The New Imperative: Driving Performance, Connecting to Value

February 27-28, 2014 | Hilton San Diego Bayfront | San Diego, CA

Thursday, February 27, 2014

Registration and Breakfast: 7:15-8:00 am
Indigo Terrace and Foyer, 2nd Floor

Breakfast sponsored by: GRAND ROUNDS

The New Imperative: Driving Performance, Connecting to Value

General Session A: 8:00-8:25 am
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

Middle-of-the-pack results no longer guarantee viability for employer health plans. Costs continue to climb. The excise tax looms. And companies that want to maintain high-value programs in today’s world must have aggressive, multiyear strategies for high performance. With new exchange-based delivery options, emerging value-driven care systems and exciting new technologies to consider, the opportunities are broad and intriguing.

Mark Maselli
Managing Director, Health and Group Benefits
Towers Watson

Connecting to Value in the New Marketplace: Build, Buy…or Both?

General Session B: 8:25-9:20 am
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

In today’s post-reform world, the simple “play or pay” question has become a much broader discussion. For employers, the pathways to sustainable performance now include new exchange-based “buy” strategies in addition to the traditional self-managed “build” approach. Employer strategies can also include various combinations of build and buy, depending on which solutions deliver the most value to the company and its various employee and retiree groups. A leading company shares the thought process, analytics and decision points.

Ed Mohr
VP Total Rewards and HR Operations
Whirlpool Corp.

Networking Refreshment Break: 9:20-9:50 am
Indigo Terrace and Foyer, 2nd Floor

Sponsored by:
Concurrent Sessions C1, C2, C3, C4, C5 or C6: 9:50-10:40 am (choose one)

Public Exchanges: Reports from the New Marketplace

Concurrent Session C1/F2: 9:50-10:40 am
Indigo Ballroom BCF&G, 2nd Floor

**TOWERS WATSON**

With the first enrollments well under way, the much-anticipated advent of public exchanges marks just the first step on a long road to a “forever changed” insurance and care delivery environment that will continue to evolve for generations to come. So although attempts at a full “report card” would be premature, a state exchange will share points of view on what we’ve learned from the experience so far.

Paul Fearer
Covered California Board Member, former Sr. Executive VP and Director of Human Resources, UnionBanCal Corporation and Union Bank N.A.

**Covered California**

**Metrics for a New Era of High Performance**

Concurrent Session C2: 9:50-10:40 am
Indigo D, 2nd Floor

**TOWERS WATSON**

The new imperative for high performance calls for a deeper understanding of costs and value than ever before. For employers with self-managed plans, integrated delivery models, narrow networks, onsite clinics and other emerging approaches will require performance objectives, metrics and accountabilities — for employees and business units — that go far beyond “best discounts” and average trend.

Laura Bercier
Senior Manager - Benefits and Wellbeing
**Allstate Insurance Company**

Teresa Wolownik
Senior Director, Benefits and Health Services
**Qualcomm**

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**Promoting Patient-Centered Care: Employers’ Role and How It Can Save You Money**

Concurrent Session C3: 9:50-10:40 am
Indigo H, 2nd Floor

**WiserTogether Incorporated**

Patient-centered factors and preferences cause the effectiveness of treatments to vary, even among evidence-based treatments, and impact outcomes and costs. Employers who offer employee decision support without understanding patient-centered care are leaving money on the table. During this session, you will learn about the eight patient-centered factors that matter in decision support and how employees can choose treatments that produce better results.

Steve Eno
Vice President of Marketing

**Helen Nelling**
Director, Compensation and Benefits
**Wayne Farms LLC**

**Best Practices for Maximizing CDHP/HSA Adoption, Minimizing Health Benefit Costs and Avoiding Cadillac Tax Penalties: A Case Study**

Concurrent Session C4: 9:50-10:40 am
Indigo A, 2nd Floor

**Tango Health**

BOK Financial embarked on an ambitious program helping employees compare their PPO to the CDHP/HSA and customize education based on employee segments. You’ll learn to execute these strategies resulting in:

- Increased HDHP/HSA adoption (350% in one year)
- Employees and spouses making the best health benefit choice
- Positioning your organization to avoid “Cadillac tax” penalties

Steve Grossi
Executive Vice President, Chief Human Resources Officer
**BOK Financial Corporation**

Duncan Van Dusen
Chairman and Co-Founder
**Tango Health**
As cost and risk shift from employers and health plans to providers and consumers, the notion of an accountable consumer is taking shape. Discover how innovative approaches to population health and behavior change can more effectively engage consumers around healthy lifestyles, condition management, and making smarter, transparency-driven health care purchasing decisions.

