

sponsored by:



**Chicago Claim Association**

www.chicagoclaimassoc.org

PO Box 128  
Normal, IL 61761

**Midwest Claim Conference  
May 16 - 18, 2012**

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**44th Annual  
Midwest Claim Conference**

**Where the  
Largest Jackpot  
is Education**

**May 16-18, 2012**

**Grand Geneva  
Resort & Spa  
Lake Geneva, WI**

Education at any level is never a gamble. By continuing our education, we expand our knowledge which in turn creates opportunities. The 44th Annual Midwest Claim Conference is a "sure bet" on providing an excellent opportunity to do just that.

The Midwest Claim Conference Executive Committee along with the Chicago Claim Association Board of Directors would like to extend an invitation to you and your company to join us May 16 through May 18, 2012 for the 44th Annual Midwest Claim Conference. The conference will be returning to the Grand Geneva Resort & Spa located in Lake Geneva, WI.

The Conference's Executive Committee is offering a full schedule of educational sessions concentrating on Life, Health, Disability, Fraud, Compliance, Customer Service, Personal Development, and Worker's Compensation. Last year was the first time we offered sessions on Worker's Compensation topics and this year we continue to offer sessions and adapt our offerings to the feedback we receive. We are offering a session on Structured Settlements for the first time. Be sure to join us on Friday morning for the panel discussion on Worker's Compensation and Disability topics.

Check out the details for Thursday evening's Casino Night. The event will include food, drinks, and an opportunity to spend time with other conference attendees as you enjoy a variety of casino games.

We hope you continue to find that the Midwest Claim Conference sets itself apart as a leading industry conference that offers a "sure win" on a "sure bet" of your company's dollars. The Midwest Claim Conference Executive Committee looks forward to seeing you in May.

Gene Sanford  
General Chairperson  
Midwest Claim Conference

Terri Bomkamp  
President  
Chicago Claim Association

## THE CITY OF LAKE GENEVA

Nestled on the northeastern shores of Geneva Lake in southeast Wisconsin, Lake Geneva has been a resort community since just after the Civil War, when wealthy Chicago families discovered the site and began building their summer homes. Known as the "Newport of the West," the Lake Geneva area remains a popular destination for visitors from across the Midwest. The beautiful natural surroundings, laid-back attitude, lively downtown and understated opulence are apparent. But, it's the wide variety of activities, unique shops and restaurants that help secure the Lake Geneva area as one of the region's top getaway destinations. For a complimentary guide of area activities, visit [www.lakegenewi.com](http://www.lakegenewi.com).

### HOTEL ACCOMMODATIONS:

**A limited number of rooms are available at a special conference rate at the:**

Grand Geneva Resort & Spa - 7036 Grand Geneva Way - Lake Geneva, WI 53147

Deluxe Guest rooms are available for \$134\* per night, based on single/double occupancy. A Deluxe Guest Room includes one king or two full-sized beds.

Timber Ridge Lodge - 7020 Grand Geneva Way - Lake Geneva, WI 53147

One-bedroom suites are available for \$134\* per night. A one-bedroom suite accommodates groups of four and provides guests with four water park admissions.

*\*All guest rooms are subject to applicable sales and occupancy tax currently at 8.5% and a \$15 per day campus fee. The campus fee includes wireless Internet connection in the guest room, trolley transportation on the grounds on regularly scheduled routes and at scheduled times, access to the Fitness Center, lockers, sauna, steam room and lap pool, all local and toll-free telephone calls, two complimentary bottled waters per day, daily newspaper, incoming facsimile messages, and in-room coffee.*

All guests receive a 20% savings on Spa Treatments during the conference. Please be sure to mention the Midwest Claim Conference when making reservations. For the health and safety of all participants, smoking is only permitted in designated areas of the resort.

