EXPERIENCE 2023

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SAN ANTONIO

MARCH 21-23

AGENDA
& COURSE CATALOG

SUBJECT TO CHANGE

Agenda

TUESDAY, MARCH 21

Time	Event
11:00	**Registration Open**
1:30-2:15	**Opening Keynote from Ventiv's CEO**
2:15-3:00	**Product Keynote: Actionable Insights that Improve Business Outcomes**
3:00-3:15	**Networking**
3:15-4:30	**Realizing Actionable Insights with Ventiv Analytics**
4:30-4:45	**Networking**
4:45-5:15	**Guest Speaker Tammie Jo Shults, an American retired commercial airline captain, author, and former naval aviator**
5:15	**Overview of EXP23**
6:30-9:00	**Welcome Reception at Biga on the Banks**

WEDNESDAY, MARCH 22

Time	Event					
7:30-8:30	**Breakfast**					
8:30-9:30	**Expert Panel: Re-shaping Risk & Insurance**					
9:30-9:45	**Networking**					
	Claims Enterprise (iVOS) & Claims Premier (NAVRISK)	*IRM*	*POLICY AND BILLING*	*ANALYTICS*	*OTHER*	*OTHER*
	CAMINO REAL	**ENCINO**	**VILLA**			
9:45-10:30 **BREAKOUT 1**	**Claims Roadmap 2023: Assisting with better outcomes**	**IRM & Digital Product Roadmap 2023: Expanding Your Risk Management Horizons**	**Policy and Billing Roadmap 2023 -Leveraging actionable insights to drive Better Data, Better Decisions and Better Outcomes**			
10:30-11:15	**Networking**					
	CAMINO REAL	**ENCINO**	**VILLA**	**ZAPATA**		
11:15-12:00 **BREAKOUT 2**	**The Power of Straight Through Processing - Maximizing Automation Best Practices**	**Quality data in a hardening market: better data, better discussions, better outcomes**	**Deep dive into Billing Configuration Capabilities**	**Geospatial Solutions - From Location Analysis to Managing the Impact of Climate Change**		

Agenda

Time	Claims Enterprise (iVOS) & Claims Premier (NAVRISK)	IRM	POLICY & BILLING	ANALYTICS	OTHER	OTHER
12:00-1:30	Lunch					
1:30-2:15 **BREAKOUT 3**	**SABINO** Compliance 2023	**ENCINO** Streamline Your Digital Risk Management Processes and Enable Proactive Risk Management	**VILLA** Gateway Portal- Journey Through Your Customers' Experiences - Leveraging Portal & Analytics for Policy Administration	**CAMINO REAL** Dashboards & Reporting - Managing Your KPIs with Dashboards and TCOR Analysis		
2:15-2:45	Networking					
2:45-3:30 **BREAKOUT 4**	**SABINO** Claimant Access - The Power of Self-Serve	**ENCINO** Managing Your Safety Program with IRM	**VILLA** Behind Every Great Application is a Great Host	**MADERO** Ventiv Predict - Uncover the Cost Savings Associated with Predicting Claims Outcomes	**ZAPATA** Claims Enterprice-MCG to present ODG (Partner Session)	
3:30-4:00	Networking					
4:00-4:45 **BREAKOUT 5**	**ZAPATA** APS - Medical Indexing Solution (Partner Session)	**ENCINO** Certificate Management		**MADERO** Benchmarking - Uncover Industry Peer-on-Peer Benchmarking Insights	**CAMINO REAL** Decision Analytics Platform - Ventiv`s All-Encompassing Decision Analytics Platform	
4:45-4:55	Networking					
4:55-5:15	**Closing Remarks**					
6:30-9:30	**Dinner & 80's Party at ASH Riverwalk**					

