INSURANCE REGULATORY EXAMINERS SOCIETY

CDS 2025

HOUSTON, TX JULY 27-29

AGENDA

SUNDAY, JULY 27

12:00pm - 1:00pm: IRES Executive Committee Meeting/Past Presidents' Lunch (Invite Only)
1:30pm - 2:30pm: CDS Section Chairs & Co-Chairs Meeting (Invite Only)
2:00pm - 6:00pm: Registration Round-Up (Check-In and Saddle Up!)
3:00pm - 4:00pm: IRES Board of Directors Meeting (Invite Only)

MONDAY, JULY 28

7:00am - 5:00pm: Registration Open
7:30am - 8:30am: Breakfast
8:10am - 8:15am: Welcome
8:15am- 8:45am: MD Anderson Cancer Center

9:00am - 9:50am: Breakout Session 1

- **Financial Track: Behind the Chutes: What Makes Captive Insurers Buck..Founders IV**
  - Speaker: Lawrence Stern (Faegre Drinker Consulting)
  - Description: The session will provide attendees with a high-level overview to assist in the assessment of a captive insurance company. Numerous topics of discussion surrounding the operations of a captive insurance company will be covered and will include an array of factors---both on a quantitative and qualitative basis.

- **Health Track: MHPAEA Update: New Rules, New Focus, and New Tools..Founders I/II**
  - Speakers: Sheri Marston (Risk & Regulatory Consulting, LLC), Joseph Handline, and Lindsi Swartz (Pennsylvania Department of Insurance)
  - Description: This session will discuss the federal and state laws, regulations, and requirements pertaining to non-quantitative treatment limitation (NQTL) Comparative Analyses, including federal and state-specific guidance as well as best practices and testing methodologies.

- **IT Track: The Virtual Rodeo: Roundin' Up the Power of Augmented Reality...Founders III**
  - Speaker: Tony Taylor (The INS Companies)
  - Description: In this session, you will discuss how augmented reality is growing as an effective tool.

- **Life & Annuity Track: Taming the Bull: Market Regulation of Compact-Approved Life, Annuity, Disability, & LTC Products...Legends I**
  - Speaker: Karen Schutter (Insurance Compact)
  - Description: The Compact approved the first product in 2007. Market regulators are commonly encountering Compact-approved products for individual and group life, annuity, disability income and individual long-term care insurance in examinations and other market regulation functions. Learn more about how Compact-approved products work and their differences and nuances compared to state-approved products. This session will provide scenarios and tips from a regulator, company and the Compact Office to raise awareness when a Compact-approved product is subject to market regulation.

- **Market Regulation Track: Taming the PBM Bronco: Wrangling the Examination Review...Legends II**
  - Speakers: Brian Tinsley and Sean Connolly (Regulatory Insurance Services)
  - Description: This PBM session will include an overview of the examination team review process and an analysis of topics conducted within a PBM Market Conduct Examination. The following examination review areas will be discussed: Company Operations Management, Claim Transactions/Pharmacy Reimbursements, MAC Appeals, Pharmacy Audits, Contract and Provider Manual Reviews, and Specialty Drug Reviews.

- **Property & Casualty Track: Most-Wanted Roundup: Discussing Common Violations..Legends III**
  - Speaker: Lou Penn (Lou Penn & Associates, Inc)
  - Description: A comparison of state and national rankings of common violations cited in exam reviews.

10:00am - 10:50am: Breakout Session 2

- **Financial Track: Houston, We have a Problem - Troubled Company Warning Signs..Founders IV**
  - Speaker: Steve Hazelbaker (Noble Consulting)
  - Description: Insurance company insolvencies can have a large negative effect on policyholders and the insurance industry. This presentation will help Analysts and Examiners identify troubled company warning signs. We will dive into root cause analysis and provide a comprehensive understanding of the NAIC Troubled Insurance Company Handbook.

- **Health Track: Branding the PBM Herd: From Hemophilia Gene Therapy Stallions to Formulary Trail Maps....................Founders I/II**
  - Speakers: JP Wieske (Horizon Government Affairs), Joylynn Fix (West Virginia Offices of the Insurance Commissioner), and Matthew Sankey (The INS Companies)
  - Description: This session will discuss current issues regarding PBMs such as financing high-cost drugs like gene therapy cures for hemophilia and sickle cell, formulary development, pharmacy networks, and how patients get their prescriptions.

