Agenda

Optional Pre-Conference Workshop
Wednesday, September 18, 2019

Workshop #1: 1:30 – 5:00 PM
Potent Medicine — Data, Technology and the Magic of Behavior Change: Assessing the Promise of Digital Therapy to Manage Your MSK Spend

Back and neck pain erode quality of life for more than one third of adults every day and drain more than $132 billion dollars in medical costs from American businesses each year. Low back pain is one of the leading causes of disability and chronic pain among adults and one of the most common reasons for which patients are treated with opioids.

Getting a handle on those costs before they become a crisis has become a priority for all employers . . . but what is safe, effective and affordable? In this workshop you’ll learn how to use emerging digital health therapies to help members recover and get back their quality of life without breaking the bank.

Dr. Mark Aloia, Global Lead, Health Behavior Change, Philips HealthTech
Dr. Mark Barnes, DPT and CEO, Telespine

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They will share how integrated data uncovered specific, targeting drivers of cost, absence and injury, modifying policies, and one and improve its health and productivity outcomes by building a corporate functions? For almost ten years, Pacific Gas &

What is the value of comprehensive data integration across Integrated Data Finding Causes and Solutions with Unique

Untangling Excess Cost, Absence and Injury: Merging Math, Medicine and Technology: Improving Outcomes and Cost

Over the past decade, we’ve seen virtual care evolve from treating the flu to addressing behavioral health, to even the most complex chronic conditions, including cancer, autoimmune diseases, and cardiovascular disease. Although adoption is past the point of inevitability, the challenge that many employers still face today is that their employees who could benefit most from virtual care are not using the resources available. Furthermore, the employer does not have insight into how to best identify & engage those employees. But what if advanced analytics ties directly to your virtual care program? The result would be employers identifying the highest need members, so that they could resolve their issues with clinical expertise and measure the results.

Jeremy Boyer, Director, Analytics, Teladoc Health
Jeff Harner, Chief Analytics Officer, Teladoc Health
Ryan J Weiss, Vice-President, Product & Experience, Canada Life Assurance Company

Un tangled Excess Cost, Absence and Injury: Finding Causes and Solutions with Unique Integrated Data

What is the value of comprehensive data integration across corporate functions? For almost ten years, Pacific Gas & Electric has implemented a comprehensive effort to identify and improve its health and productivity outcomes by building a one-of-a-kind integrated data platform, analyzing granular drivers of cost, absence and injury, modifying policies, and targeting specific solutions in the right places. In this session, they will share how integrated data uncovered specific, actionable solutions where previous efforts led to incorrect and/or incomplete assumptions.

Todd Hohn, Senior Director of Health and Safety, Pacific Gas and Electric

Day One
Thursday, September 19, 2019

Registration and Continental Breakfast: 7:15 – 8 AM

Welcome and Opening Remarks: 8:00 – 8:10 AM

General Session A: 8:10 – 9:00 AM

Paid Family Medical Leave (PFML): How Employers Should Embrace and Prepare for New and Pending Laws in the Various States

During this session, we will discuss the prevalence of paid leave laws in the U.S. and why paid leave is the right thing to do for employees. David Healy will chat with Sun Life NY based client, who will share their paid leave experience and how it has impacted overall workplace health and productivity. They will share the challenges and successes they have encountered, and the role paid leave has played in talent acquisition and overall HR strategy.

Kristy Carr, PHR, HR Generalist, Independent Health
David Healy, Senior Vice President, Group Benefits, Sun Life U.S.

Concurrent Session B1: 9:15 – 10:05 AM

Merging Math, Medicine and Technology: Improving Outcomes and Cost

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Concurrent Session B2: 9:15 – 10:05 AM

Untangling Excess Cost, Absence and Injury: Finding Causes and Solutions with Unique Integrated Data

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Todd Hohn, Senior Director of Health and Safety, Pacific Gas and Electric

Wendy Lynch, PhD, Consultant, Lynch Consulting
Justin Schaneman, VP Data Analytics, UPMC WorkPartners

Concurrent Session B3: 9:15 – 10:05 AM

The 30/30/50 Rule: Uncovering What Works and What’s Next in Improving Member Safety and Savings

In the face of rising health care costs, employers are considering all possibilities to improve access to value-based care for members. Two critical questions may be standing in the way: Where am I overpaying the most within my networks? What is the quality of the quality data my members are seeing? Understanding the 30/30/50 rule of health care spending and having confidence in quality data is the foundation to educating and incenting members who are empowered to shop for value-based care, tighter alignment of benefit design to ensure steerable, effective direct contracting with value-based providers and the ability to identify local, independent Centers of Excellence.

