2021 ANNUAL
EMPLOYEE HEALTH CARE
CONFERENCE

TRANSFORM: SOLVING FOR
THE NEW BUSINESS AND EMPLOYEE
IMPERATIVES

PRE-CONFERENCE WORKSHOPS:
October 27, 2021
November 17, 2021

CONFERENCE:
October 28 – 29, 2021 | New York Marriott Marquis
November 18 – 19, 2021 | San Diego Bayfront Hilton

SAVE $400
REGISTER BEFORE
8.24.21

SPONSORED BY: Willis Towers Watson

PRESENTED WITH ASSISTANCE FROM:

www.conferenceboard.org/employeehealthcare
PRE-CONFERENCE WORKSHOPS

Wednesday, October 27 – New York
Wednesday, November 17 – San Diego

1:30 – 5:00 p.m.

Workshop A:
Using Data-Driven Insights to Manage Programs and Improve Employee Health and Well-being
More than half of benefits leaders list improving employee health and well-being as their top organizational goal. They rely heavily on employee satisfaction and engagement data to measure program success but leaning on these metrics alone isn’t enough. Employers are frustrated by the limited insights they receive from their benefits data, with 64% saying one of their biggest challenges is analyzing the data to draw meaningful conclusions. Hear from experts and leaders who are transforming the way they operate their benefit programs by leveraging data analytics and learn how to get access to the right insights to help you make better employee-centric decisions.

1:30 – 5:00 p.m.

Workshop B:
One Size Doesn’t Fit All: Designing an Inclusive Mental Health Strategy for Your Workforce
2020 was a watershed moment for employee well-being and the ROI is clearer than ever: investing in mental health is the right thing to do for both your people and bottom line. However, it’s hard to determine the best approach to meet the unique needs of an entire employee population. Join Sanofi and Ginger for an interactive program focused on the HR challenges presented in 2020 and how leading employers are supporting their workforce through the reverberating impact of a stacked crisis. Attendees will learn the core components of implementing an effective and comprehensive mental health strategy and together, we’ll examine tools and techniques to cater to your employee’s mental health while increasing workforce productivity, retention, and engagement.

Ayelet Mosaffi Hutson, Director, Total Well Being, Sanofi US
Désirée Pascual, Chief People Officer, Ginger

1:30 – 5:00 p.m.

Workshop C:
Transforming the Employee and Retiree Experience: The Convergence of People and Technology in the “Now Normal”
This year, in both New York and San Diego, you will have the opportunity to attend a pre-conference workshop focused on giving your employees and retirees a superior benefit experience in the “now normal”. Attendees will hear from HR professionals and Willis Towers Watson experts on topics that will explore what the future of work looks like, how the participant experience has evolved, strategies that leverage the individual market and how meeting at the intersection of high-tech and high-touch can transform your interactions to achieve desired results.

For sponsorship opportunities, please contact gregg.mauro@conference-board.org
9:30 – 10:15 a.m.  **Concurrent C3**

**Transforming Musculoskeletal Care for 2021 and Beyond: New Data Insights & Actionable Benefit Strategies**

With deferred elective surgeries, musculoskeletal (MSK) spend was much lower for employers in 2020. But how do these lessons-learned shape MSK care in 2021 and beyond? Hear new insights on the latest MSK medical claims data, what these MSK trends mean for employers and how an employer transformed its MSK care.

**New York**  
**Victoria Pavlov,** Vice President of Global Benefits, **Nielsen**

**San Diego**  
**Jessica Palacios,** Associate Director of System Benefits Administration, **Texas A&M University System**

9:30 – 10:15 a.m.  **Concurrent C4**

**Maturity Models in Whole Person Virtual Care: Exploring Ground-breaking Virtual-first Outcomes**

Consumers have spoken and virtual care is here to stay, streamlining health care access and costs across today’s distributed workforce. Join this discussion as benefits leaders explore virtual care maturity models and outcomes, which underscore the advantages of contextually rich, whole-person virtual care for comprehensive employee wellness and the bottom line.