Agenda

THURSDAY, MARCH 23

7:30-9:00	Breakfast					

	CLAIMS ENTERPRISE	*IRM*	*POLICY & BILLING*	*ANALYTICS*	*DIGITAL*	*OTHER*
	CAMINO REAL	**ENCINO**	**MADERO**	**VILLA**	**SABINO**	**ZAPATA**
9:00-10:15 **TRAINING 1**	**Advanced Ad Hoc Strategies**	**IRM New Features Walkthrough**	**Advanced Ad Hoc Strategies**	**Self-Service Ad Hoc Reporting - IRM Data Discovery & Exploration**	**Training Workshop**	**What's New in Claims Premier**

10:15-10:30	Networking					

	MADERO	**ENCINO**	**VILLA**	**CAMINO REAL**	**SABINO**	**ZAPATA**
10:30-11:45 **TRAINING 2**	**Claims Enterprise- The Power of Templates**	**IRM Administration Workshop**	**Ventiv Billing - Report/Form Design and Configuration**	**Advanced Analytics Training - Ventiv Predict & Decision Analytics Platform**	**Training Workshop continued from before the break**	**Ventiv Claims Premier Configuration**

11:45-12:45	Lunch					

	MADERO	**ENCINO**	**SABINO**	**VILLA**		
12:45-2:00 **TRAINING 3**	**Claims Enterprise Configuration Certification I**	**Advanced Query Master Class**	**What is new in Ventiv Policy?**	**Geospatial - Configuring Layers, Alerts, and Notifications**		

Course Catalog

Claims Roadmap 2023: Assisting with better outcomes

CAMINO REAL | WEDNESDAY, 9:45

Join us as we showcase plans for Claims Enterprise in the coming year. We will preview product enhancements for the next release, share annual development plans as well as discuss our long-term visions for the future of Claims management.

The Power of Straight Through Processing - Maximizing Automation Best Practices

CAMINO REAL | WEDNESDAY, 11:15

Put automation features to use in Claims Enterprise. Learn how to process a claim from intake to closure with no touch / low touch handling using the suite of Ventiv tools including: Digital, Automated Claim Assignment, Ventiv Predict, Business Rules, ISO Claim Search, ODG, and Claimant Access.

Compliance 2023

SABINO | WEDNESDAY, 1:30

What's coming from the IAIABC, CMS and the Federal Government in 2023? We will review upcoming changes and new requirements.

Claimant Access- The Power of Self-Service

SABINO | WEDNESDAY, 2:45

We will demonstrate our Claimant Access module. Give your injured workers the ability to view claim handler information, payment and other claim related data.

APS - Medical Indexing Solution (Partner Session)

ZAPATA | WEDNESDAY, 4:00

Learn about the exciting new opportunity to significantly reduce your workers compensation medical spend with our partnership with APS. Customers can leverage our standard bill review, document export, and document import interfaces as part of the solution.

Advanced Ad Hoc Strategies

CAMINO REAL | THURSDAY, 9:00

A well-crafted ad hoc view can be cross-utilized in so many ways. We'll take a hands-on look at some interesting strategies for authoring and using ad hoc views. This hands-on session will begin with a brief introduction to ad hoc view creation (for newer users) in Claims Enterprise then proceed into how to 'spin-off' one well-crafted ad hoc view into multiple valuable elements.

The Power of Templates

MADERO | THURSDAY, 10:30

Templates act as an "automation lite" and can accomplish many goals, safeguard processes, and make life easier for the end-user. We'll look at Template strategies for multiple areas within Claims Enterprise.

Claims Enterprise Configuration Certification I

MADERO | THURSDAY, 12:45

Be one fo the first to receive 'Configuration Certification". This session will cover Security Theory, Roles, Groups, and Users. Tab configuration, Menu Configuration, and On-Page Configuration. After this fully hands-on session you will feel comfortable configuring your system.
The session will conclude with a practical/exam, passing receives "Configuration Certification"!

Course Catalog

IRM

IRM & Digital Product Roadmap 2023: Expanding Your Risk Management Horizons
ENCINO | WEDNESDAY, 9:45

Receive updates on the IRM & Digital Roadmap for 2023 and beyond. See how usability, workflow, and module enhancements can bolster your risk
management program to address compounding and emerging challenges.