Kimberly Davis, Senior Director HR Operations, Compensation & Benefits, Alex Lee, Inc.

Concurrent Session B4: 9:15 – 10:05 AM

Value and Cost: What Path Should Employers Choose at the Health Care Crossroads?

As employers grapple with balancing rising health care costs and a demand for value, they are also increasingly frustrated at the lack of transparency and accessibility to robust data. Focusing solely on unit costs and transactions in health care is shortsighted and leads to underinvesting in health benefits — leaving value on the table and ultimately increasing long-term costs. This panel will address the needs of employers for better data and analytical resources to inform their conversations with benefit designers, health plans and other actors, and help them find the balance between cost and value.

Jennifer Bright, Executive Director, Innovation and Value Initiative
Dr. Bruce Sherman, Chief Medical Officer, National Alliance of Healthcare Purchaser Coalitions
Thomas A. Sondergeld, Vice President Global Health & Mobility, Walgreens Boots Alliance

Refreshment Break: 10:05 – 10:35 AM

Concurrent Session C1: 10:35 – 11:25 AM

Measuring Positive Outcomes of Lost Productivity and the Impact on Wellbeing: Connecting the Dots of Your Productivity Tracker with Your Health Metrics for Change

Many companies today have limited or no visibility into how leave and accommodations for stay at work and return to work are affecting their business and culture via lost business days, employee engagement and financial spend to company. When event reporting is available, it doesn’t tell a comprehensive story of the medical reason for the leave/accommodation, who is taking the leave as an accommodation, the types of accommodation being granted, or the cost to provide the accommodation. Our dashboard approach will give employers insight into the why and what the reasons are for

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accommodation, to help them develop clear and relevant reporting and equip senior leadership with the tools they need.

Matt Bourdon, Sr. Director, Willis Towers Watson  
Scott Daniels, Sr. Director of Disability, Comcast  
Jill Personett, Senior Director, Product Development, Comcast

Concurrent Session C2: 10:35 – 11:25 AM  
**New Approaches to Obesity Care**

Obesity affects nearly one in six adults in the world. Despite being linked to multiple serious and costly co-morbidities, obesity often is not seen as a serious chronic health condition. Not only are treatment options limited, but people living with obesity may also be stigmatized and not seek care. This “weight bias” is often encountered in the workplace leading to additional physical and mental health problems for people with obesity. This session will focus on new information about the science of obesity, workplace strategies to address it and insights into how weight bias impacts the individual and workplace environment.

**Moderator**  
Christian Moreno, Vice President, Lockton Companies, Lockton Dunning Benefits  
**Panelists**  
M. Rami Bailony, MD, MS, Medical Director, Enara Health Group  
Ted Kyle, RPh, MBA, Principal & Founder, ConscienHealth  
Thomas A. Sondergeld, Vice President Global Health & Mobility, Walgreens Boots Alliance

Concurrent Session C3: 10:35 – 11:25 AM  
**Fertility Benefits and the Future of Work**

Fertility benefits are an essential element of an innovative corporate benefits strategy and design. Companies who offer fertility benefits coverage send an important message of inclusivity, and also support a diverse workforce in their family building efforts. It also reinforces a company’s values and serves as an important recruiting and retention tool for top talent. During this session, we will discuss why it’s critical for employers of all sizes, across all industries, to offer fertility benefits to all of their employees. Lindsey will share Stripe’s approach to fertility benefits and how it has produced demonstrable results in the productivity and well-being of Stripe’s global workforce.