Colin Baigel, MD
Vice President and Corporate Medical Director
Bristol-Myers Squibb

Eric Zimmerman
Chief Marketing Officer
RedBrick Health

Using Data to Encourage Consumer Engagement and Identify Opportunities for Improving Wellness

Connecting to the Target brand promise is at the center of the retail giant’s approach to wellness and preventive care. Learn what happened when Target recently piloted an innovative way to inspire team members to get breast cancer screenings by paying for an uninsured woman’s mammogram for every team member screened.

Cara McNulty
Senior Group Manager of Clinical Strategy and Prevention and Wellness
Target Corporation

Taking Cost and Waste Out of the System: Shift…or Solve?

In today’s world, the “shift or solve” question is more pointed than ever. Can employers find creative new ways to solve their health care cost problem, without shifting it to employees? Can they take enough waste out of the system as a sustainable strategy for avoiding benefit cuts over the longer term? Hear from companies who answer these questions with a resounding “yes.”

Shawn Leavitt
SVP Global Benefits
Comcast

Employee Engagement and Accountability: How Fast, How Far?

One of the biggest challenges to health program performance is first to secure employee engagement and accountability and then maintain high levels of positive involvement year after year. Hear from employers who are pushing the envelope on incentives, health management initiatives, outcomes-based approaches and communication strategies that marry health with the company culture in unexpected ways.

Janay Andrade
Director, Benefits and Executive/Physician Services
Houston Methodist

Tim Haas
General Manager, Global Total Rewards
Harley-Davidson Motor Company
Make the Most of Online Medical Care: Build a Winning Game Plan

Concurrent Session D3/F3: 10:50-11:40 am
Indigo H, 2nd Floor

American Well

Online medical care is a big deal. But, like any other benefit, telehealth is not a “field of dreams” — you can’t expect great outcomes without a game plan. Join us for an insightful discussion about what’s worked for employers, what you should expect, telehealth kiosks, onsite care to remote beneficiaries and how to engage employees.

Rhonda Davidson
Director of Benefits
Oracle

Noël Obourn
Senior Vice President
American Well Systems

How Our Onsite Health Center is Reducing Our Health Care Spend and Making Our Employees Healthier

Concurrent Session D4: 10:50-11:40 am
Indigo A, 2nd Floor

Cigna

As employee populations change over time, so does the delivery of onsite clinic services. Discover how one Fortune 500 employer, one of the largest financial services firms in the U.S., has analyzed its onsite clinic data to increase the quality and efficiency of its programming and successfully reduce its health care spend.

Brent Sabin
Vice President of Human Resources
Ameriprise Financial

Creating the Healthiest Workforce 2.0: Partnerships, Technology and Innovative Incentives

Concurrent Session D5: 10:50-11:40 am
Indigo E, 2nd Floor

Cigna

Take a deeper dive into a total employee engagement model that leverages the latest consumer technologies, onsite and telephonic solutions, while utilizing robust analytics targeting high risk populations supported by an exclusive network solution connecting customers, physicians and coaches with innovative incentives that increase productivity and long term savings overall.

Jennifer Fann-Tucker
Vice President National Accounts
Cigna

Kim Johns
Director, Employee Benefits
Mohawk Industries

Charlie Smith, MD
Chief Medical Officer
Cigna

Providing a Soft Landing for Those Leaving the Traditional Health Plan Nest

Concurrent Session D6/F4: 10:50-11:40 am
Indigo 204, 2nd Floor

HealthEquity

This session will provide insight and strategy for employers choosing to offer HSA-powered plans in addition to or replacing traditional health plans. Topics will include plan design, communications strategy, investment opportunities, best practices and technology powering the CDH movement.