Quality data in a hardening market: better data, better discussions, better outcomes
ENCINO | WEDNESDAY, 11:15

Justifying the premium spend is a challenge in normal times, make your justification simpler by using IRM. In this session, we will demonstrate how you can
use the data collected to identify the outliers/changes that could be increasing your spending and determine whether it's possible for you to retain that risk yourself.
Ventiv's client uses their data to win negotiations with their insurers/brokers, join this session to understand how they do this.

Streamline Your Digital Risk Managemet Processes and Enable Proactive Risk Management
ENCINO | WEDNESDAY, 1:30

Digital is more than a claims intake tool. Automate and digitize a range of risk management processes to drive efficiency and deliver better quality data to for your risk management initiatives.

Managing Your Safety Program with IRM
ENCINO | WEDNESDAY, 2:45

IRM allows you to fully management your safety program from pre-event (audits, safety meetings, and action management) through to post-event (incidents, investigations, root causes, and actions). Drive to one source of truth and get the 360 degree view of your safety landscape.

Certificate Management
ENCINO | WEDNESDAY, 4:00

Having issues managing in-coming certificates? Want to ensure that certificates comply with coverage requirements? Need to efficiently provide evidence of cover?
See how IRM can help you take control.

IRM New Features Walkthrough
ENCINO | THURSDAY, 9:00
Presented by Alastair Lawson

Take advantage of the new features available in IRM record detail including;

- New Records View
- Left Nav Preview
- Excel Column Filtering
- New As Of Date Prompt
- Landing Pages Portals

IRM Administration Workshop
ENCINO | THURSDAY, 10:30
Presented by Alastair Lawson
Create workflow rules to trigger notifications and reminders. Effectively managing your users and data with the advanced IRM administration tools helps companies better mitigate risk.

Advanced Query Master Class
ENCINO | THURSDAY, 12:45

Using some of the key features within the Advanced Query tool, such as charting, create an Excel template, prior value reporting, along with additional areas
where advanced queries can be used, in the system such as creating Quick Searches and additional conditions for Workflow Automation alerts.

Course Catalog

Policy and Billing Roadmap 2023 Leveraging actionable insights to drive Better Data, Better Decisions and Better Outcomes

VILLA | WEDNESDAY, 9:45

Take a closer look at the Policy and Billing roadmap for 2023. Technology discussions will focus on: new forms designer, API, imports, certificate of insurance, 3rd party and agency billing, and KPI's.

Deep dive into Billing Configuration Capabilities

VILLA | WEDNESDAY, 11:15

Detailed look into the new configuration settings. Comprehensive dive into the Late Events configuration and Fee Configuration including Late Fees, NSF Fees, and escalated Late Events.

Journey Through Your Customers' Experiences - Leveraging Portal & Analytics for Policy Administration

VILLA | WEDNESDAY, 1:30

Digitize your customers' experiences and provide self-service options. Learn how anlaytics can further enhance your service offerings to differentiate and drive meaningful customer enagement.

Behind Every Great Application is a Great Host

VILLA | WEDNESDAY, 2:45

More than half of Ventiv Claims and Policy clients are Ventiv-hosted, and the ranks are growing. If you are not hosting with us, maybe it's time to reconsider. Our private end-to-end managed hosting solution allows us to seamlessly develop, host, and delivery our applications to clients. With our state-of-the-art data center, including the highest level of security attestations, Ventiv hosting can increase efficiency, decrease cost, and streamline internal processes. This session is designed to help both directors and managers, as well as system administrators. Come discover the benefits of hosting with us.

Benchmarking - Uncover Industry Peer-on-Peer Benchmarking Insights

MADERO | WEDNESDAY, 4:00

Take a deep dive into Ventiv's newest solution — Ventiv Benchmarking. Analyze industry peer-on-peer benchmarking for risk management optimization and savings.

Advanced Ad Hoc Strategies

VILLA | THURSDAY, 9:00

A full overview of Ventiv Policy's ad hoc reporting capabilities. Learn how to create and share reports including multiple table joins, aggregates, crosstabs, and dashboards, and excess carrier mapping.