Lindsey Sosin, Head of Global Benefits, Stripe  
Tammy Sun, CEO, Carrot Fertility

Concurrent Session C4: 10:35 – 11:25 AM  
**Case Study: A Mental Health First Approach for Transforming Absence & Disability Management Programs**

Absence and Disability Management Programs need to be transformed to combat the 108% increase in mental health diagnosis claims in the past 10 years. In this session, the Fraser Health Authority (Canada’s largest regional Health Authority with a budget close to $4B CAD and 29,000 employees) will share their journey in transforming their Absence and Disability Management Program from a “traditional HR style” Attendance Management Program to an approach designed from an Employee Experience perspective. The Total Absence and Disability Management (TADM) transformation presentation will break down Fraser Health’s rigorous framework, the logic model they applied, examples of nudge marketing techniques, and data analysis used to understand the link between employee overtime cost mitigation and staffing costs. Join us to learn how the organization reduced employee absences by 10% after the first 6 months of the TADM transformation launch.

Dave Keen, Executive Director, Workplace Health, Fraser Health Authority  
Peter Oxley, CEO, Starling Minds

Concurrent Session D1: 11:40 AM – 12:30 PM  
**Preserving Productivity: A Transitional Return to Work Case Study**

Combining data and analytics from AMRI Global’s FMLA and STD claims with a multi-stakeholder qualitative interview process, Prudential partnered with AMRI to design and implement a custom transitional return to work program. This presentation will help other employers understand how to leverage data to build an effective program and how to use qualitative interviews with multiple stakeholders to overcome potential objections and create a program that helps reduce durations, improve health and productivity, and contribute to overall employee engagement.

Dr. Kristin Tugman, VP, Health & Productivity Analytics and Consulting Practice, Prudential Financial  
Alicia Zarnstorff, Benefits Specialist, AMRI Global

Concurrent Session D2: 11:40 AM – 12:30 PM  
**Reversing Diabetes: How US Foods Lowered Medical and Rx Costs with Diabetes Reversal Treatment**

Type 2 diabetes once meant a life sentence of insulin injections, rising health costs, and debilitating complications for most patients. With the rise of Diabetes Reversal — a novel treatment class based on 40+ years of scientific research — patients can normalize glucose levels and reduce costly medications and complications. Join benefits leaders and employees-turned-patients from US Foods, a foodservice distributor with 25,000 employees, to learn how the company lowered its medical spend and transformed employees’ health through Diabetes Reversal treatment.

Sue Letang, Sr Manager of Health & Welfare Plans, US Foods  
Derek Newell, Head of Commercial, Virta Health  
Kevin Swier, Pricing Analyst, US Foods

Concurrent Session D3: 11:40 AM – 12:30 PM  
**Early and Persistent Engagement Drives Higher Employee Satisfaction and Lower Plan Cost for Huntington National Bank**

Without guidance, health care is complex and unnecessarily costly for employees and their employer-sponsored plans. Join us for an engaging presentation about how early and persistent engagement has simplified the health care experience for Huntington National Bank employees resulting in industry-leading satisfaction rates and more cost-effective care.

Martin Phillips, Health & Welfare Plan Manager, The Huntington National Bank  
Dr. Michael Sokol, Senior Vice President of Clinical Strategy, Quantum Health

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Concurrent Session D4: 11:40 AM – 12:30 PM

**Everybody Can Win: Boldly Confronting the Opioid Crisis Through Collaboration**

Given its prevalence and indiscriminant nature, the opioid crisis is throwing many employers for a loop – especially those who may be unsure how to best support their members through the pervasive epidemic. MaineHealth, one of the largest employers in the state of Maine, has successfully used a progressive integrated delivery system to confront the opioid crisis resulting in better outcomes, lower costs, and higher productivity. During this session, you will learn:

- How to evaluate the success of your existing opioid programs
- How to work with other organizations in your community to address this crisis collaboratively
- Ongoing work to develop pain management strategies that reduce opioid use while meeting patient needs

**Robert Corrigan**, Senior Director, Advisory Services, HDMS

**Andrew Molloy**, Associate Vice President, MaineHealth

**Luncheon**: 12:30 – 1:30 PM
Hosted by: [Cleo](#)

General Session E: 1:40 – 2:30 PM

**The Impact of Osteoarthritis (OA) and Chronic Lower Back Pain (CLBP) Within a Working Population**

Osteoarthritis (OA) and Chronic Low Back Pain (CLBP) have significant direct and indirect business costs. This session will begin with a review of the business case for a healthy workforce and the insights provided by a focus on absence and disability. To drive this point home, we report the prevalence, productivity impact, and business costs of OA and CLBP. Finally, we will look at how one employer, Boeing, quantified the impact of pain in its workforce and developed a strategic approach to pain management.