### REGISTRATION FEES AND PAYMENT OPTIONS

	Early Bird*	Regular Conference Fee
Conference Fee Both Days	\$375	\$425
Conference Fee One Day	\$295	\$345
Join Chicago Claim Association**	\$50 for annual membership	
Thursday Evening Casino Night	\$30.00	
Wednesday Golf Outing	\$83.00	

**\*Early Bird Registration ends on March 30, 2012**

\*\* Chicago Claim Association Member Discount - \$25 discount per day if you're a current member or if you're joining now!

**Register online or download a registration form at [www.chicagoclaimassoc.org](http://www.chicagoclaimassoc.org)!**

## MCC SCHEDULE OF EVENTS 2012

### Wednesday – May 16, 2012

9:00 A.M. – 5:00 P.M.	Exhibitor Registration & Set-Up
11:00 A.M. – 5:00 P.M.	Delegate Registration
11:30 A.M. – 5:00 P.M.	Golf Outing
5:30 P.M. – 7:00 P.M.	Welcome & Cocktail Reception

### Thursday – May 17, 2012

7:00 A.M. – 8:15 A.M.	Delegate/Exhibitor Registration/ Networking/Buffer Breakfast
8:30 A.M. – 8:45 A.M.	Introductions & Opening Remarks
8:45 A.M. – 9:45 A.M.	Keynote Speaker
10:00 A.M. – 10:30 A.M.	Exhibitor Networking
10:30 A.M. – 11:30 A.M.	Workshop #1
11:45 A.M. – 12:45 P.M.	Workshop #2
12:45 P.M. – 2:00 P.M.	Lunch Buffet
2:00 P.M. – 3:00 P.M.	Workshop #3
3:00 P.M. – 3:30 P.M.	Afternoon Break/ Exhibitor Networking
3:30 P.M. – 4:30 P.M.	Workshop #4
5:30 P.M. – 6:00 P.M.	Casino Night Registration/Reception
6:00 P.M. – 9:00 P.M.	Casino Night Party

### Friday – May 18, 2012

7:30 A.M. – 8:45 A.M.	Buffet Breakfast
8:45 A.M. – 9:00 A.M.	Exhibitor Raffle/ Prizes
9:15 A.M. – 10:00 A.M.	General Session #1
10:15 A.M. – 11:15 A.M.	Workshop #5
11:30 A.M. – 12:30 P.M.	Workshop #6

### Thursday Keynote Speaker Michelle Neujahr

#### GO BIG or GO HOME! *Overcome the Fear of Taking Risks*

If you want to move forward, you need to take risks. This dynamic program will share how Michelle has lived the mission – GO BIG or GO HOME. From following her dreams, going against the flow and learning to love taking risks, Michelle will challenge you to get busy living life to the fullest. You'll be challenged to feel fear and do it anyway, create forward movement and consistently create new opportunities. This presentation will help you get more out of life and will challenge you to stop saying "no" to your dreams. You will discover what's possible when you GO BIG!



### Casino Night

Thursday, May 17, 2012

#### Grand Geneva – Evergreen Rooms

Come test your poker hand and skills and see if Lady Luck is with you! This year's event is **Casino Night** and will feature Craps, Roulette, Texas Hold'em, Black Jack and Slot Machines. Participants will receive \$5,000 funny money vouchers which can be traded in for chips. There will be prizes awarded at the end of the evening. The cost to attend is \$30, which includes 3 hours of gambling, buffet style dinner in the casino hall and one beverage of choice. A cash bar will also be provided. This will surely be a great networking event and we hope to see you there! **Reservations are recommended. No cancellations accepted after April 30, 2012.**

### Friday General Session Speaker Deborah Chambers Chima

#### *5 Keys to Great Customer Service in Today's Economy*

Providing a great customer experience is one way to improve a company's business. But, what are some of the ways we can do this? Deborah will discuss the 5 keys to great customer service in today's economy.

Deborah Chambers Chima, president and CEO of Chambers Consulting Group, Ltd. (CCG) is passionate about helping leaders unleash their leadership potential. In this spirit, she founded her acclaimed organizational consulting and executive coaching firm, CCG, to drive professionals and organizations toward greater heights through the power of leadership development and team dynamics.



