

**Agenda | Tuesday, Sept. 17, 2019**

6:00 – 8:00 p.m. **Dinner Reception**  
Nasher Sculpture Center

**Agenda | Wednesday, Sept. 18, 2019**

7:00 – 8:30 a.m. **Breakfast**

8:30 – 9:00 a.m. **Welcome / Opening Remarks**

**Keynote**

9:00 – 10:00 a.m. **Healthcare Consumerization Across the Generations — Baby Boomers, Millennials and Beyond**

**Keynote**

10:00 – 10:45 a.m. **Big Data and Advanced Technologies Impacting Healthcare**

10:45 – 11:00 a.m. **Break**

**Breakouts** 11:00 – 11:45 a.m. **Analytics: New Opportunities in Risk Intelligence, Predictive Analytics and Rising Risk Populations**  
**Care Management: Innovative Solutions with the Care Management Module**  
**Consumer Engagement: FCC Call Blocking – Ensuring Continued Access to Member Populations**  
**Advisory: Solving Payers' Toughest Challenges Through Customization**

12:00 – 1:00 p.m. **Lunch and Solution Stations**

- Advisory Services
- Coordination of Benefits on Demand
- Eliza Member Outreach Programs for Crisis Management
- Elli Risk Intelligence Solution Demo
- Episode of Care
- Essette Care Management Solution Demo
- FraudCapture
- Population Health Management Integrated Solution
- Provider Portal

**Breakouts** 1:00 – 1:45 p.m. **Consumer Engagement: You Had Me at Hello — Best Practices in New Member Onboarding and Retention**  
**Care Management: Empowering Community Care Coordinators**  
**Payment Integrity: Episode of Care: Enabling Overpayment Identification with Member-centric Analytics**  
**Coordination of Benefits: COB Innovations Panel**

1:45 – 2:00 p.m. **Break**

**Breakouts** 2:00 – 2:45 p.m. **Consumer Engagement: Using Engagement to Drive Results and Enhance the Member Experience**  
**Care Management: Optimization of the Utilization Management Module**  
**Payment Integrity: Contract Configuration Analytics**

2:45 – 3:00 p.m. **Break**

**Breakouts** 3:00 – 3:45 p.m. **Consumer Engagement: Hispanic Communications – Effective Engagement for Culturally Diverse Populations**  
**Care Management: Essette Upgrade Best Practices**  
**Payment Integrity: HMS' Provider Portal in Motion**

3:45 – 4:00 p.m. **Break**

**Keynote**

4:00 – 4:45 p.m. **Solving the Opioid Crisis — Progress and Limitations**

4:45 – 5:00 p.m. **User Experience Conference Closing Remarks**

5:00 p.m. **User Experience Conference Adjourns**