**Chad Little,** Teladoc Health Member  
**Aaryn Pure,** SVP Sales and Client Management, **Teladoc Health**

9:30 – 10:15 a.m.  **Concurrent C5**

**Taking a Proactive Approach with Data Analytics to Support Mental Well-being**

Employers are worried about stress, depression, anxiety, and other mental health challenges employees are facing now and beyond the COVID-19 pandemic. In this session, we’ll explore how data analytics can transform the way you manage your programs, boost productivity, and help you make the right decisions to meet the needs of your most precious commodity – your workforce.

10:15 – 10:40 a.m.  **Networking Refreshment Break**

Hosted by:  

10:40 – 11:25 a.m.  **Concurrent D1**

**Employer Panel: Bringing Next-Level Caring to Your Benefits Program**

The toll of the pandemic has helped us all realize that caring for one another and ourselves has never mattered more. Rising health care costs and complexity call for a fresh approach to employee benefits — adding independent health
for members throughout the benefits and health care experience, employers can expect happier employees, lower costs and higher engagement. An employer panel will highlight their most meaningful outcomes using health care navigation.

New York
Mike Chilen, Director Global Benefits, Mary Kay
Steven Knight, Chief Operating Officer, Quantum Health
Amanda Vonderhaar, AVP, Total Rewards & Childcare, Cincinnati Children’s Hospital Medical Center

San Diego
Lisa Callister, VP HR, C.R. England
Sue Furlan, Benefits Manager, Signode
Gena Perry, Director Total Rewards, OG&E
Shannon Skaggs, President, Quantum Health

10:40 – 11:25 a.m. Concurrent D2
Choosing the Right Path: How to Design a Successful Well-being Program Using Your Company’s Purpose and Values

10:40 – 11:25 a.m. Concurrent D3
How to Avoid Returning to “Normal” in Post-pandemic America
Mental health following the pandemic is on everyone’s minds. Employers must avoid the mistake of returning to a “normal” benefits landscape. This session will discuss actionable ways employers can implement solutions that are forward thinking, and how benefits leaders can influence the overall organization to mitigate negative ripple effects from the current mental health crisis.

10:40 – 11:25 a.m. Concurrent D4
The Digital Behavioral Change Revolution
This session will address how behavior science-based benefits are changing the landscape of preventive care and how employers are using them to drive down costs and simultaneously drive-up engagement. Benefits experts will discuss the digital health solutions every employer should be looking for to create a benefits strategy that cultivates a healthier, more connected, more inclusive organization.

11:40 a.m. – 12:25 p.m. Concurrent E1
Food for Thought: How General Mills Engages Employees in Their Health Care to Impact Financial Savings and Create Better Health
There’s a direct relationship between a personalized, simplified employee health care experience, engagement and ROI. During this session, General Mills will share strategies they employ that resulted in double-digit benefits engagement rates while significantly impacting health outcomes.
Kate Behring, Director, Global Benefits, General Mills, Inc.
Jessica Hennessey, DNP, RN, PNP-BC, CMPE, SVP, Clinical Operations, ConsumerMedical

11:40 a.m. – 12:25 p.m. Concurrent E2
How General Mills and DocuSign Embraced Mental Health
In these sessions, Chris Brunson and Ellen Meza will discuss how they have become Mental Health Champions by taking action to raise awareness of mental health issues among employees, challenging mental health stigma and promoting mental health benefits and resources within their organizations.
New York
Christopher Brunson, Vice President of Total Rewards, General Mills
April Koh, CEO & Co-founder, Spring Health
San Diego
Ellen Meza, Director of Global Benefits & Mobility, DocuSign
Robert Watson, VP of Enterprise Sales & Strategic Alliances, Spring Health

11:40 a.m. – 12:25 p.m. Concurrent E3
ROI Beyond the Numbers: How to Choose an Evidence-based MSK Solution
With MSK disorders resulting in annual direct costs to US employers of $20 billion and indirect costs of $100 billion, choosing the right MSK solution is more important than ever. Join the session to gain insights from a leading organization and learn how to evaluate MSK solutions in terms of efficacy, engagement, retention and provable cost savings.