Ventiv Billing - Report/Form Design and Configuration

VILLA | THURSDAY, 10:30

Learn how to how to configure forms, reports, and letters within Ventiv Billing to drive your reporting outcomes.

What is new in Ventiv Policy?

SABINO | THURSDAY, 12:45

Learn about Ventiv Policy's expanded capabilities to guide decisions and drive outcomes. In this session we will cover how to configure one of Ventiv Policy's newest features, Email Automation. This feature provides the ability to association automated email distribution based on workflow and events. We will also review excess carrier mapping, KPIs and the redesigned Certificate of Insurance module.

Course Catalog

ANALYTICS

Geospatial Solutions - From Location Analysis to Managing the Impact of Climate Change
ZAPATA | WEDNESDAY, 11:15
Dive into how Ventiv clients are leveraging Geospatial to view claims and property values triangulated against geospatial events to create real-time risk management precautionary measures.

Dashboards & Reporting - Managing Your KPIs with Dashboards and TCOR Analysis
CAMINO REAL | WEDNESDAY, 1:30
Learn best practices to create relevant, high-quality KPI dashboards and TCOR insights that can be shares internally with your team. Incorporate dynamic reporting into your presentations for senior management or external clients for better business outcomes.

Ventiv Predict - Uncover the Cost Savings Associated with Predicting Claims Outcomes
MADERO | WEDNESDAY, 2:45
Predictive analytics support the changing workforce to bring ROI to clients on day 1 of a claim. In this session, we will take you through the benefits clients are realizing with Ventiv Predict.

Decision Analytics Platform - Ventiv`s All-Encompassing Decision Analytics Platform
CAMINO REAL | WEDNESDAY, 4:00
Rapidly build and deploy custom predict models and conduct advanced exploratory analysis to deliver significant ROI.

Self-Service Ad Hoc Reporting - IRM Data Discovery & Exploration
VILLA | THURSDAY, 9:00
Create self-service and ad hoc charting and dashboarding for greater insights. Uncover hidden trends or key drivers using intuitive natural language (IBM Watson).

Advanced Analytics Training - Ventiv Predict & Decision Analytics Platform
CAMINO REAL | THURSDAY, 10:30
In this hands-on session, you will learn how to use:
» Ventiv Predict – experience how predictive modeling is used to predict reserve and score claims
» Decision Analytics Platform – explore how Ventiv's flexible solution can be used to build custom models and visualization

Geospatial - Configuring Layers, Alerts, and Notifications
VILLA | THURSDAY, 12:45
Add the context of timing and location to traditional data by creating maps that show geospatial events over time. Visualize exactly where those changes are taking place.

Course Catalog

Claims Enterprise- MCG to present ODG (Partner Session)

ZAPATA | WEDNESDAY, 2:45

Harness the power of ODG by MCG within Claims Enterprise. Learn the ins and outs of additional information that can be found on the ODG portal such as Claims Duration, Treatment Analysis, and Cost.

Decision Analytics Platform - Ventiv`s All-Encompassing Decision Analytics Platform

CAMINO REAL | WEDNESDAY, 4:00

Rapidly build and deploy custom predict models and conduct advanced exploratory analysis to deliver significant ROI.

Training Workshop

SABINO | THURSDAY, 9:00

"Understand the fundamentals of how to design Ventiv Digital online forms for integration with

Ventiv IRM, RiskConsole, or Ventiv Claims.

Topics will include:
- Digital Client Settings (E-mail Templates, Notifications)
- Form Design Overview
- Task Management"

Training Workshop continued from before the break

SABINO | THURSDAY, 10:30

Training Workshop continued from before the break.

CLAIMS PREMIER

What's New in Claims Premier
ZAPATA | THURSDAY, 9:00

In this hands-on session we will review the basics of Claims Premier. We will show navigation through the system and how to manage a claim from intake to closure. We will also review some of the newest features in the application.

Ventiv Claims Premier Configuration
ZAPATA | THURSDAY, 10:30

We will walk through the different ways we can configure the application to meet your company's specific needs. From screen configuration to security configuration, we will review how Claims Premier can be configured to meet ever changing business need