

2017 Technology, Human Resources, and Finance Workshop

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Wednesday, October 4, 2017

- + 5:00– 6:30 p.m. **Registration and Welcome Reception**
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+ Thursday, October 5, 2017

- + 7:30- 8:15 a.m. **Registration and Breakfast**
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- + 8:15– 8:30 a.m. **Welcome and Introductory Remarks**
Tom Andre, Chair, THRF Section
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- + 8:30- 9:30 a.m. **Keynote Session**
Healthcare: What Does the Future Hold for MPL/HPL?
Paul H. Keckley, PhD, Editor, The Keckley Report
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Paul Keckley, healthcare futurist, widely-known healthcare expert and researcher, and Managing Editor of the Keckley Report, will explore the most important industry trends and regulatory issues for medical and healthcare professional liability professionals. He will discuss likely changes in the healthcare environment, their relevance to MPL/HPL stakeholders, and the key issues and challenges that may arise as a result of the evolving healthcare environment. During this interactive session, there will be ample time for audience Q&A.

- + 9:30- 10:30 a.m. **General Session**
The Changing Landscape of Human Capital
Moderator:
Gregory P. Jacobson, Co-Chief Executive Officer, The Jacobson Group
Panel:
Johanna Harris, Senior Vice President, Human Resources, The Jacobson Group
Paul McCaffrey, Chief Financial Officer, CSAA Insurance Group
Jeffrey J. Reider, CPA, CPCU, Partner and Head, Ward Group
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The insurance industry, including the MPL sector, is facing a convergence of challenges for those who work with human capital: an aging workforce, extremely low unemployment, client and employee diversity, the multi-generational workforce, evolving employee work preferences, and the need to plan for the succession of current employees. And beyond all of these changes is the next wave of disruptive technology that will soon be affecting both healthcare and the insurance industry. These will influence the skill sets that will be required of workers in the future. This panel of experts will discuss what companies will need to do in order to recruit, engage, develop, and retain their staff members for sustained success.

- + 10:30- 10:45 a.m. **Refreshment Break**
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+ 10:45-11:45 a.m. Concurrent Session I
Finance

MPL Insurance Industry Performance: What's the Latest?

Chad C. Karls, FCAS, MAAA, Principal & Consulting Actuary, Milliman, Inc.

Human Resources

Engaging Millennials in Insurance: Addressing Challenges and Finding Opportunities

Tony Cañas, CPCU, MBA, Chief Motivational Officer, InsNerds.com

Gregory P. Jacobson, Co-Chief Executive Officer, The Jacobson Group

Information Technology

Virtual Desktop—A Good Fit for PIAA Companies?

Rob Vigil, Manager, Service Delivery, COPIC

MPL Insurance Industry Performance: What's the Latest?

This session will provide a summary of the industry's recent metrics on financial performance, and offer some commentary on the key drivers behind these numbers. Mr. Karls will also discuss the industry's premium trends, along with its recent experience with losses and defense costs. He will also explain how the industry can apply data-mining techniques in a practical approach to better manage its costs.

Engaging Millennials in Insurance: Addressing Challenges and Finding Opportunities

Tony Cañas, a Millennial, has eight years of insurance experience and has spent the prior five years researching the issues surrounding his generation and how they behave as insurance professionals. He is co-author of the acclaimed book, *Insuring Tomorrow: Engaging Millennials in the Insurance Industry*. In this session he will present and facilitate a discussion on solutions companies can implement to engage Millennials in the workforce, and specifically, in the insurance industry. Attendees will receive a complimentary copy of Mr. Cañas's book.

Virtual Desktop—A Good Fit for PIAA Companies?

This session will provide an overview of the Virtual Desktop, which allows users access to their personal desktop remotely, over the Internet, from any device. The demonstration will address the pros and cons of the Virtual Desktop, including what has worked and its value and what has not worked and its limitations. The presenter will also look at the system's architecture—hardware and software components—as well as cost.

+ 11:45 a.m.–12:45 p.m. **Networking Luncheon**

+ 12:45–2:00 p.m. **General Session**
Five Trends Shaping the Future of Work
Bob Nelson, PhD, President, Nelson Motivation Inc.

At present, several employment trends dominate the relative success of every organization, in regard to its competitors. In this session, leading authority and best-selling author Dr. Bob Nelson will share the results of his research, and his insights, on these emerging workforce trends and relate what your organization can do in order to capitalize on these trends: the pending shortage of skilled workers, the rise of the millennial generation, the expanded use of contingent workers, the evolving role of virtual employees, and the globalization of the labor market. By the conclusion of the session, participants will be able to discuss the research and validation for these emerging trends, weigh the positive and negative impact of those trends for their organization, and be aware of possible strategies for maximizing the potential implicit in these trends, for their organizations.

+ 2:00–2:15 p.m. **Refreshment Break**

+ 2:15– Concurrent Session II

3:15

p.m.