**Brian Gifford**, Ph.D., Director, Research & Analytics, IBI

**Jason Parrott**, Senior Manager, Global Healthcare & Well Being Strategy, Boeing

Concurrent Session F1: 2:45 – 3:35 PM

**Changing the Unit of Analysis: Uncovering the Impact of Individuals with Multiple Chronic Conditions**

Historically, workforce health management has focused on health care utilization and costs, often at the disease-specific level. Shifting analytic focus to a person-centric approach identifies the underappreciated medical and business costs of individuals with multiple chronic conditions, which are often more than $40,000 per year. Once recognized as a potential source of organizational cost savings, effective management of this population requires a specialized approach for measurable health improvement. For over 14 years SwedishAmerican Health System has been successfully engaging this specific population.

**Jerry Guinane**, Vice President - Human Resources, SwedishAmerican Health System

**Lee Murphy**, PhD, CEO, Inspera Health

**Bruce Sherman**, MD, Clinical Professor, Case Western Reserve University

Concurrent Session F2: 2:45 – 3:35 PM

**The Butterfly Effect: When a Physical Disability Transforms into a Mental Health Disability**

The psychological effect of a physical disability is an important consideration for both employers and employees. However, no study to date has examined how many physical disability claimants develop a new mental health comorbidity. Novel research on physical disorders that are most likely to acquire a mental health condition during the disability episode will be presented with an emphasis on quantifying how much extra work time and productivity is lost when a mental health comorbidity is added and the potential impact of appropriate mental health treatment.

**Martha F Garcia**, CPDM, Project Manager Lead, Kaiser Permanente

**Fraser Gaspar**, Director of Data Sciences and Analytics, ReedGroup

**Fred Schott**, Director of Operations, Council for Disability Awareness

**Nicole Z. Stelter**, PhD, LMFT, EAS-C, Sr. Product Manager, Kaiser Permanente

**Kerri Wizner**, Epidemiologist, ReedGroup

Concurrent Session F3: 2:45 – 3:35 PM

**A Five-Year Analysis of Mindfulness Program Impact on Productivity, Stress and ROI**

Email, social media, news, ads and work/life balance pull our attention 24/7 — the average person touches their mobile phone about 2,671 times a day, and 78% of employees are not engaged in their work, citing lack of purpose in the workplace. The level of noise and distraction in our “always on” culture is contributing to higher levels of stress which several decades of scientific research have tied to considerably greater health risks, productivity losses, and medical costs. This panel will review five years of outcomes and examine the impact of mindfulness programs.

**Cheryl Jones**, former Director of Mindfulness, Aetna-CVS, Founder, CEO, The Mindful Path

**Mary Pigatti**, CEO, eMindful

**Dr. Ruth Wolever**, Director of Vanderbilt Health Coaching, Vanderbilt Osher School of Integrative Medicine

Concurrent Session F4: 2:45 – 3:35 PM

**Getting in the Engagement Zone: How to Launch a New Benefit to a Disparate Retail Workforce**

Like many large employers, AutoZone battled annual pharmacy cost increases that significantly outpaced inflation. Last fall, they implemented a pharmacy transparency solution that promises to curb the upward trend by turning health plan members into better pharmacy consumers. The challenge? Engaging nearly 43,000 members across 5,700 retail locations in a different kind of benefit. Learn how a strong partnership between vendor, client and benefits consultant helped drive members to an innovative solution that’s bringing relief for their out-of-pocket prescription costs and substantial cost savings for the AutoZone health plan.