11:40 a.m. – 12:25 p.m. Concurrent E4
New York:
Integrated Primary Care: The Key to a Successful Employee Benefit Strategy
When primary care is integrated into a company’s broader benefits strategy, it has the power to positively impact employee health – and the employer’s bottom line. This session will explore how a connected primary care model can give employees a simplified health care experience, improve outcomes and reduce costs.

San Diego:
Breaking the Barriers to Health Equity
Race, education, income: Recent studies suggest a staggering 80% of health care costs are driven by social factors… and the divide between the haves and have-nots for affordable, accessible care is just as staggering. Every employer – large and small – feels the impact of these inequities in higher costs. Discover how an employer is improving health equity while lowering cost and improving the quality of care.

11:40 a.m. – 12:25 p.m. Concurrent E5
New York:
Well-being at a Crossroads: A New Route to Reach the Root Causes of Emotional and Social Well-being
“Less than a third of employers think their well-being programs have supported workers through COVID-19,” according to a Willis Towers Watson survey of 494 employers. During this session, you will learn about the latest research on a new...
model to produce better emotional and social well-being, resilience, belonging, dignity and retention. Gain insights from one visionary employer on a mission to fill these voids and build a more authentic and empowering employee experience.

Karen Strauss, Chief Administrative Officer, ProMedica
Eric Zimmerman, Chief Innovation Officer and Chief Commercialization Officer, Kumanu

12:25 – 1:35 p.m.
Networking Luncheon
Hosted by: Walgreens

1:45 – 2:40 p.m.  General Session F
Transform: Employee Experience What Do Employees Want and Expect Moving Forward?
Amid a pandemic that has tested all dimensions of employee wellbeing, leading employers will share how they have evolved their strategy and initiatives. With an eye on diversity, equity and inclusion, these employers have integrated new ways of working and a fresh approach to well-being through leaders and culture.

2:55 – 3:40 p.m. Concurrent G1
Rally Around Your People: Addressing Today’s Personal, Professional and Parenting Well-being Needs
The pandemic was a short-term event with long-term implications and getting back to work is not “business as usual.” This session will explore proactive trends for how to support the needs of all employees from parents of children with developmental challenges to high functioning executives struggling with stress at work. Now is the time to rally around your people.

Mike Civello, Chief Business Development Officer, Whil, A Rethink Division
New York
Meaghan Rohletter, Director, Health and Welfare Benefits, American Cancer Society

2:55 – 3:40 p.m. Concurrent G2
Diversity, Equity and Inclusion and the Significance of Fertility and Family Building Benefits
In this session, we will discuss the important topic of encouraging and enabling a diverse workforce, how companies are working towards building equitable opportunities for all individuals and how benefits solutions fit into this equation.

2:55 – 3:40 p.m. Concurrent G3
Multiple Chronic Care Needs: One Virtual Care Approach for Your Employees
Virtual care is helping to improve chronic conditions, such as type 2 diabetes, hypertension, obesity and pre-diabetes by meeting the personalized needs of employees who need it most. Learn how chronic disease management programs can produce effective outcomes, and reduce costs, through digital and connected interventions, ensuring holistic, clinical support – an important differentiator.

San Diego
Abigail Ammerman, Manager Health and Wellness, HEB
New York
Christine Luzong, Senior Program Manager Benefits, Quest

2:55 – 3:40 p.m. Concurrent G4
Upgrading to First-Class: The Pivot to Support Holistic Well-being and Health Equity
As companies work to restore the health of their business in the wake of the pandemic and a national reckoning on equality, building workforce resilience is mission critical. Learn how leading employers reimagined their strategies to encompass the full spectrum of employee health across physical, emotional, and financial well-being as well as the social determinants of health where they work, live and play.

