

2008 Customer Interest Group Agenda

Tuesday July 29th

Time	Session	
9 am to 10:00 am	Opening w/ Peak Mgt Team / Company Update and Direction	
15 minute Break		
10:15 to noon	Product Show Case <ul style="list-style-type: none"> • IS 5.0 • Claims³ • Risk Envision • EC Care • Accelerated Case Evaluation System (ACES) • Workers Compensation Injury Reporting Services 	
Lunch	Breakout Session #1	Breakout Session #2
1:15 pm to 2:45 pm	IBM Director Presentation "State of the Union" on IBM	ISO <ul style="list-style-type: none"> ○ Standards ○ Data – The Corporate Asset ○ Data Quality and Timeliness ○ Technology ○ Privacy Issues
15 minute Break		
3:00 pm to 4:30 pm	IBM / Technical Presentation <ul style="list-style-type: none"> ○ System tuning ○ System Scalability ○ Software Maintainability ○ Web Services 	Workers Compensation Compliance Reporting <ul style="list-style-type: none"> • IAIABC Release 3 • State EDI overview • Meeting Compliance criteria
6 pm	Group Dinner	

Wednesday July 30th

Time	Session	
9 am to 10:30 am	Claims Administration (<i>Model Office</i>) <ul style="list-style-type: none"> • Process Improvement • Process Innovation • Managed Care • ROI Matrix • Staffing Matrix 	
15 minute Break		
10:45 to noon	Peak w/ Client - Presentation of Case Studies <ol style="list-style-type: none"> 1. Incident/Claim Intake 2. Electronic Data Exchange utilization 3. Reserving Methodologies 4. Document Management 5. Software Implementations 	
Lunch	Breakout Session #1	Breakout Session #2
1:15 pm to 2:45 pm	Market Conduct Survey Audits Employer State Audits	Workflow Automation <ul style="list-style-type: none"> • Business Intelligence Processing • Paperless processing
15 minute Break		
3:00 pm to 4:30 pm	Reports <ul style="list-style-type: none"> • Loss Runs • Dashboard • Management Control System 	Managed Care Medical Bill Processing In house vs. Outsourcing Linking with providers
6 pm	Group Dinner / Casino Night/ Surprise	

Thursday July 31st

Time	Session	
9 am to 10:30 am	Peak w/ Client – Continuation of Case Studies 1. Incident/Claim Intake 2. Electronic Data Exchange utilization 3. Reserving Methodologies 4. Document Management	
15 minute Break		
10:45 to noon	Communications / Customer Service/TSSA	
Lunch	Breakout Session #1	Breakout Session #2
1:15 pm to 2:30 pm	Information Technology Wish List <ul style="list-style-type: none"> • Software Enhancements • Business Internet Utilization • Data Security 	Predictive Analytics <ul style="list-style-type: none"> • Fraud detection • OFAC compliance • Data Content Services
3:00 pm to 4:15 pm	Client Round Table Discussions <ul style="list-style-type: none"> • Business Drivers • Pain Points • Managing Results 	Client requested sessions
Alternate Schedule	Afternoon Activities; Golf, Spa, Shopping, Salt Lake City Tour, Ski Lift/Biking,	

Friday August 1st

Time	Session	
	Breakout Session #1	Breakout Session #2
9 am to 10:15 am	One on one Client requested sessions	One on one Client requested sessions