**Matt Harmon**, VP Benefits, Compensation and HR Systems, AutoZone

**Drew Komenda**, Chief Revenue Officer, Rx Savings Solutions

**Refreshment Break**: 3:35 – 4:05 PM

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Employer Case Study: Reduce Musculoskeletal Spend by Avoiding Elective Surgeries

Musculoskeletal (MSK) spend consumes 1 of 6 health care dollars, the majority of which is driven by elective surgeries. These MSK surgeries are avoidable by addressing chronic pain which is achieved by the 3 pillars of best practice care: exercise therapy, behavioral health and education. Learn how employers such as Kraft-Heinz are reducing chronic pain in their workforce 2x better than opioids to avoid 2 out of 3 surgeries to reduce medical spend. During this session, we’ll cover:

- How reducing chronic pain will address a major driver of your medical cost spend, elective surgeries
- Why physical therapy and other solutions you’ve considered come up short in improving long term outcomes
- How to select and implement an effective MSK solution that improves member engagement, clinical outcomes, and medical spend

Allyson Maturo, HR-Benefits Manager, The Kraft Heinz Company
Daniel Perez, CEO, Hinge Health

Networking Cocktail Reception: 4:55 – 6:00 PM

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Milt Ezzard, VP Global Benefits, Activation Blizzard

Panelists

Kristin Hansen, HR Director, Hearst Television
Concurrent Session J4: 10:10 – 11:00 AM

**Working Together to Prevent Workplace Absence**

Everyone knows the cost of a disability can be high. By identifying at-risk customers and engaging them in vocational services before a disability occurs, employers can help prevent disabilities or reduce their severity and shorten the duration of absence. In this session, we’ll discuss how Cigna’s Absence Study revealed that employees who take FMLA without a Short-Term Disability (STD) claim are more likely to incur a STD claim in the future. Employers’ critical role in carrying the responsibility for taking preventive measures to identify employees who may need additional support.

Ryan Bruce, Disability Vocational Case Management Senior Manager, Cigna
Athena Gray, Sr. Manager, Risk Benefits & Absence Management, Quest Diagnostics
Anthony Jarusinski, Manager – Benefits, American Eagle
Pranava Kuchu, Global Data and Analytics, Cigna

Concurrent Session K1: 11:10 AM – 12:00 PM

**Migraine is More Than Just a Headache for Employers and Employees — It Impacts Productivity and Performance**

Migraine affects more than 40 million Americans, is the 5th most disabling illness in the US and is undiagnosed in approximately 44% of patients. While some employers have begun to incorporate migraine management programs, the majority fail to recognize the true impact of migraine. In this panel discussion, participants will share key findings to help employers understand the financial burden of migraines and how to address it.

Brian Gifford, Ph.D., Director, Research & Analytics, IBI
Neil Goldfarb, President and CEO, Greater Philadelphia Business Coalition on Health
Maureen McCluskey, RN, BSN, MA, Health and Wellness Disease Education Specialist
Thomas A. Sondergeld, Vice President Global Health & Mobility, Walgreens Boots Alliance

Concurrent Session K2: 11:10 AM – 12:00 PM

**The Economic Burden of Depression to Working Caregivers and Their Employers**

At least 60% of informal caregivers are employed, and 60% of employed caregivers have significant difficulty managing work and caregiving. This first large-scale survey of employed caregivers will provide information about the productivity impact and employee costs of caregiving. Reducing the human and economic burden of caregiving will involve multi-faceted workplace interventions and policies that can help caregivers to function effectively on the job and improve or sustain the health of the individuals they assist. This session will provide insights into the areas of unmet need and potential solutions.

Mohannand Kusti, Corporate Medical Director, US Steel
Debra Lerner, Director, Program on Health, Work and Productivity, Tufts Medical Center

Conference Wrap-Up and Remarks: 12:10 – 12:25 PM
REGISTRATION INFORMATION

Online  www.conferenceboard.org/annualforum
Email  customer.service@conferenceboard.org
Phone  212.339.0345

8:30 am – 5:30 pm ET, Monday – Friday

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Fees do not include hotel accommodations.

Location
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Cancellation Policy
Full refund until three weeks before the meeting. $500 administration fee up to two weeks before the meeting. No refund after two weeks before the meeting. Confirmed registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.

Team Discounts per Person
For a team of three or more registering from the same company at the same time, take $300 off each person’s registration. One discount per registration. Multiple discounts may not be combined.