3:40 – 4:10 p.m.
Networking Refreshment Break
Hosted by: omada

4:10 – 5:00 p.m. General Session H
Employee Benefits Outlook: Politics, Process & Policy
The Biden Administration and Democratic-led Congress have put forth an ambitious agenda that could have profound impacts on the employee benefits system. But the historically narrow margins for the Democrats poses challenges for navigating the legislative process. This has led to some surprising decisions on what is and is not being strongly advocated in Washington, D.C. Meanwhile, there is a partisan divide concerning health and paid leave policy, there are common by-products of Congressional gridlock are more activity by the regulatory agencies and by individual states. This session will assess the political landscape, the process by which policy could advance and the policy implications for employer-sponsored benefits.

Jim Klein, President, American Benefits Council

5:00 – 6:00 p.m.
Networking Cocktail Reception
Hosted by:
www.conferenceboard.org/employeehealthcare
7:15 – 8:00 a.m.
Networking Continental Breakfast
Hosted by: SLEEPQUEST

8:00 – 9:00 a.m.  General Session I
Transform: Innovation
The face of innovation is transforming. New entrants helping to shape the experience of employees include not only early-stage start-ups but also disruptors that are bringing new capabilities to market. Join industry experts, venture capital investors and employers as we consider this moment in care. We'll also listen to some pitches from start-up companies helping to shape the market.

9:10 – 9:55 a.m.  Concurrent J1
Building a Culture of Health that Engages Employees Around the World
On a mission to have the healthiest workforce, Johnson & Johnson has created a culture that helps employees make healthy choices and achieve balance in body, mind, and spirit. Discover how digital, holistic well-being programs have been integrated to engage employees across 78 countries and keep them connected throughout the pandemic.

Emily Landgraf, Head of Employee Digital Health, Data Insights and Product Management, Johnson & Johnson

9:10 – 9:55 a.m.  Concurrent J2
How Delta Air Lines and Piedmont Healthcare Drove Astonishing Improvements in Employee Heart Health
Heart-related disease accounts for $214B of health care costs in the U.S. per year, and heart-related issues are the #1 leading cause of death. During this session, you’ll learn Delta Air Lines and Piedmont Healthcare are addressing both of these issues and how AI-based technology and data-driven insights help save lives outside of traditional clinical settings.

New York
Jae Kullar, General Manager - Global Health & Wellbeing, Delta Air Lines
San Diego
Jennifer Lavoie, Director of Employee Wellbeing, Piedmont Healthcare Incorporated

9:10 – 9:55 a.m.  Concurrent J3
Up-leveling MSK Outcomes by Arming Doctors of Physical Therapy with Best-in-Class Virtual Technology
Acute and chronic pain don't stop for a pandemic, and surgery costs are once again raging out of control. Learn how an employer provides smarter physical therapy to their employees in their own homes, and how immediate outcomes are leading to long-term, cost-effective well-being.

9:10 – 9:55 a.m.  Concurrent J4
New York:
Monitoring and Managing Employee Mental Health in a Post-COVID World
Stress and anxiety greatly impact your employees’ ability to focus and remain productive in times of crisis and change. Discover how employers are monitoring stress, anxiety and the overall mental health of their employees, and simple strategies for supporting your employees’ mental health so they can increase focus and productivity.

Melissa Frieswick, Chief Commercial Officer, Total Brain
Tina Thornton, Associate Vice President of Wellbeing and Safety, Nationwide

San Diego:
The Power of Navigation: Using a Data-Driven Strategy to Improve Employees’ Health and Well-being
To lower costs and improve outcomes, organizations and their employees must understand the value of their current benefits offerings, identify opportunities for cost savings and make better decisions. During this session, you will learn how a strong partnership and out of the box strategies can drive engagement, improve outcomes, and deliver a seamless member experience.

9:10 – 9:55 a.m.  Concurrent J5
New York:
Building a Culture of Health and Resilience to Future-Proof Your Workforce
As leaders look ahead to life and work beyond the pandemic, they’re also preparing for its aftermath – plummeting mental health, decreasing employee engagement and a rise in post-traumatic stress – particularly for frontline workers. Attend this session and learn proactive strategies for prioritizing mental well-being and building resilience to prepare your employees for future challenges.