Rosemary Arriada-Keiper
Director Benefits & HR Shared Services
Adobe Systems

Mary Cranstoun
Vice President, Chief Human Resource Operations Officer
Providence Health & Services

Stephen D. Neeleman, MD
Founder and CEO
HealthEquity
Employers and employees face distinct challenges navigating today’s benefits landscape — and the way forward seems uncertain. In this session, learn about benefits challenges facing leading U.S. employers, the impact of transparency on benefit design and employee engagement, and the potential for transparency-based initiatives to drive effectiveness across health benefits programs.

Seth Cohen
Vice President of Strategic Accounts
Castlight Health

Brendon Perkins
Vice President Global Benefits and Mobility
Nielsen

Networking Luncheon: 11:40 am-12:45 pm
Promenade Plaza

Sponsored by: imagine health

Private Exchanges: A Deep Dive into the Build-or-Buy Decision
General Session E: 12:45-1:30 pm
Indigo Ballroom BCF&G, 2nd Floor

Employers today face big questions — and big opportunities. How can we control health benefit costs while continuing to deliver value through 2018 and beyond? Are there segments of our active and/or retiree populations that could receive as much or more value from solutions outside our self-managed program? Hear how your peers are approaching the issues, evaluating the options and implementing new solutions.

Jen Franco
Director, Employee Benefits Plans & Programs
Exelon Corporation

Pamela L. Sande
VP, Total Rewards and HR Services
The MENTOR Network

Views from the CFO’s Office
Concurrent Session F1: 1:40-2:30 pm
Indigo Ballroom BCF&G, 2nd Floor

Finance professionals see health care reform — along with new ways to organize, contract for and deliver health care to employees — as an opportunity to review commitments and better manage costs for the company and shareholders. Hear from the CFO’s office on today’s hot topics.

David Dripchak
Vice President, Head of Finance North America
Philips North America

Julie Thibodeau
Director of Benefits, North America
Philips North America

Public Exchanges: Reports from the New Marketplace
Concurrent Session F2/C1: 1:40-2:30 pm
Indigo D, 2nd Floor

With the first enrollments well under way, the much-anticipated advent of public exchanges marks just the first step on a long road to a “forever changed” insurance and care delivery environment that will continue to evolve for generations to come. So although attempts at a full “report card” would be premature, a state exchange will share points of view on what we’ve learned from the experience so far.

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Covered California Board Member, former Sr. Executive VP and Director of Human Resources, UnionBanCal Corporation and Union Bank N.A.
Covered California

Make the Most of Online Medical Care: Build a Winning Game Plan
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Oracle

Noël Obourn
Senior Vice President
American Well Systems
Providing a Soft Landing for Those Leaving the Traditional Health Plan Nest

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Indigo A, 2nd Floor

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Adobe Systems

Mary Cranston
Vice President, Chief Human Resource Operations Officer
Providence Health & Services

Stephen D. Neeleman, MD
Founder and CEO
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Bending the Trend: How to Drive Key Metrics Through Consumerism

Concurrent Session F5: 1:40-2:30 pm
Indigo E, 2nd Floor

Consumers

Learn how a leading global transportation company uses a robust clinical decision support program to assist employees in becoming well-informed consumers of health care, improve quality, and lower employer health care costs.

Accelerating Transparency: Empowering Employees on CDH Plans with Intuitive Tools

Concurrent Session F6/G5: 1:40-2:30 pm
Indigo 204, 2nd Floor

Anthem

As more of Eaton’s employees enter the world of consumer-driven health plans, Eaton wanted to ensure they had effective tools to shop for cost-efficient and high quality health care. During this session, you will hear about Eaton’s early results of leveraging robust health carrier data and an online interface to transform their employees from passive patients to engaged consumers.

Seth Cohen
Vice President of Strategic Accounts
Castlight Health

Douglas Grossman-McKee, PhD
Director, Health and Welfare
Eaton

George Lenko
Program Director
Anthem Blue Cross and Blue Shield

Ben Sommers
Regional Vice President, Western U.S.
Castlight Health

Networking Refreshment Break: 2:30-3:00 pm
Indigo Terrace and Foyer, 2nd Floor

Sponsored by:

Employee Engagement and Accountability: How Fast, How Far?

