Ryan J Weiss, Jeremy Boyer, expertise and measure the results. The result would be employers identifying the highest need advanced analytics ties directly to your virtual how to best identify & engage those employees. But what if could benefit most from virtual care are not using the resources many employers still face today is that adoption is past the point of inevitability, the challenge that autoimmune diseases, and cardiovascular disease. Although most complex chronic conditions, including cancer, treating the flu to

Over the past decade, we’ve seen virtual care evolve from Improving Outcomes & Cost with Virtual Care

- 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

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

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

Merging Math, Medicine and Technology: Improving Outcomes & Cost with Virtual Care

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

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

Untangling 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

Wendy Lynch, PhD, Consultant, Lynch Consulting

Justin Schaneman, VP Data Analytics, UPMC WorkPartners

Concurrent Session B3: 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 short-sighted 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. Wayne Burton, Chief Medical Officer and current advisor to IVI, American Express (retired)

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

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accommodation. Our dashboard approach will give employers insight into the why and what the reasons are for 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
Kristi Dalby-Jones, Associate 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

Are Your Absence, Disability and Health Plan Vendors Innovating Together to Provide Superior Outcomes?

Findings from the 2019 Integrated Value Study will be shared to demonstrate that integrating medical and behavioral programs more closely with absence and disability provides a holistic approach to an employee's wellness journey and improves productivity for employers. Processes that promote program success will be discussed, including proactive identification and outreach via data analytics and mutual system accessibility. By working together, building collaborative bi-directional referral and integrated processes, vendor partners can provide superior overall health and productivity outcomes for both the employee and the employer.

Anthony Jarusinski, Manager – Benefits, American Eagle
Pranava Kuchu, Global Data and Analytics, Cigna
Jenny Merritthew, Cigna Group Solutions, Cigna

Concurrent Session C3: 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 C4: 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 D1: 11:40 AM – 12:30 PM

Preserving Productivity: A Transitional Return to Work Case Study

Combining data and analytics from AMRI’s Global 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

Luncheon: 12:30 – 1:30 PM

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.

Fraser Gaspar, Director of Data Sciences and Analytics, ReedGroup
Fred Schott, Director of Operations, Council for Disability Awareness
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.

Andy Lee, VP, Chief Mindfulness Officer, Aetna
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

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

Day Two
Friday, September 20, 2019
Continental Breakfast: 7:15 – 8:00 AM

General Session H: 8:00 – 8:50 AM
Using an Integrated Health Plan to Drive Point Solution Engagement
Every year, employers invest in a variety of new benefits programs. But offering multiple, disjointed programs can often lead to low utilization, among other issues. Learn how one employer successfully addressed this challenge head-on by integrating their programs with their health plans.

Josh Freund, Associate Director, Health & Well-being, Jazz Pharmaceuticals
Concurrent Session I1: 9:00 – 9:50 AM
Driving Business Performance with a Proactive ADA program
Presenters will share the state of affairs at Comcast and business drivers that led to the development of an Absence Management Center of Excellence (COE), including:

- Metrics, challenges for employees, HR, and supervisors
- Compliance issues
- Productivity drivers
- The opportunity for creative and meaningful accommodated work

The COE has been able to find new and inventive work for employees and centralizing the accommodation evaluation within the COE has driven productivity and cost improvements for the business while increasing engagement across the employee population.

Scott Daniels, Sr. Director of Disability, Comcast
Patricia Purdy, Senior Vice President, Pacific Resources

Concurrent Session I2: 9:00 – 9:50 AM
A Human Approach to Data-driven Claims Management
How do you appropriately use clinical resources to get the best outcomes while reviewing each claimant’s situation? A data-driven model can bring immense value in helping people get back to work and is meant to ensure that optimal outcomes are efficiently achieved. But by itself, it’s not enough—in fact, it’s just a starting point. What must come next is a holistic approach that considers the whole person to assure the best resolution for both the employer and the employee.

Concurrent Session I3: 9:00 – 9:50 AM
Pain, All Its Costs and What the Future Holds
Pain is the most common reason people seek health care and has significant impact on health care spend. The problem employers face is current treatment options are often broken into disparate buckets and hard to quantify, particularly around outcomes influencing lost worktime and reduced performance at work. Furthermore, many current treatment options carry their own complications and costs. As the ultimate payer of health care, it is important to identify which conditions drive spend, quantify all health and productivity costs and consider alternatives.