- **IT Track: Cybersecurity Risks..Founders III**
  - Speaker: Steven Sigler (Examination Resources, LLC)
  - Description: An update on current cybersecurity risks

- **Life & Annuity Track: Cowboy Up: Key Annuity Market Trends to Watch: Saddling Up for Pension Buyouts, Riding the Surge in Registered Indexed Linked Annuities and Holding the Reins on Multi-Year Guaranteed Annuities..Legends I**
  - Speaker: Karen Schutter, Insurance Compact
  - Description: Annuities are growing as a preferred income retirement solution. This session will focus on the product trends in this line including the market for pension risk transfers, the popularity of index linked variable annuities (RILAs or ILVAs), and the demand for multi-year guaranteed annuities. Learn more about their key features and the evolution of their growth in the marketplace. This session will provide perspectives from a regulator, company and the Compact Office on the nature of these products.

- **Market Regulation Track: Paws & Yeehaws: Unleashing the Facts about Pet Insurance...Legends II**
  - Speakers: Adam Smith (Trupanion, Inc.) and Shannen Logue (Pennsylvania Department of Insurance)
  - Description: This presentation will discuss how regulators and pet insurers can work together to make pet insurance more readily available to consumers thereby providing better access to care for pets. It will cover the history and general mechanics of pet insurnace in the U.S., the NAIC's Pet Insurance Model Act, and how DOIs and insurers work together on related products and rate filings.

- **Property & Casualty Track: Callin' The Possie: Regulating Insurers of Last Resort..Legends III**
  - Speakers: Josh Guillory and Lisa Fullington (Louisiana Department of Insurance)
  - Description: Insurers of last resort are often also the last to be monitored by market conduct divisions. This session will discuss why you should examine these entities and what challenges you might face.

11:00am - 11:50am: Breakout Session 3

- **Financial Track: Ridin' the High Moral Trail: Keeping Your Ethics in the Saddle..Founders IV**
  - Speakers: Josh Gehring and Stephanie Brown (Risk & Regulator Consulting, LLC)
  - Description: In today's dynamic work environment, maintaining high ethical standards is crucial for fostering a positive and productive workplace culture. This session aims to educate attendees on the importance of ethical behavior and provide practical guidelines for making ethical decisions in various workplace scenarios. The session will also include discussing examples of common ethical dilemmas as well as real-world scenarios.

- **Health Track: Pharmacy Benefit Managers (PBMs) - Evolving Actions by State and Federal Regulators..........................Founders I/II**
  - Speakers: Craig Moore, Susan Carroll, and Whitney Ederer (Examination Resources, LLC)
  - Description: This session will cover the most recent actions taken by state and federal regulators attempting to increase prescription drug price transparency and fair business practices on PBMs. Topics covered will include legislative and policy updates, recent and ongoing court actions, recently issued reports by the Federal Trade Commission on PBMs, and efforts by the NAIC to draft PBM examination standards.

- **IT Track: AI in the Auto Claims and Collision Industry ....Founders III**
  - Speaker: James Spears (Tractable)
  - Description: AI has been deployed and is being actively used by Auto Carriers and the leading Collision Repair Facilities. We will cover 4 major use cases and an examination of the Claims and Collision Repair ecosystem to provide a better understanding of its present & future use

- **Life & Annuity Track: Ridin' the Rate Rodeo: Life Insurers Hold Tight Through Interest Rate Swings ....Legends I**
  - Speakers: Mark Alberts (Noble Consultants), and Eric Del Monico (EDM Research, LLC)
  - Description: We will examine the changes in the economic landscape before COVID-19, during the pandemic, and after the 2024 election. This session will explore how these events have impacted interest rates and influenced the liabilities and investment strategies of insurance companies. We will discuss the factors driving these strategies and the underlying expectations associated with them. Additionally, we will address the new risks related to these investment assumptions, which will help examiners identify and assess potential risks in the current economic context. The presentation will focus on interest rates, yields, liquidity, and the credit cycle.

- **Market Regulation Track: Lifeguarding the Industry Through Examinations of Specialized Insurance-Related Entities.........Legends II**
  - Speakers: Shelly Schuman and Annette Knief (The INS Companies)
  - Description: Insurance regulators are being charged with the examinations of entities that are not insurance companies. Given the trends to examine advisory organizations, specialized services entities (such as specialized health care (i.e. cancer treatment, radiology, HMO medical groups, etc) pharmacy benefit managers, and other non-traditional entities, what areas of review should be included? Most of these entities do not undergo regular financial examinations.