Concurrent Session G1/D2: 3:00-3:50 pm
Indigo Ballroom BCF&G, 2nd Floor

Towers Watson

One of the biggest challenges to health program performance is first to secure employee engagement and accountability and then maintain high levels of positive involvement year after year. Hear from employers who are pushing the envelope on incentives, health management initiatives, outcomes-based approaches and communication strategies that marry health with the company culture in unexpected ways.

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Director, Benefits and Executive/Physician Services
Houston Methodist

Tim Haas
General Manager, Global Total Rewards
Harley-Davidson Motor Company
Taking Cost and Waste Out of the System: Shift...or Solve?

Concurrent Session G2/D1: 3:00-3:50 pm
Indigo D, 2nd Floor

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Shawn Leavitt
SVP Global Benefits
Comcast

Cara McNulty
Senior Group Manager of Clinical Strategy and Prevention and Wellness
Target Corporation

Re-positioning the Employee Assistance Program to Energize Employee Engagement and Optimize Organizational Performance

Concurrent Session G3: 3:00-3:50 pm
Indigo H, 2nd Floor

ValueOptions

As employers implement major health benefit plan design changes, expand onsite services and increase employee engagement, the Employee Assistance Program (EAP) is often overlooked. Discover how a leading manufacturer has carefully designed their health care strategy and how they leverage the EAP to increase measurable overall engagement, build organizational resilience and support optimal organizational performance.

Dale Rehkamp
Vice President of Market Development and Consultant Relations
ValueOptions

Jim West
Manager, Employee Life Services
Michelin

Facing the Cost of Unnecessary Urgent Care and ER Visits, Groups Turn to Telehealth to Control Costs While Maintaining Quality Care

Concurrent Session G4: 3:00-3:50 pm
Indigo A, 2nd Floor

Teladoc

This panel brings together large national employers and health plans to discuss how employers utilize telehealth service to complement primary care and reduce ER and urgent care visits. The panel will also feature a speaker from Aetna’s Innovation Labs to identify gaps in care and enhance member experience.

Darren Burgess, MBA, CPA, CFE
Vice President, Benefits & HR System
Golden Living

Henry DePhillips, MD, FAAFP
Chief Medical Officer
Teladoc, Inc.

Jamie Iosue Moran
Managing Director, Innovation Labs
Aetna

Paul Rhilinger
Senior Manager, Health & Wellness
DIRECTV

Julie Thibodeau
Director of Benefits, North America
Philips North America

Accelerating Transparency: Empowering Employees on CDH Plans with Intuitive Tools

Concurrent Session G5/F6: 3:00-3:50 pm
Indigo E, 2nd Floor

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Director, Health and Welfare
Eaton

George Lenko
Program Director
Anthem Blue Cross and Blue Shield

Ben Sommers
Regional Vice President, Western U.S.
Castlight Health
What’s Up in Washington…and the States

General Session H: 4:00-4:45 pm
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

An insider’s view of the latest legal and regulatory developments as reform unfolds, including an update on state-based activity — plus a look down the road at the longer term implications for employer health plans.

James A. Klein
President
American Benefits Council

Networking Cocktail Reception: 4:45-5:45 pm
Indigo Terrace and Foyer, 2nd Floor
Sponsored by:

Friday, February 28, 2014

Fun Run/Walk: 6:15-7:00 am
Registration Desk, Foyer, 2nd Floor

Hosted By:

Registration and Breakfast: 7:15-8:00 am
Indigo Terrace and Foyer, 2nd Floor

Breakfast sponsored by:

Health Care Delivery Post-Reform: New Strategies, New Partnerships

General Session I: 8:00-8:45 am
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

Key stakeholders are quickly responding to demand for value-based health care delivery, exploring new ways to organize and configure their businesses through vertical integration, mergers/acquisitions and new approaches to staffing, processes and practices. MissionPoint Health Partners, part of the large family of Ascension organizations, takes stock of the changing landscape — including the implications for employers.

