



IQA 2023 Agenda

Monday, October 2

2:30 – 5:00 p.m. Conference registration open

5:00 – 7:00 p.m. Welcome Cocktail Reception | Marriott Boston Long Wharf Harbor View Ballroom

Tuesday, October 3

All sessions will be hosted in the Main Stage Room unless otherwise noted. See map below.

8:00 – 9:00 a.m. Registration opens

8:00 – 9:00 a.m. Breakfast

9:00 – 9:15 a.m. Day 1 welcome address
Ashley Deveny, Chief Market Officer - Athenium Analytics

9:15 – 10:00 a.m. **Presentation:** Quality assurance is needed more than ever: economic uncertainty & the growing role of QA
Jordan Foley, President - Athenium Analytics

10:00 – 10:45 a.m. **Fireside Chat:** Going beyond the buzz: with predictive analytics, AI & machine learning, what's really going to impact carriers?
Dr. Ellen Cousins, Chief Innovation Officer & Lindsay Gray, Chief Product Officer - Athenium Analytics

10:45 – 11:15 a.m. Coffee & networking break

<p>11:15 – 12:00 p.m. Fireside Chat: QA in an era of increasing climate risk Charlie Sidoti, Executive Director - InnSure Daniel Robosky, Principal - Robosky Consulting Lindsay Gray, Chief Product Officer - Athenium Analytics</p>	<p>Workshop: Powering QA analytics for UW organizations: 5 key strategies for success Todd Firth, Customer Success Manager - Athenium Analytics Gail Matteson, UW Quality Consulting Director - CNA Location: Meeting Room 1</p>
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12:00 – 1:15 p.m. Networking Lunch

1:15 – 2:00 p.m. **Presentation:** Building QA from 'scratch' from a new company perspective
Justin Gress, Chief Operations Officer - Vantage Risk

2:00 – 2:45 p.m. **Panel:** Elevating QA & amplifying audit insights
Doug Reiners, QA Compliance Business Analyst - American Family
Tim Fenlon, Claims Quality Assurance Leader - Westfield
Carrie Higgins, AVP, Corporate Underwriting - Everest Re
Josh Watkinson, Sr. Director Program Management - Athenium Analytics

2:45 – 3:00 p.m. Networking & coffee break

3:00 – 3:45 p.m. **Regulatory & Compliance Panel:** How QA programs can adapt and thrive in changing environments
D.J. Bettencourt, Commissioner - NH Insurance Department
Jared Kosky, Deputy Commissioner - CT Insurance Department
Geoff Moore, Sr. Customer Success Manager - Athenium Analytics

3:45 – 5:00 p.m. **Presentation:** QA talent landscape & the churn challenge: retaining institutional knowledge & attracting the next generation
Tony Canas, Chief Motivational Officer - Insurance Nerds

6:00 – 8:30 p.m. **Athenium's IQA Oktoberfest @ Sam Adams Downtown Tap Room**



INSURANCE QA CONFERENCE

Wednesday, October 4

All sessions will be hosted in the Main Stage Room unless otherwise noted. See map below.

8:00 – 9:00 a.m.	Registration opens
8:00 – 9:00 a.m.	Breakfast
9:00 – 9:15 a.m.	Day 2 welcome address Jordan Foley, President – Athenium Analytics
9:15 – 10:00 a.m.	Panel: People, practices & platforms: the quality assurance trifecta Matt Owen, Global Head of Claims QA, Governance & Training - AIG Daniel Garrison, VP, Quality Improvement, GRM U.S. Claims - Liberty Mutual Tom Delac, Underwriting Practices Leader - Westfield Tracey Kamenash, AVP Middle & Large Commercial Underwriting - The Hartford Ashley Deveny - Chief Market Officer - Athenium Analytics
10:00 – 11:00 a.m.	Workshop: Powering QA analytics for claims organizations: 5 key strategies for success Terri Boyd, Customer Success Manager - Athenium Analytics Ashaar Zafar, Customer Success Manager - Athenium Analytics Fireside Chat: Package policies - solutions for increased productivity and a more complete underwriting quality review Carrie Higgins, AVP, Corporate Underwriting - Everest Re Geoff Moore, Sr. Customer Success Manager - Athenium Analytics Location: Meeting Room 1
11:00 – 11:15 a.m.	Coffee & networking break
11:15 – 12:00 p.m.	Panel: The executive perspective: internal stakeholders & strategic alignment for QA Justin Gress, Chief Operations Officer - Vantage Risk Grace Hanson, Principal - Seagull Cognition LLC Jordan Foley, President - Athenium Analytics
12:00 – 1:15 p.m.	Networking Lunch
1:15 – 2:00 p.m.	Presentation: Cutting through the noise - why less is more when it comes to questionnaires Julie Markert, Sr. Director Customer Success - Athenium Analytics
2:00 – 2:30 p.m.	Networking & coffee break
2:30 – 3:30 p.m.	Workshop: Best practices in QA: evolution or revolution? Christina Guzman, Sr. Director Customer Success - Athenium Analytics
3:30 – 4:15 p.m.	Presentation: Looking to the future - how QA can cultivate a culture focused on quality, innovation & partnership Carly Burnham, Co-Founder & Advisory Board Member - Insurance Nerds
4:15 – 4:30 p.m.	Conference wrap-up & close

Thursday, October 5

8:00 – 9:00 a.m.	Breakfast
9:00 – 10:30 a.m.	teamthink: new features focus group
9:00 – 12:00 p.m.	Strategic planning, customer success meetings & demos Please reach out to your Customer Success Manager or Sales Rep to schedule
10:30 – 12:00 p.m.	Admin & author training
12:00 – 1:00 p.m.	Lunch



Conference Floor Plan Tuesday & Wednesday

