



SOCIETY OF ACTUARIES

Article from:

# Long-Term Care

April 2001 – Number 4

# ***LTCI Insurers Conference — Miami, Florida***

*by Jim Glickman*

**T**he First Annual Intercompany LTCI Insurers Conference was held at the Hyatt Regency in Miami, Florida, January 21-23, 2001. This conference, sponsored by the Long-Term Care Insurance (LTCI) Section of the Society of Actuaries and co-sponsored by more than fifteen other organizations, featured five specialty tracks focused exclusively on LTCI issues. Each of these five tracks — Actuarial, Claims, Compliance/Government Relations, Marketing, and Underwriting — provided seven separate interdisciplinary breakout sessions.

The more than four hundred attendees were virtually unanimous in their comments about the conference having met its three stated goals:

- 1) To provide an in-depth focus on key areas of product development and administration designed specifically for LTCI insurers, to provide the latest and most advanced information impacting the LTCI industry.
- 2) To provide substantial networking opportunities for all attendees to learn from one another, both within each attendee's area of specialization as well as on an interdisciplinary basis.
- 3) To provide an exhibit hall networking opportunity for LTCI insurers to meet with those organizations that provide valuable services to the LTCI industry.

The meeting began on Sunday afternoon with a short general session discussing the conference goals, followed by the first set of breakout sessions (one for each of

the five tracks). This was followed by the opening reception in the exhibit hall. Finally, the day ended with three hours of networking at the magnificent hospitality suites, sponsored by John Hancock, SIA Marketing, and Conseco.

Monday began with a much appreciated hot breakfast in the exhibit hall, followed by three more sets of breakout sessions. There was more networking in the exhibit hall for lunch and the afternoon reception. Once again, the evening featured more themed hospitality suites, with Milliman and Robertson, John Hancock, and CHCS. John Hancock featured a guest celebrity, knuckleball pitcher Phil Niekro, signing baseballs for a line of fans stretching all the way out into the hallway.

CHCS had perhaps the most unique hospitality suite. They created the illusion for each participant of an old age infirmity, such as smeared glasses to imitate cataracts. Then in true Florida style, they tried their luck at completing a punch card voter ballot, with the correct answers based on a delayed word recall test.

Tuesday again featured a hot breakfast networking session followed by the next two sets of breakout sessions. Then followed a formal luncheon with inspirational keynote speaker Bill Robinson, former president of the Fortis Long-Term Care division, describing the



*A view of one of the many beautiful golfing greens that the conference attendees enjoyed.*

wonderful service the LTCI industry is performing for society. The afternoon featured the final set of breakout sessions, a wrap-up general session discussing the highlights of all 35 breakout sessions, and a last minute special session with the Office of Personnel Management to discuss the new Federal Employees LTCI program.

The participants' written evaluations indicated that this conference was one of the best Society of Actuaries events ever held. Planning is already underway for the Second Annual Intercompany LTCI Insurers Conference, to be held in January or February with a location to be announced shortly. If you want to be on the mailing list for information about this conference, you can e-mail a request to Jim Glickman at: [JimGlickman@LifeCare](mailto:JimGlickman@LifeCare) or to Barb Choyke at [BChoyke@soa.org](mailto:BChoyke@soa.org).