Jason Dinger, PhD
Chief Executive Officer
MissionPoint Health Partners

Concurrent Sessions: J1, J2, J3, J4, J5 or J6:
8:55-9:45 am (choose one)

High Performance Post-Reform: Glide Paths to Sustainability

Concurrent Session J1: 8:55-9:45 am
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

With 2018 too close for comfort and rising costs adding pressure, all employers must think differently about their health programs — focusing on sustainability for the long term rather than year-to-year strategies, and on high performance rather than simply managing to a benchmark average. Hear how a company with impressive results is developing a glide path strategy designed to:

- Optimize benefit structures and delivery channels
- Mitigate cost trends
- Improve population health through high-value care delivery and provider partnerships
- Sustain employee accountability and engagement

Chris McCarthy
Manager, Integrated Health Services
Bath Iron Works
Global Health: The Next Frontier
Concurrent Session J2: 8:55-9:45 am
Indigo D, 2nd Floor

Multinational companies recognize the business power of a healthy workforce, and some have taken practical steps to implement health and productivity initiatives in markets around the world. For these companies, the new performance imperative is a global issue requiring global strategies. And as the reform landscape in the U.S. begins to stabilize, many more will take strides into this new frontier.

Amy Shannon
Team Lead, Health Promotion
Chevron

Transformation in Care Delivery: New Models, New Partnerships
Concurrent Session J3/K3: 8:55-9:45 am
Indigo H, 2nd Floor

As care delivery models are changing from a health care system that focuses on volume to one that is focused on quality of care and affordability, learn how an accountable care collaboration was designed to offer: a more coordinated, personalized experience for patients; cost savings to employees; and better health care outcomes.

D. Keith Fernandez, MD
President and Physician-in-Chief
MHMD - Memorial Hermann Physician Network

Katherine Gaffigan, MD
Senior Vice President, Strategy and Operations, Accountable Care Solutions
Aetna

Mark Hasler
Vice President, Total Rewards and Organizational Effectiveness
Clear Channel Communications

Microsoft's Evolution to Redefine Employee Engagement Around Health and Wellness
Concurrent Session J5: 8:55-9:45 am
Indigo E, 2nd Floor

Microsoft has redefined employee engagement around wellness while moving from a no-cost, no-risk model to a cost-sharing model where employees have a stake in the game. Learn how Microsoft has increased the focus on preventive care and wellness leveraging their onsite health center, where a patient-centered model of health care delivery and a stellar employee experience are top priorities.

Colleen M. Daly, PhD, MPH
Global Wellness Benefits Manager
Microsoft

Microsoft

Peter Vasquez, MD
Regional Medical Director, Employer Solutions Group
Walgreens

Media Giant Saves 11% in Health Care:
Clear Channel's Unique Approach
Concurrent Session J4: 8:55-9:45 am
Indigo A, 2nd Floor

Changes in health care costs can determine if an employer achieves its profitability targets. Come hear how Clear Channel took a different approach to health benefits that resulted in 11% health care savings. You’ll learn about Clear Channel's health care strategy, their unique, multi-faceted approach to engagement, overall results and what they learned.

Tony Cannata
Managing Partner
Clearview Group

Aetna

Kara Trott
CEO
Quantum Health, Incorporated
Focus on Engagement: A Practical Approach to Maximize Results

Concurrent Session J6: 8:55-9:45 am
Indigo 204, 2nd Floor

During this session you’ll learn about LSI's simple and effective method to maximizing spend while providing the best healthcare and wellness options to their employees by focusing on engagement. Come hear how a practical approach to engaging employees is the most effective and how LSI plans to continue to keep employees engaged in their healthcare down the road.

Sonia Millsom
Vice President, Client Strategy
Best Doctors

Leslie Rife
Director of Benefits
LSI

Network Refreshment Break: 9:45-10:10 am
Indigo Terrace and Foyer, 2nd Floor

Sponsored by: VSP

Concurrent Sessions: K1, K2, K3 or K4:
10:10-11:00 am (choose one)

New Technologies: A Pragmatic Look

Concurrent Session K1: 10:10-11:00 am
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

Health care is a hotbed of innovation, with fascinating new technologies aimed at supporting patient engagement, diagnostics and care delivery making headlines every day. But not all apps, devices, game-ified tools and web-enabled solutions are created equal. Which ones actually improve the consumer experience and add value for employers? Get insights and pragmatic advice from an industry expert – and from a leading employer who is exploring the possibilities.

