Agenda

Day 1: April 30, 2013

(Sheraton Reston Hotel – Diamond Ballroom A)

Attendee Sign-In and Material Pick-Up: 7:30 – 9:00 (Registration Area)

Breakfast: 8:00 – 9:00 (Diamond Ballroom B & C)

Welcome and Introduction
9:00 – 9:10
Host: Brian Webb, NAIC
Linda Sheppard, Kansas Insurance Department

Session 1: SERFF Submission and Validation Tools
9:10 – 9:40
Speakers: Julie Fritz, NAIC

Areas to Covered:
1. Rate, Form, QHP Submission Process
2. Validation and State Response Tools

Break: 9:40 – 10:00 (Foyer)

Session 2: Plan Management
10:00 – 12:00
Speakers: Lourdes Grindal-Miller, Center for Consumer Information & Insurance Oversight (CCIIO)
Doug Pennington, CCIIO
Rob Shriver, Office of Personnel Management (OPM)

Areas to Covered:
1. CCIIO QHP Submission Process
2. CCIIO QHP Review Tools
3. CCIIO Rate Review Template and Review Process
4. OPM Review of Multi-State Applications
5. Group Discussion

Lunch: 12:00 – 1:00 (Diamond Ballroom B & C)

(Day 1 Continued on Next Page)
## Day 1: Continued

### Session 2: Plan Management (Continued)

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<td>1:00 – 2:30</td>
<td><strong>Areas to Covered:</strong> &lt;br&gt;1. AR iRate Rate Review System &lt;br&gt;2. State Health Reform Assistance Network Form Review Checklist</td>
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#### Break: 2:30 – 2:50 *(Foyer)*

### Session 3: Accreditation and Quality

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<td>2:50 – 3:30</td>
<td><strong>Areas to Covered:</strong> &lt;br&gt;1. Accreditation &lt;br&gt;2. Quality Review &lt;br&gt;3. Network Adequacy</td>
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### Session 4: Addressing Premium Impact and Adverse Selection

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<td>3:30 – 4:30</td>
<td><strong>Areas to Covered:</strong> &lt;br&gt;1. State Perspective &lt;br&gt;2. Mitigating Provisions in the ACA</td>
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#### Reception: 5:30 – 7:30 *(Meeting Room Five)*

*(Day 2 on Next Page)*
Day 2: May 1, 2013

(Diamond Ballroom A)

Breakfast: 8:00 – 9:00 (Diamond Ballroom B & C)

Session 5: Outreach and Education/Consumer Assistance
9:00 – 10:40  **Speakers:** Vicki Gottlich, CCIIO
              Paul Tibbits, CCIIO
              Megan Mason, Maryland Insurance Administration
              Lynn Quincy, Consumers Union

Areas to Covered:
1. Consumer Outreach by State-Based Exchanges
2. Consumer Education and Outreach by CCIIO
3. Consumer Perspective

Break: 10:40 – 11:00 (Foyer)

Session 6: Enforcement/Market Conduct/Consumer Complaints
11:00 – 12:00  **Speakers:** Teresa Miller, CCIIO
               Lisa Campbell, CCIIO
               Paul Tibbits, CCIIO
               Tim Mullen, NAIC
               Julie Fritz, NAIC

Areas to Covered:
1. CCIIO Complaints Handling and Tracking
2. State Complaints Handling and Tracking
3. Enforcement Procedures
4. Market Conduct Exams

Lunch: 12:00 – 1:00 (Diamond Ballroom B & C)

(Day 2 Continued on Next Page)
Day 2: Continued

Session 7: Agent/Brokers and Navigators and Other Assisters

1:00 – 2:30
Speakers: Vicki Gottlich, CCIIO
Cara Kelly, CCIIO
Wes Bisset, Independent Insurance Agents and Brokers of America
Gary Cox, National Association of Health Underwriters (NAHU)
Christina Nyquist, Aetna

Areas to Covered:
1. Certification, Training and Funding of Navigators
2. Registration, Training and Compensation of Agents
3. Oversight of Other Assisters

Session 8: Auditing/Accounting/Solvency

2:30 – 3:30
Speakers: Cindy Donovan, Indiana Department of Insurance

Areas to Covered:
1. Statutory Accounting Principles
2. Medical Loss Ratio Reconciliation

Break: 3:30 – 3:50 (Foyer)

Session 9: Long-Term Cost Containment

3:50 – 4:50
Speakers: Linda Sheppard, Kansas Insurance Department
Jeff Lemieux, America's Health Insurance Plans (AHIP)
Kim Holland, Blue Cross Blue Shield Association (BCBSA)

Round Table Discussion:
1. The Need to Address Costs
2. Options for Addressing Costs

Closing Remarks

4:50 – 5:00
Host Review