### Golf Outing

Wednesday, May 16, 2011, 11:30 A.M. – 5:00 P.M.

Grand Geneva has been regarded as one of the top award-winning golf resorts in the country. Join in on a day of golf, networking and fun! This event will be held on the Highlands Course of the Grand Geneva, beginning at 11:30 a.m., and played in a scramble format. Teams will be organized as the entries are received, or you may put together your own foursome. This is a great opportunity to spend the day interacting with fellow enthusiasts and many new or established friends. The cost for each golfer is \$83, which includes the cart. **No cancellations accepted after April 30, 2012.** If you would like to participate in the day of golf, networking and fun with a chance to win prizes, please contact **Charli Goetze at (773) 782-6008 or cgoetze@ecnime.com.** **Please submit your registration by May 7, 2012.**

## MCC 2012 SPEAKER TOPICS BY CATEGORY

THURSDAY, 5/17:	10:30 – 11:30 A.M.	11:45 A.M. – 12:45 P.M.	2:00 – 3:00 P.M.	3:30 – 4:30 P.M.
Health	What's New In Complex Cancer Management?	Vertebral Subluxation and the Nervous System.	Trends In Transplantation – What is Driving Utilization and Cost?	Orthopedics Knee Injuries.
Life	Structured Settlements – How Are They Being Utilized in Today's Claim Environment?	Accidental Death Claims – The Challenging Issues that Haunt Every AD&D Claim.	STOLI – How to Prevent Fraudulent Cases from Hitting Your Books.	Foreign Death Claims.
Disability	Social Security Disability – Challenges Facing SSA and How They Affect the Disability Industry.	Subjective Claims –How to Assess Functionality and Validity.	Managing Psych Claims – Closing Difficult Psychological and Psychiatric Cases.	Medical Subrogation – Ensure Recovery from Carriers, Attorneys and Participants.
WC	MSA's (Medicare Set Asides).	How to Improve Your Safety Culture through Better Accident Understanding.	Interesting Forensic Cases.	OSHA Record Keeping: Ensuring Your Records Are Compliant.
Fraud	Disability and Life Fraud Investigations.	US Department of Health & Human Services - Enforcement Activities.	Successful Healthcare Fraud Investigation – From the Eyes and Ears of Healthcare Fraud Investigators.	Current Standards and Guidelines for Physical Medicine Providers.
Customer Service	How to Handle the Difficult Call – Expanding the Positive and Eliminating the Negative.	Personalized Customer Service.	Understanding the Value of Quality Customer Service – How to Treat Yourself and the Customer.	
Personal Development	Employee Engagement – How to Keep Good Employees.	Building and Motivating Effective Claim Teams.	Social Media – Twitter and Linked-In – Uncover the Practical Business Uses.	Managing Diversity – Looking at Things Differently and Appreciating the Differences.
Compliance/Legal	Life and Disability Litigation – Death, Lies and Videotape.	Federal Requirements for Claim Review, Appeals and External Reviews Under PPACA.	Illinois/Indiana/ Wisconsin/Ohio State Laws (Health) – Interpretation of State Legislation Affecting Today's Health Plans.	Health Savings Accounts and High Deductible Health Plans. How Do They Work?
<b>FRIDAY, 5/18:</b>	<b>10:15 – 11:15 A.M.</b>		<b>11:30 A.M. – 12:30 P.M.</b>	
Health	A Medical Director's View – Achieving the Rights – Right Care, Right Member, Right Provider Along with Abuse, Fraud and Poor Billing Practices.		ICD –10 Implementation – Introduction to the New Diagnosis Coding Structure: The Added Value to Claim. Administration and the Potential System Modification Needed to Ensure Accuracy.	
Disability/Work Comp	<b>Jeopardy! (10:15 A.M. – 12:30 P.M.)</b> Watch as our group of expert panelists battle over such issues as: "Claims 101," "Up in Arms" and "Oh! How Lawful."			

View session descriptions online at: [www.chicagoclaimassoc.org](http://www.chicagoclaimassoc.org).