Josh Stevens
CEO
Keas, Inc.

Karen Wiens
Senior Manager, Global Benefits
Cisco Systems, Inc.

How a Culture of Health Can Impact Employee Well-being and Medical Cost Savings

Concurrent Session K2: 10:10-11:00 am
Indigo D, 2nd Floor

Learn how a culture of health moves employees to own their health and well-being. Increase health ownership and provide advocacy to your employees with:

- Informed and personalized emails, incentives, mailings, onsite campaigns
- Advocates who connect employees to health, benefits and claims resources
- Service model that enables employees to engage and take action

Kathleen Herath
Associate Vice President, Health and Productivity
Nationwide

Jess Lewis
Vice President, Population Health
Optum

Transformation in Care Delivery: New Models, New Partnerships

Concurrent Session K3/J3: 10:10-11:00 am
Indigo H, 2nd Floor

aetna

As care delivery models are changing from a health care system that focuses on volume to one that is focused on quality of care and affordability, learn how an accountable care collaboration was designed to offer: a more coordinated, personalized experience for patients; cost savings to employees; and better health care outcomes.

D. Keith Fernandez, MD
President and Physician-in-Chief
MHMD- Memorial Hermann Physician Network

Catherine Gaffigan, MD
Senior Vice President, Strategy and Operations, Accountable Care Solutions
Aetna

Kirk Rosin
Vice President, Sales
Aetna
Data Driven Benefits Design, Demand and Delivery
Concurrent Session K4: 10:10-11:00 am
Indigo A, 2nd Floor

Southwest Airlines unique workforce requires a unique approach to employee health and benefits. Southwest’s 3D strategy incorporates an end-to-end approach to benefits design, demand and delivery. Learn how Southwest Airlines is using data to inform and measure all phases of its innovative health and benefits journey.

Brian Arnold
Benefits Consultant
Southwest Airlines

Phyllis Ruez
Director, Employer Solutions
Verisk Health

Concurrent Sessions: L1 or L2:
11:10 am-12:00 pm (choose one)

High-Value Health Care: Defining It, Delivering It
Concurrent Session L1: 11:10 am-12:00 pm
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

One of the most promising aspects of change in the health care system today is the move toward integrated, value-based care with a focus on outcomes. Some employers are already stepping into this new territory, piloting ACOs, PCMHs and other new delivery models and related contracting approaches. Employer case studies explore the challenges, opportunities and expected results.

Jill Berger
VP, Health and Welfare
Marriott International

Ann Hollingsworth
Vice President, KBR Global Benefits and Compensation
KBR

Achieving Financial Wellness: Helping Employees Transition to Full Ownership and Achieve a Long Range View of Their Financial Wellness
Concurrent Session L2: 11:10 am-12:00 pm
Indigo D, 2nd Floor

Bank of America Merrill Lynch

This session will cover solutions and strategies to help equip and educate employees about their health care benefits, promote healthier lifestyles in the workplace and motivate and empower employees with financial wellness strategies that combine both health care and retirement planning. We will also highlight tools and resources available to create retirement transparency and explore the costs of various medical services.

Mary Bradley
Director of Health Care Planning
Pitney Bowes

Bob Kaiser
Senior Vice President, Health Benefit Solutions
Bank of America Merrill Lynch

The New Imperative: Conference Take-Aways
General Session M: 12:10-12:30 pm
Indigo Ballroom BCF&G, 2nd Floor

TOWERS WATSON

A lively session that will engage you in taking on the challenges of the new imperative: What we’ve learned about building and sustaining high performing health programs in an era of unprecedented change. Join the experts and your colleagues for high-value conference take-aways — as well as a few surprises.
Representing The Conference Board:
Gregg Mauro, Conference Program Director
Ashley Nelson, Senior Meeting Planner
Anika Thompson, Senior Meeting Planner
Alice Wang, Meeting Administrator

Hilton San Diego Bayfront
1 Park Boulevard
San Diego, CA 92101
Tel: (619) 564-3333

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