- **Property & Casualty Track: Riding Out the Storm: Tackling Roof Claims after Hurricanes ....Legends III**
  - Speakers: Josh Guillory (Louisiana Department of Insurance) and Monica Lopez (Texas Department of Insurance)
  - Description: Josh and Monica will discuss several basic elements of roof claims, including repair versus replacement issues, types of common fraud, contractor issues, and more.

12:00pm - 1:15pm: Networking Lunch and Awards...Legends IV

1:15pm - 2:30pm: Keynote Speaker..Legends IV

2:30pm - 2:55pm: Break

3:00pm - 3:50pm: Breakout Session 4

- **Financial Track: Weathering the Storm: Natural Catastrophe Risk and Resilience...Founders IV**
  - Speaker: Howard Kunst (Core Logic)
  - Description: This session will dive into recent increases in Natural Catastrophe losses; the implications of continued increases and how catastrophe modeling and Resilience must take center stage to maintain a sustainable property insurance market in the US.

- **Health Track: New Hampshire's Unique Approach to Network Adequacy: Leveraging Claims Data to Enhance Provider Access...Founders I/II**
  - Speakers: Morgan Harris and Michelle Heaton (New Hampshire Department of Insurance)
  - Description: This session will discuss the various state requirements that pertain to network adequacy standards such as those that pertain to time, distance and appointment wait times. We will discuss how insurers comply with such requirements and what regulators review to ensure ongoing compliance. We will also discuss the measures an insurer can take if their network is inadequate. Finally, we will discuss best practices that can be reviewed in states where network requirements do not exist.

- **IT Track: AI and Health Insurance...Founders III**
  - Speaker: Marc Springer (Risk & Regulatory Consulting, LLC) and JP Wieske (Horizon Government Affairs)
  - Description: This session will focus on defining the use of artificial intelligence within the health insurance industry. We will discuss how insurers are obtaining and utilizing a member's health information and the controls that must be in place to protect such data in terms of HIPAA requirements. Finally, the discussion will include a discussion of the future of AI for health insurance, including models and federal requirements.

- **Life & Annuity Track: Team Roping: Panel on LTC Insurance...Legends I**
  - Speakers: Chris Cagle (Examination Resources, LLC) and Karen Schutter (Insurance Compact)
  - Description: A general discussion of issues involving LTC. These include actuarial challenges, partnership programs, and related initiatives with the NAIC. It also will include potential regulatory enforcement needs and other topics suggested by the panelists.

- **Market Regulation Track: AI and Prior Authorizations and the Impact on Examinations..Legends II**
  - Speakers: Martin Swanson (Nebraska Department of Insurance) and Dave Buono (Pennsylvania Department of Insurance)
  - Description: Legislative efforts to streamline preauthorizations and what to look for when examining preauthorizations for compliance with existing standards.

- **Property & Casualty Track: Litigation Financing: The Wild World of Legal Funding ....Legends III**
  - Speaker: Matthew Monson (Monson Law Firm)
  - Description: This session will discuss the developing trend of outside parties funding claims litigation.

4:00pm - 4:50pm: Breakout Session 5

- **Financial Track: Coordinated Examinations - Communication Requirements and Best Practices.......................................Founders IV**
  - Speaker: Tony Riddick (The INS Companies)
  - Description: Effective communication is required during coordinated examinations. This session will discuss the definition of a coordinated examination including communication best practices from preplanning through the seven phases of the examination including communication with other regulators, participating states, senior management of the insurance group, financial analysts, the internal and the external auditor and others.
- **Health Track: Saddle Up for Stats: Using Insurer Health Filings to Map the Examination Trail.....................................Founders I/II**
  - Speakers: JP Wieske (Horizon Government Affairs), Morgan Harris (New Hampshire Insurance Department), and Tanya Sherman (The INS Companies)
  - Description: This session will focus on the health data that insurers report to regulators, how this information is used, and how this data can be used for market analysis and market conduct examination planning.
- **IT Track: Bulldogging AI: Wrangling Insurance Uses...Founders III**
  - Speaker: James Gowins (Examination Resources, LLC)
  - Description: An update on how Insurers are using AI now and potential future uses.
- **Life & Annuity Track: Riding Without a Saddle: Improper Marketing of Life and Annuity Products....................................Legends I**
  - Speakers: Jennifer Hopper, (The INS Companies), Cara St. Martin (Ladder Life), and Chris Heisler (Illinois Department of Insurance)
  - Description: The presentation will focus on observed errors regarding the marketing of life and annuity products and include a discussion of NAIC Model Law 570 and how familiarity with it can assist regulators in reviewing life and annuity marketing materials and help companies maintain compliance.
- **Market Regulation Track: MHPAEA Update..Legends II**
  - Speakers: Mitch Ristine, Caroline Bergh, and Cyndi Fitzgerald (Examination Resources, LLC)
  - Description: We will review state and federal MHPAEA activities, including the 2024 Congressional Report and the updated MHPAEA rules.
- **Property & Casualty Track: Wrangling Data: Accident Reconstruction...Legends III**
  - Speaker: James Pittman (The Accident Reconstruction Firm)
  - Description: James Pittman discusses crash data retrieval, accident reconstruction, and its use in disputed liability cases.

4:50pm: QR Code Scan in Session Rooms
5:30pm - 6:30pm: Welcome Reception/New Designee (All Welcome)

TUESDAY, JULY 29

7:00am - 3:00pm: Registration Open
7:30am - 8:30am: Breakfast..Legends IV
8:30am - 10:30am: Commissioners Roundtable...Legends IV

10:45am - 11:35am: Breakout Session 6

- **Financial Track: Reinsurance Roundup 101: Lassoing Risk Like a Seasoned Wrangler..Founders IV**
  - Speaker: Joe May (Carr, Riggs & Ingram, LLC)
  - Description: This presentation will provide participants with a comprehensive understanding of the reinsurance basics. We will dive into topics including; primary functions of reinsurance, forms, methods, and types of reinsurance and reinsurance contracts, risk transfer and accounting for reinsurance as well as an overview of reinsurance structures and approaches.

- **Health Track: Working-Group Roundup: Latest Trails from the NAIC Corral..Founders I/II**
  - Speakers: Joylynn Fix (West Virginia Office of Insurance Commissioners), Joe Touschner (NAIC), David Buono, and Lindsi Swartz (Pennsylvania Department of Insurance)
  - Description: Updates will be provided for Health Insurance Working Group B and all Working Groups and Task Forces.

- **IT Track: The Future of AI and Property Claims Around the Globe ....Founders III**
  - Speaker: James Spears (Tractable)
  - Description: A look at the future of property claims and AI from around the globe.

- **Life & Annuity Track: Crossbred Coverage: The Rise of Hybrid Life Insurance ....Legends I**
  - Speaker: Chris Cagle (Examination Resources, LLC)
  - Description: Updates on Hybrid Life Insurance and NAIC updates/activity over the last year.

- **Market Regulation Track: Don't Buck Your Regulator – Best Practices for Responding to, Organizing and Acknowledging Regulatory Requests..Legends II**
  - Speakers: Jeff Hayden and Danielle Torres (Michigan Department of Insurance and Financial Services)
  - Description: Join us for a session with two Michigan regulators who formerly worked in the industry to learn about best practices for responding to regulatory requests. If you are someone who works in market regulation, this session is for you. Focused on providing insights to increase your efficiency, decrease the time spent responding to requests, and set your company up for what hopefully turns out to be more positive outcomes, find out what a regulator wants. You may find that what a regulator wants and what you want are not that different.

- **Property & Casualty Track: Taking Back the Reins: Private Flood Insurance Market..Legends III**
  - Speaker: Manola Maddela (Tokio Marine Highland)
  - Description: This session will discuss the current status of flood insurance in the private market.

11:45am - 12:45pm: Networking Lunch & Awards...Legends IV

1:00pm - 1:50pm: Breakout Session 7

- **Financial Track: Wrangling Up the Top 5 Countdown - Top Insurer Emerging Risks..Founders IV**
  - Speaker: Bryan Fuller (Examination Resources, LLC)
  - Description: Today's dynamic world does not stand still for any organization. Those that have processes ready to respond to change are generally more resilient. The world of risk management in the insurance sector is continuously evolving and adapting to change. This presentation aims to support examiners and analysts to survive and thrive, enabling regulators to match insurance sector innovation and react with agility to change rather than to stagnate and rely on the 'same old, same old'. Emerging risks may appear more challenging to identify, assess, and manage. This presentation will specify the use of different tools and techniques in addition to traditional methods to work through these difficulties.

- **Health Track: Hold Onto Your Hat: Health Plan Accreditation's Wild Ride.. Founders I/II**
  - Speakers: Shelly Schuman and Annette Knief (The INS Companies)
  - Description: Ride the waves of health plan accreditation entities. Why are these programs important and what do they mean to your examinations and analysis? Why should you care about them?

- **IT Track: High Noon: Drones in the Sky...Founders III**
  - Speakers: Brian Stanley (The INS Companies)
  - Description: An update on Drone Technology and its uses in Insurance and Personal Use.

- **Life & Annuity Track: Life and Annuity Trends and Best Practices for Regulation..Legends I**
  - Speaker: Monica Lopez (Texas Department of Insurance)
  - Description: This presentation seeks to provide insight into trends in the life and annuity market and provide items for consideration for regulation of these types of products.

- **Market Regulation Track: The Good, The Bad, and The Bull-Ridin' Actuary: The Actuary's Role in Market Conduct.........Legends II**
  - Speaker: Dave Dillon (Lewis & Ellis)
  - Description: We'll explore how health actuaries play a pivotal role in taming the complexities of market conduct examinations. From ensuring behavioral health parity to managing the mechanics of risk adjustment and wrangling Pharmacy Benefit Manager compliance, we'll uncover the tools and techniques that help regulators stay on top of evolving insurance regulations.

- **Property & Casualty Track: –Roping in the Chaos I: Managing Independent and Public Adjusters ....Legends III**
  - Speakers: Fred Karlinsky (Greenberg Traurig, P.A.)
  - Description: A panel of experts discusses the claims process after a natural disaster with public and/or independent adjusters

2:00pm - 2:50pm: Breakout Session 8

- **Financial Track: Evaluating AI in Insurance: An Examiner's Guide to AI Oversight and Emerging Regulations.................Founders IV**
  - Speaker: John Romano (Baker Tiley)
  - Description: As artificial intelligence (AI) reshapes underwriting, claims, risk management, and customer interactions, financial examiners must assess AI's compliance with regulatory frameworks and understand its use, risks, and challenges. This session explores the NAIC's principles for responsible AI use—fairness, transparency, accountability, and consumer protection—alongside emerging AI regulations such as the EU AI Act, U.S. federal and state-level AI governance efforts, and industry best practices. Participants will learn how AI affects financial reporting, solvency, and regulatory oversight and gain practical techniques for evaluating AI systems in insurance examinations.

- **Health Track: Provider Credentialing and the Health Care Professional Credentialing Verification Model Act................ Founders 1/II**
  - Speakers: Josh Gehring (Risk & Regulatory Consulting, LLC) and Holly Blanchard (Regulatory Insurance Advisors)
  - Description: This session will focus on what insurers are reviewing as part of their credentialing and re-credentialing process. We will discuss the various state requirements, the Model Act, and how an insurer's process may vary based on the type of provider. Finally, we will discuss how an insurer's credentialing process may impact the adequacy of their network.

- **IT Track: Riding' Into The AI Horizon: Deep Fakes, Ethics, and the Transformation of Reality..Founders III**
  - Speakers: Annette Knief and Richard Foster (The INS Companies)
  - Description: A look into how AI is changing our perception of reality.

- **Life & Annuity Track: Outlaws in the Saddle: Life Insurance Fraud by Agents, Customers, and More....................................Legends I**
  - Speaker: Cara St. Martin (Ladder Life)
  - Description: Everything old is new again - this session will cover current trends in fraud as well as preventive and mitigation strategies from a multilayered electronic approach to good ole confirmations.

- **Market Regulation Track: Harnessing the MCAS Data for Analysis and Examinations..Legends II**
  - Speakers: Tanya Sherman (The INS Companies) and Robert Reichart (Examination Resources, LLC)
  - Description: Even if this isn't your first rodeo, you can learn more about how the MCAS data is being used in the baseline analysis process. We will be exploring how companies might be rounded up for more review, less review, or other options. You can pick up some pointers on how examiners are wrangling the MCAS data.

- **Property & Casualty Track: Roping in the Chaos II: Managing Independent and Public Adjusters – ....Legends III**
  - Speakers: Fred Karlinsky, Christian Brito, and Timothy F. Stanfield (Greenberg Traurig, P.A.)
  - Description: A panel of experts discuss the Claims process after a natural disaster with public and/or independent adjusters.

- **2:50pm: QR Code Scan in Session Rooms**

- **3:00pm - 4:00pm: IRES Board of Directors Meeting (Invite Only)**

- **4:00pm - 5:00pm: IRES Executive Committee Meeting (Invite Only)**