Niha Malcomsen, Manager, Employee Wellness, Northwell Health

San Diego:
Building the Health and Well-being Foundation Your Organization Needs
As leaders look ahead to life and work beyond the pandemic, they’re also preparing to combat its aftermath – increasing health inequity, plummeting mental health and decreasing employee engagement particularly for frontline workers. Attend this session and learn proactive strategies for prioritizing mental well-being and building resilience to prepare your employees for future challenges.

For sponsorship opportunities, please contact gregg.mauro@conference-board.org
10:25 – 11:10 a.m. Concurrent K1
**The Value of Employee-Centered Solutions: Using Data to Create Customized Programs that Meet Unique Needs**

With data as the keystone, you can create a customized approach to address the diverse health needs of your population. Hear from a large employer who integrated data analytics with expert navigation and advocacy to enhance the employee experience while improving outcomes and reducing costs.

**Paula Krupa**, Director of Global Benefits, ADM

**Arthur "Abbie" Leibowitz**, MD, F.A.A.P., Founder, President Emeritus and Chief Medical Officer, Health Advocate

10:25 – 11:10 a.m. Concurrent K2
**New York:**
**Expert Medical Opinions Can Increase Appreciation of Benefits by Employees**

Can employee benefits improve employee relations and lower costs? Scientific Games will discuss how extraordinary member service, top scores in customer care surveys, and high Net Promoter Scores translated to an increased appreciation of benefits by employees and cost savings.

**Ross Caplet**, Vice President of Client Management, 2nd.MD

**Cathryn Forrester**, Manager of Client Success, 2nd.MD

**Susie Fotheringham**, GBA, PHR, SHRM-CP, Director of Employee Benefits, Scientific Games

10:25 – 11:10 a.m. Concurrent K3
**Case Study: How Employers Are Stopping a Surgical Cost Crisis**

Given skyrocketing costs and pent-up demand from the pandemic, employers need proven solutions to reduce MSK, cardiac surgery, and cancer treatment expenses. Learn how United Airlines uses a value-based strategy to drastically reduce costs while improving patient experience and health outcomes.

**Dan Dentzer**, Health and Wellness Design Manager, United Airlines

**Brent Nicholson**, Co-Founder and Chief Client Officer, Carrum Health

10:25 – 11:10 a.m. Concurrent K4
**Engaging Silent Sufferers by Implementing Inclusive Mental Health Strategies**

Despite significant investments in mental health, approximately 60% of people who need care do not receive it. Hear how enterprise organizations are successfully engaging those who are traditionally unable or unwilling to access traditional care. Join this session to hear goals, results, and plans to continue supporting silent sufferers using proven digital therapeutics for mental health.

10:25 – 11:10 a.m. Concurrent K5
**Kids Aren’t Small Adults: Why Pediatric Behavioral Health Requires A Specialized Approach**

In recent years, benefit leaders have worked to enhance adult behavioral health support for workers. But many are overlooking an important population directly impacting their employees: their kids. In this session, you’ll learn how forward-thinking employers are evolving their approach to behavioral health by investing in a specialized model to meet the urgent needs of children and adolescents.

**Ruth Lowenthall**, VP of Total Rewards, Xcel Energy

**Haleigh Tebben**, Chief Commercial Officer, Brightline

10:25 – 11:10 a.m. Concurrent K6
**Data-driven Strategies for Managing Oncology Drug Costs**

One of the largest drivers of spend in health care is specialty medication. Despite only contributing 9% of specialty drug patients in 2019, oncology treatments represented 26% of spend. Join us to learn how data analysis in key areas can help employers better understand the needs of their oncology patients and identify opportunities to make treatment more accessible and affordable.