Howard Genderson, VP Patient Health and Impact/Internal Medicine, Pfizer
Jason Parrott, Senior Manager, Global Healthcare & Well Being Strategy, Boeing
Thomas Parry, Ph.D., President, IBI

Concurrent Session I4: 9:00 – 9:50 AM
Catalyzing Employee Empowerment to Eliminate Mental Health Stigma
Many employees will experience a mental health challenge and will struggle in silence even though these conditions are common and treatable. Empowering employees with the resources they need, and how to engage with others in crisis, can make an incredible impact on an organization. In this session, you will learn how the California Schools Voluntary Employee Benefits Association (VEBA) provides their 150,000 members with counseling, coaching, courses, and classes in via onsite and digital and formats; the 21 percentage point decrease in stigma that resulted from training over 5000 Kaiser Permanente sales and marketing employees in mental health first aid; and how to gain executive support for programs that promote the health of your employees. While the cost savings are significant, the benefits of a healthier and more productive workforce go well beyond financial.

Moderator
Tom Carter, Vice President, Workforce Health Consulting Group and Kaiser Permanente On-the-Job®, Kaiser Permanente

Panelists
Jennifer Christian-Herman Ph.D., Executive Director, Strategic Customer Engagement, Kaiser Permanente
Robin Watkins, Labor Co-Chair, California Schools Voluntary Employee Benefits Association (VEBA)

Refreshment Break: 9:50 – 10:10 AM

Concurrent Session J1: 10:10 – 11:00 AM
Driving Health and Performance Through Purposeful Approach
Organizations today face unprecedented challenges when it comes to engaging and developing their most valuable asset: people. Rapid and disruptive changes impact employee wellbeing and performance, tight labor markets add challenges to attracting and retaining talent, and meaningful work is an increasingly important demand of today’s workforce. This session aims to highlight the growing body of research around purpose, growth, and performance with examples of optimized employee health and performance through activation of purpose.

Dr. Robert Carr, Chief Medical Officer, Kumanu
Peggy Szczepanski, North America Wellbeing Coordinator, Dow

Concurrent Session J2: 10:10 – 11:00 AM
Better Health Engagement Leads to Higher Productivity
This panel discussion will showcase studies that demonstrate a consistent connection of health to absence and productivity data. This will include linkages to turnover, employee engagement, disability, employee ratings, sales, and injuries. This conversation will prove that any employer in any industry can now measure the broader impact that health engagement can have to drive down costs and improve their business. We can now see that health care is not just an expense but rather an investment in business performance.

Craig Kurtzweil, National Vice President, Data Analytics and Innovation, UnitedHealthcare

Concurrent Session J3: 10:10 – 11:00 AM
The Sandwich Generation Squeeze: How Employers Can Protect and Support This High Value Segment of the Workforce
The “sandwich generation” is one of the most time-poor and stressed demographics, squeezed between raising children and caring for older family members. As they juggle care and work duties, sandwichers lack time and energy to complete all of their obligations successfully. Learn from peer employers which new programs and policies they’ve found effective in increasing the productivity and retention of sandwich generation employees.

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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*
*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 afflicts 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 facilitate data analysis and reporting for migraine in addition to sharing proven strategies that have been implemented to engage employees in their health and wellbeing.

*Wayne N. Burton M.D., CMO (retired), American Express*
*Brian Gifford, Ph.D., Director, Research & Analytics, IBI*
*Neil Goldfarb, President and CEO, Greater Philadelphia Business Coalition on Health*
*Robyn Piper, Founder and Principal, Piper Jordan*

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 and employer costs of caregiving. Reducing the human and economic burden of caregiving will involve multi-faceted workplace interventions and policies that enable 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*

Concurrent Session K3: 11:10 AM – 12:00 PM

**Case Study: Total Absence & Disability Management Program Transformation**

According to a study conducted by the IBI, medical care to treat depression costs organizations $123,260 per every 1,000 employees, with costs growing to $182,700 when factoring in human capital losses such as turnover, absences, and productivity. To stay ahead of the curve, Absence and Disability Management Programs will need to be transformed to combat the 108% increase (between 2007 - 2017) in mental health diagnoses claims. In this session, the Fraser Health Authority (Canada’s largest regional Health Authority with a budget close to $4B CAD) 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. You'll learn how the organization reduced absenteeism costs by 10% after the first 6 months of the TADM transformation launch.

General Session L: 12:10 – 12:25 PM

**Conference Wrap-Up and Closing Remarks**

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