Finance

Accounting and Tax Update

Phillip Boren, CPA, Senior Manager, Ernst & Young

Carlos Gutierrez, CPA, Assurance Partner, Ernst & Young

Michelle Schurter, CPA, Manager, Ernst & Young

Human Resources

Legal Update

Christopher Olmsted, Esq., Shareholder, Ogletree, Deakins, Nash, Smoak & Stewart, P.C.

Information Technology

Business Value Alignment—What Your Company Can Gain by a Structured Business and IT Health Check

Bill McGarry, Principal Essentialist, Trissential

Accounting and Tax Update

This session will review the most recent statements, ancillary information, and related developments on financial reporting and statutory accounting that impact PIAA companies, with primary emphasis on statutory accounting issues. There will be an update on the current status of the NAIC's activities. Also, major GAAP and tax issues, and reporting requirements related to insurance companies, will be highlighted.

Legal Update

This presentation will provide an update of the state and federal employment and wage laws that affect PIAA companies and medical practices. It will include some practical recommendations for complying with legal mandates and thereby minimizing the risk of employee lawsuits.

Business Value Alignment—What Your Company Can Gain by a Structured Business and IT Health Check

The IT function is constantly challenged to incorporate new innovations and generate real business value. Most would agree that it would be useful to have a framework that business and IT leaders could use to assess their alignment with the business strategic agenda and help them determine where to focus their limited resources. So, what does good IT in fact look like? What metrics do you use to measure your IT organization? How do you align IT with your business strategies?

Utilizing an industry-standardized IT-Capability Maturity Framework (IT-CMF), the Health Check helps organizations devise more robust strategies, make better-informed decisions, and perform more effectively, efficiently, and consistently. At the end of the session, participants will be able to assess how effectively they measure current business and IT alignment for the creation of business value, and evaluate whether a structured approach would be beneficial.

+ 3:15– **Refreshment Break**

3:30

p.m.

+ **3:30–** Concurrent Session III

4:30

p.m.

Finance

A.M. Best New BCAR Update

Kurt Johnson, FCAS, MAAA, Executive Vice President, BMS Re US

Human Resources

HR Roundtable

Cynthia Cox, MHR, SPHR, Director of Administration and HR, LAMMICO

Information Technology

IT Roundtable

Thomas Andre, Senior Vice President, Information Services, Cooperative of American Physicians, Inc.

A.M. Best New BCAR Update

This session will outline the most recent changes to A.M. Best's calculation of balance sheet strength and the amount of capital needed to support the risks on that balance sheet. The session will provide an overview of A.M. Best's updated capital adequacy calculation, provide analysis on how the new calculation will impact PIAA companies, and highlight the components of A.M. Best's "Building Block Approach" to the rating process.

HR Roundtable

Join your colleagues in an informal roundtable discussion of the hottest trends, biggest challenges, and best practices in human resources. This format encourages full participation by all attendees: there will be open dialogue. Attendees can talk about notable recent experiences, and offer each other some fresh thinking, and new approaches, for working as professionals in the HR field.

IT Roundtable

MPL insurance companies all face similar challenges with IT. They use many of the same technologies, and their products and must conform to the same regulations. For this session, attendees will bring their questions, and utilize their expertise, so that the collective knowledge and experiences of all PIAA firms will benefit all of the participants. At the conclusion of this session, participants will know how other companies are addressing similar IT issues and challenges, find contacts who can serve as resources and references for particular topics and vendors, and identify vendors and approaches that can solve common IT problems.

+ **Friday, October 6, 2017**

+ **7:30–** **Continental Breakfast**

8:15

a.m.

+ **8:15–** **General Session**

9:30 **Big Data and The Impact it Could Have on Our Industry**

a.m. *John Roberts, CPA, Managing Partner, Insurance, Dixon Hughes Goodman, LLP*

As a consequence of the proliferation of big data in marketing, decision-making, and tracking, it has emerged as a significant analytic tool that must be considered when designing an operating environment. There are real questions about what types of data to collect, the cost of that data, and how to be transparent with both our employees and clients, as we utilize that data to make business decisions such as whether or not to accept risk and set discrete pricing. The decisions companies make today impact their longer-term policies on transparency, and how to garner trust, with their key constituent groups.

+ **9:30–** **Refreshment Break**

9:45

a.m.

+ 9:45– **General Session**
11:00 **Politics and Policy in the Era of Trump**
a.m. *Tom Bevan, Co-Founder and Publisher, RealClearPolitics*

Mr. Bevan will provide an insider's perspective on the Trump administration's efforts on policy in Washington, D.C., what to expect moving forward, and how the administration's performance may affect the 2018 mid-term elections. At the end of the session, participants will have a better understanding of the political landscape in Washington.

+ 11:00 **Adjourn**
a.m.
