



## **Claims Caucus Highlight**

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In today's world, you're never sure what's around the corner. But we do know operational effectiveness and efficiencies help control administrative costs and increase competitiveness. Join us for the opportunity to learn from your peers as they share success stories. We will discuss what claims processing of the future may look like and how to meet that challenge head on. Hear how plans are developing leaders that can take us into the What's Next? During plan updates and benchmarking discussions, the claims caucus will provide you with opportunities to learn from others. Please come prepared to share your top three issues as we work through a fluid agenda allowing for active participation.

## **Claims Caucus Agenda**

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### **Monday, July 20**

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| 8:00 – 9:45   | General Session  |
| 9:45 – 10:00  | Break  |
| 10:00 - 10:15 | Welcome / Introductions<br><i>Lesley DeRoche, Caucus Chair</i><br><i>Claims Manager Boeing Member Services, Regence</i>  |
| 10:15 – 10:30 | Review Agenda – Prioritize “hot topic” list  |
| 10:30 – 11:45 | Benchmarking Data Provided by each plan. Information sharing on receipts, electronic receipts, performance metrics and other benchmark items. Discussion surrounding impacts, improvements and challenges.                     |
| 11:45 – 12:30 | Lunch  |
| 12:30 – 2:00  | Plan updates – Small group exercise and plan update discussion<br>A popular item of the caucus, learn what's new and what's next.  |
| 2:00 - 2:15   | Break  |
| 2:15 – 3:45   | Roundtable Discussions <ul style="list-style-type: none"><li>➤ Telecommuting</li><li>➤ Work sites of the future</li><li>➤ Point of Service Adjudication</li><li>➤ End to End Claims Performance</li><li>➤ Hot Topics</li></ul> |
| 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 - 11:15 Roundtable Discussions
- Employee Recognition
  - Quality Improvements
  - High Cost Claim Review
- 11:15 - 12:15 Leadership Development  
Presentation by Kathy Ryan, Blue Cross Blue Shield of Arkansas
- 12:15 - 12:30 Evaluations / Giveaways
- 12:30 Adjourn

## Wednesday, July 22

- 8:00 - 8:45 Roundtable Discussions
- NPI
  - State and Federal Legislation
  - MSP Demand Letters
- How do we meet everyone's expanding demands?
- 8:45 - 9:15 Prepare / Brainstorm 2009
- 9:15 - 9:30 Evaluations / Giveaways
- 9:30 - 9:45 Break
- 9:45 - 11:30 General Session and Closing