 - 2:00 | Bringing the Institute of Internal Auditors (IIA) Standards Alive <ul style="list-style-type: none">• Making the IIA Standards work for you (versus you working for them)• A proactive internal audit approach to the updated IIA Standards requirements, including fraud risk• Communicating value to key stakeholders (i.e., Audit Committee, management) – dashboard metrics Lael Holloway , CIA, CPA, CISA – Jefferson Wells |



- 2:00 - 2:15 Break
- 2:15 - 3:45 Roundtable Discussion – “What’s Next” for Audit and Compliance?
- Changing focus in a downturn economy
 - Increasing organizational value of audit/compliance
 - Risk Management – where do we fit in?
 - Continuous auditing – challenges and success stories
 - Evolution of approach to SOX/MAR - key lessons learned
- 3:45 - 4:00 Evaluations / Giveaways
- 4:00 Adjourn

Tuesday, July 21

- 8:30 - 10:00 General Session
- 10:00 - 10:15 Break
- 10:15 - 12:30 Roundtable Discussion
- Recruiting, hiring, and retaining talent
 - Incentives and recognition
 - Training
 - Quality Assurance Reviews, IIA Standards, audit processes
 - Vendor audits
 - “Deep dive” on priority topics identified during Plan updates
- 12:15 - 12:30 Evaluations / Giveaways
- 12:30 Adjourn

Wednesday, July 22

- 8:00 - 9:00 Review Caucus Goals / Wrap Up Roundtable Discussion Items
- 9:00 - 9:15 Discuss 2010 Caucus
- 9:15 - 9:30 Evaluations / Giveaways
- 9:30 - 9:45 Break
- 9:45 - 11:30 General Session and Closing