11:20 a.m. – 12:05 p.m. Concurrent L1
**Why Fertility Benefits Are a Critical Part of Inclusive Benefits Coverage**

Benefits are a critical part of inclusion in the workplace — and
fertility, in particular, is a major component. Zoom and Clif will share their approach to diversity, equity and inclusion, how they analyzed their entire benefits offering for inclusivity and how they provided equal access to family-forming care for their worldwide teams.

New York
Sheila Krueger, Head of Global Benefits, Zoom

San Diego
Chrissy Morss, Director, Employee Well-being, Clif Bar & Company

11:20 a.m. – 12:05 p.m. Concurrent L2

Early Detection of More Than 50 Cancers: A Breakthrough Employee Benefit
Learn how an employer is using a breakthrough approach to cancer screening with a multi-cancer early detection test, and how they are making the test available to employees as a potentially life-changing benefit – all supported by a comprehensive employee experience.

11:20 a.m. – 12:05 p.m. Concurrent L3

Lowering Musculoskeletal Cost and Helping Employees Through a Comprehensive Approach: From Triage to Treatment to Care Coordination
Acute and chronic musculoskeletal (MSK) pain leads to a cascade of debilitating effects and high costs. A comprehensive solution contains proper triage, accurate diagnosis and provider led MSK care. Learn how a large employer is lowering their MSK costs by making effective MSK care accessible as well as affordable.

Michelle Gifford, MS CHES, Sr. Wellness Coordinator, City of Plano

11:20 a.m. – 12:05 p.m. Concurrent L4

Are We Really Okay? Emotional Health Beyond COVID-19
In this session we will address both the short-term and long-term behavioral health impact COVID-19 has had on our lives. We will discuss the profound – and broad – emotional impact on our employees and their families, how people are – or are not – dealing and things you can do as an employer to help move your workforce – and their families – forward.

New York
Nicholas J. Gettas, MD, Senior Medical Officer, Cigna National Accounts
Ruth Lowenthal, Vice President, Total Rewards, Xcel Energy
Doug Nemecek, MD, MBA, Chief Medical Officer, Cigna Behavioral Health

San Diego
Steve Halpern, MD, FCCP, National Medical Executive for Behavioral Health, Cigna
Stuart Lustig, MD, MBA, Chief Medical Officer, Cigna Behavioral Health
Candice Schaefer, Global Head of Employee Wellness, Twitter

12:15 – 12:30 p.m. General Session M
Conference Wrap-Up
Recapping key conference topics and themes, this wrap-up session continues the tradition of lively discussion by bringing major conference takeaways to life with a few surprises and prizes.

WHOM YOU WILL MEET
Corporate executives from:
- Human Resources
- Benefits
- Health Care
- Wellness
- Communications
- Human Resource Administration
- Total Rewards
- Talent Management
- Organizational Development
Health & Safety Protocol for the Employee Health Care Conference

The Conference Board is continuing to closely monitor COVID-19, as well as the Delta variant, and the impact they may have on the Annual Health Care Conference. This year’s event is currently scheduled to be held in-person in New York City and San Diego.

As an attendee, our top priority is your safety and well-being, and The Conference Board is committed to creating a safe space for in-person events.

We will implement the health and safety practices as issued by local and state authorities, including the venue, and the Centers for Disease Control (CDC).

Please note, New York City is currently requiring proof of vaccination to enter all entertainment venues, all indoor dining including hotel restaurants, and gyms including hotel gyms. Please continuously check back here, as we will revise our procedures as needed to reflect the current state of the pandemic in the US and guidelines in the states of New York and California.

We’ve put together some commonly asked questions to give you more information, FAQ. If you still can’t find an answer to your question, please contact the customer service team at 212-339-0345.

Safety Measures at the Venues

The San Diego Hilton and New York Marriott Marquis both have increased their filter rating to a MERV 13; increased outside air supply to every air handler for public and meeting space, guestrooms and back of house. They are cycling air 3-5 times per hour on average with frequency of air changes by an average of 20%.

On-Site Testing

Eden Health will be on-site offering free PCR and rapid Covid tests for all attendees should they want one.
Additional support provided by: