

Career Development Seminar & Regulatory Skills Workshop

August 17-22, 2020

IRES CDS - Helping You Achieve 20/20 Vision

#2020CDS

Breakout Sessions By Section

All changes to session descriptions and speakers must be made by the section chairs using the applicable 001 Sessions for Section __ worksheet.

Financial						
Sessions	Implementation of changes to the NAIC Reinsurance Model Act(s)	Discussion of recently proposed changes to the NAIC's reinsurance model laws, "Credit for Reinsurance Model Regulations #785 and #786 based on changes needed because of requirements in the new European Union and US Bilateral Agreement and the United Kingdom and US Bilateral Agreement. The presentation will highlight the differences between the current model and the new regulations. It will also provide an overview of changes to Schedule F as result of model act and RBC credit for reinsurance changes.	Bryan Fuller (Examination Resources)			
	Reliance on Third-Party Controls. When Appropriate? How to Analyze Service and Organization Control (SOC) Reports	Find out what constitutes good (and not so good) vendor management assessments when assessing a company's ability to manage its vendors, IT general controls and cyber-security. This session will provide tips and tools for EICs and examiners to deploy as a check on IT controls, particularly when utilizing specialists in examinations.	Joseph May (CRI)			
	Data Security Oversight Including Cybersecurity Activities – Federal and State	The presentation will cover the various updates to data security and cybersecurity laws and regulations. The Session will also cover the NAIC's latest initiatives.	David Gordon (The INS Companies)			
	NAIC Financial Condition Examination Handbook Update	The session examiners will include recent updates to the Financial Condition Examiners Handbook. Specific topics will include a discussion of revisions made to address efficiency concerns and IT.	John Romano (Baker Tilly)			
Health						
Sessions	Hot Topic: COVID-19	It's all about COVID-19. State and Federal regulators provide information on health insurance policies and activities in reaction to the COVID-19 health emergency.	Jacob Ackerman (CCIO) and Mary Nugent (moderator)	Jane Beyer (CA)	Bruce Hinze (CA)	Michael Paddy (MD)
	Pharmacy Benefits - Session 1	Due to the overwhelming positive response to the 2019 pharmacy roundtable, we have two sessions to help regulators navigate through the complex drug formulary environment. Session 1 will recap last year's 2019 pharmacy roundtable with important topics such as discussing traditional and specialty drugs, comparing pharmacy benefits to medical benefits, and open/close drug formularies. We will also provide examples of state and federal insurance laws, regulations, and rules for discussion.	Heather Harley	Lawrence Cohen	Bithia Anderson	Kirk Stephan
	Pharmacy Benefits - Session 2	Due to the overwhelming positive response to the 2019 pharmacy roundtable, we have two sessions to help regulators navigate through the complex drug formulary environment. Session 2 will build upon the first session and explore more complex relationships between pharmacy benefit managers (PBMs), supply chains, and health insurers. We will dive into the differences of inhouse PBMs and contracted external PBM relationships. We will also discuss the wide differences of drug costs and the reasons behind the price differences.	Heather Harley	Lawrence Cohen	Bithia Anderson	Kirk Stephan
	NAIC B Committee Updates	Hear an update on the activities of the Task Forces and Working Groups of the NAIC Health Insurance and Managed Care (B) Committee.	Ron Kotowski	Katie Dzurec	Laura Arp	J.P. Wieske
IT						

Sessions	Theta Lake Demonstration for IRES	Theta Lake enables compliance and security teams to scale risk detection and supervision capabilities for modern collaboration platforms like Zoom, Microsoft Teams, and Cisco Webex across video, voice, and chat content. Theta Lake's archiving, eDiscovery, supervision, and DLP suite reduces the cost of compliance by replacing legacy manual and resource-intensive processes. Its patent-pending technology seamlessly integrates with leading audio recording, video marketing, video conferencing, and collaboration platforms to detect compliance, privacy, and cybersecurity risks in what was shown, shared, or said. With an AI-assisted workflow, Theta Lake provides automated risk prioritization and directed review steps to add consistency and efficiency to supervision processes for digital communications. This session will provide an overview of the platform and the key use cases for insurance regulators and firms.	Marc Gilman (Theta Lake)				
	Teammate 12.6 Updates	This is a presentation on the upcoming updated NAIC approved version of TeamMate. Workflow, Dashboard, Tips, and Tricks to increase knowledge base and efficiency.	Jerry Link (INS)	Puru Shrestha (INS)			
	ACL use on Market Examinations	The topic will cover when and how to use ACL on Market Examinations. It will cover traditional and non-traditional techniques used on actual examinations.	Jerry Link (INS)	Lisa Bringman (INS)			
	Data Security Oversight Including Cybersecurity Activities – Federal and State	The presentation will cover the various updates to data security and cybersecurity laws and regulations. The Session will also cover the NAIC's latest initiatives.	David Gordon, (INS)				
Life & Annuity							
Sessions	Auditing Algorithms – with a focus on Life Insurance	Ever wonder how you are suppose to peer in to an underwriting algorithm, the so called "black box"? Would you know what you are looking at if you did? How would you test for compliance? This session will begin to touch on some of the issues that examiners need to understand, such as: is there a need for algorithm auditing? Are there hidden risks? How can the regulator help the regulated? And vice versa. Do you understand the algorithm's lifecycle? Do you understand bias – both in a statistical sense of the term and societal. Do you understand fairness, explainability and robustness?	Chris Stehno				
	Life and Annuities Pre and Post COVID-19	This session will address the pre-COVID-19 and the post –COVID 19 impact on life and annuity insurance. There will be discussions about changes as a result of COVID-19 to marketing/distribution of these products, the impacts to carriers and producers, the use of TPA's, and the use of social media/new technology. In addition, this session will expand into underwriting, the use of Big Data, privacy concerns, the impact of risk classification and the potential impact to the overall cost of insurance to companies and consumers.	Laura Arp	John Haworth	Curt Leonard	Sarah Neil	
	Insurance Fraud in Life and Annuities	This session will address insurance fraud in life and annuities insurance including anti-money laundering, rebating and churning. In addition, the session will include discussions about new fraud trends as a result of COVID-19.	Chad Eslinger	John Pankratz	Carlota Balet Gusils		
	Life and Annuities Legislative Update	This session will address legislative issues pre-COVID-19 and the post –COVID 19 impacting life and annuity insurance. There will be a discussion about risk classifications as a result of COVID-19 and the NAIC's efforts to streamline requests from state regulators. Additional topics will include retirement security, the NAIC model for Best Interest Standard as well as an A Committee update.	Sarah Neil	Curt Leonard	Nick Mann		
Market Regulation							
Sessions	Making Market Analysis and Continuum Actions Work for You	The Market Regulation track starts with an overview of the market analysis and continuum processes. We begin with a brief history and the purpose of market analysis; an overview of Baseline, Level 1 and Level 2 analysis; a summary of National Analysis conducted by the NAIC and the Market Actions Working Group (MAWG); the purpose and overview of continuum actions; and real world examples of both traditional and newer continuum actions available to regulators. This is a "must attend" session for those wanting to learn more about the foundations for all market regulation actions.	John Haworth (WA)	Damion Hughes (CO)			

Into the Market Conduct Exam	Regulators have many tools available for conducting a market conduct exam and using these tools effectively is essential for success. This session will include an overview of best practices for an efficient and successful market conduct examination, as well as more detailed discussions of examination work plans, initial request letters, data calls, formal requests, criticisms, work papers documentation, exam management, and the need for organized and constant coordination with the regulated entity. This session will provide examples of what would be specifically requested in the initial request letter and data calls. Additionally, this session will provide a deep dive into Operations and Management, Complaint Handling, Policyholder Services, Claims, and Sales/Marketing standards. State and industry representatives will explain common issues and make recommendations for improvement.				
Benefiting with the use of Available Technology	Regulators need to be on the forefront and utilize technology throughout the market regulation process. This session will include a summary of technology available and recommended for use throughout the entire market regulation process. This will include a more detailed review of common technology tools and an introduction to what examiners may be using in the years ahead.	Josh Guillory (LA)			
Market Conduct Action Topics – Collaborative Actions and Finalizing Market Conduct Actions	Regulators from two or more states working together to address common regulatory concerns is an example of a collaborative action. Part one of this session will provide an overview of different types of collaborative actions, when and how these options may be utilized by regulators, and how companies should be involved in this process. Part one will also explore best practices for achieving a successful collaborative action outcome for both regulators and regulated entities. Part two of the session will provide an overview of the processes for closing a market conduct examination and after an examination report is issued, including options available to regulators. The session will include a discussion on the importance of assuring there is a clear and distinct finalization to the examination action.	Josh Guillory (LA)	Pieter Williams (RIA)	Kent Dover (RRC)	

Property & Casualty

Sessions	Climate Change - Every year presents a new challenge as weather patterns swiftly change	This session will cover the science of climate change and how it impacts P&C insurers. Recent climate change events such as droughts and resulting wildfires, significant rain storms and associated flooding and landslides, and snowstorms occurring in areas that are not prone to such weather. All of these events property and casualty insurer operations in terms of claims processing, customer service, loss reserving and the financial soundness of carriers. As atypical losses occur in a state, the probability of noncompliant claims processing by a carrier increases. As a result, our jobs as regulators becomes more challenging in terms of identifying and addressing noncompliant insurer activity.	Howard Kunst		
	Pay per Mile Insurance - Will this be a new way of determining premiums?	Pay per mile insurance is a newer method utilized by some carriers to determine auto insurance premiums. This session will cover the basics of the method including how carriers determine premiums and how premiums fluctuate each month based on an insured's mileage that is closely monitored by the carrier. The session will also cover the positive and negative consequences of this rating method including the challenges that regulators face while examining this product.	Barry Wells		
	Flood Insurance - Is this an insurance product that only pertains to properties located in high risk flood zones?	The number of flood insurance policies in force have remained relatively stable over the last decade. This could be the result of the belief that flood insurance only applies to properties located in high risk flood zones. This session will discuss how the industry is addressing this misunderstanding of the product in an attempt to increase the number of policies in force. Part of this industry initiative includes the privatization of flood insurance. As regulators, we must gain a better understanding of this product so that we are prepared to address issues identified through product filings, consumer complaints and market conduct examinations. This session will focus on providing you with this knowledge base.	Marc Springer		

Travel Insurance - Do current laws adequately protect consumers?	Travel insurance can be an expensive product. This session will discuss the losses covered by the product and the associated premiums. In light of COVID -19, this product has come under increased scrutiny and the session will discuss the various state laws that govern this product. We will also discuss law reforms that are needed to provide additional protection for consumers.	Barry Wells			
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