

AGENDA



SUNDAY, AUGUST 23

12:00pm - 1:00pm: IRES Executive Committee Meeting/Past Presidents' Lunch (Invite Only)

2:00pm - 6:00pm: Registration

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

4:00pm - 5:00pm: CDS Section Chairs & Co-Chairs Meeting (Invite Only)

MONDAY, AUGUST 24

7:00am - 5:00pm: Registration Open

7:30am - 8:30am: Breakfast

8:30am - 9:00am: Welcome

9:00am - 9:50am: Keynote #1: Inspiring Market Regulation

- Speaker: Pennsylvania Insurance Commissioner Michael Humphreys
- Description: This keynote focuses on the importance of inspiration for market regulation experts—and the need to consciously remember the importance of our work.

10:00am - 11:50am: All Day Hands-On Workshop: ACL (Pre-Registration Required by July 31)

- Speakers: Jennifer Hopper, The INS Companies; Robert Reichart, Missouri Department of Commerce and Insurance

10:00am - 10:50am: Breakout Session 1

- **Property & Casualty Track: SupTech: The Future of Insurance Supervision: Transforming Regulatory Oversight Through Technology**
 - Speakers: Dr. Tony Taylor, The INS Companies
 - Description: This presentation explores the adoption and use of SupTech (Supervisory Technology). SupTech refers to regulators' use of data analytics, artificial intelligence, and digital tools to improve the efficiency, accuracy, and transparency of supervision.
- **Life & Annuity Track: Terrible Towel & Thrown Flags: Producers Behaving Badly? Suitability, Best Interest, & the Off the Playbook Side of Life & Annuity Examinations**
 - Speakers: Kim Perron, Risk & Regulatory Consulting; Donna Schafer, Pennsylvania Dept. of Insurance
 - Description: A review of examination procedures and standards for evaluating complex insurance products. While the primary focus is on annuity products, the discussion also extends to other offerings governed by NAIC model laws and regulations that mandate sales suitability.
- **Health Track: Student Health: What Is It & How Do You Regulate It?**
 - Speakers: Chris Cagle, Examination Resources; Cynthia Fitzgerald, Examination Resources
 - Description: This session will discuss a prevalent but misunderstood product. Attendees will learn Student Health basics (insurance classification, enrollment process, pricing, claim process, etc.), potential compliance issues (marketing, unrelated product bundling, producer licensing, claims practices, etc.), as well as state and federal regulatory enforcement options.
- **Market Regulation Track: Limited Scope Exams & the Market Analysis Process**
 - Speaker: Karen Veronikis, Pennsylvania Dept. of Insurance and Tia Taylor, Georgia Dept of Insurance
 - Description: This session will provide a discussion of limited scope exams and market analysis process from the perspectives of a seasoned regulator and a new analyst.



FORGING THE FUTURE: INSPIRING, INNOVATING & IMPROVING MARKET REGULATION

- **PBM Track: Cracking the PBM Code: State Laws & Real-World Enforcement (Industry & LDI)**

- Speakers: Trey Crawford, BDO; Josh Guillory, Louisiana Dept. of Insurance
- Description: This session will focus on recent examination activities from the perspective of different state insurance departments. Panelists will discuss things that went well and issues to avoid when conducting PBM examinations. We will also include a PBM company representative, who will discuss their recent experiences with PBM exams.

11:00am -11:50am: Breakout Session 2

- **Property & Casualty Track: Current & Emerging Property & Casualty Insurance Risks - And Their Market Implications**

- Speakers: Steve Hazelbaker, Noble Consulting; Gary Sullivan, American Property Casualty Insurance Association
- Description: An overview of current and prospective/emerging risks affecting the P&C insurance industry. Such risks will also be associated with their potential P&C market implications.

- **Life & Annuity Track: Under the Hood: Market Conduct Exams Findings**

- Speaker: John Romano, Jake Becker, and Jon Passarello, Baker Tilly
- Description: Market conduct examinations of life insurers continue to surface repeat themes across jurisdictions, even as products, distribution, and servicing models evolve. This session will summarize common life insurance market conduct examination findings from 2020 to today, organized by exam-focused themes such as complaint handling, policyholder service, claims and benefit processing, replacements and disclosures, marketing and sales practices, and producer licensing and appointments.

- **Health Track: Is MHPAEA as Strong as Steel?**

- Speakers: Sheri Marston, Risk & Regulatory Consulting; Brant Lyons, Virginia Dept. of Insurance
- Description: Behavioral health parity combines individual elements to create an alloy that is stronger than each individually. Parity testing utilizes federal and state law, and states have different divisions bringing their own elements. When combined with the others this creates an enhanced composite enforcement program that is as strong as steel.

- **Market Regulation Track: Market Conduct: An Inside Look (LDI)**

- Speakers: Josh Guillory, Louisiana Dept. of Insurance; Lisa Fullington, Louisiana Dept. of Insurance
- Description: A behind-the-scenes look at market conduct regulatory processes to increase understanding and cooperation between industry professionals and regulators

- **PBM Track: Regulatory Challenges & Successes with Recent PBM Examinations**

- Speakers: Rick Nelson, Noble Consulting; Stephanie McDonald, Prime Therapeutics; Joylynn Fix, West Virginia Dept. of Insurance; Kelli Littlejohn, Alabama Dept. of Insurance; Jud Jones, Tennessee Department of Commerce & Insurance
- Description: This session will focus on recent examination activities from the perspective of different state insurance departments. Panelists will discuss things that went well and issues to avoid when conducting PBM examinations. We will also include a PBM company representative, who will discuss their recent experiences with PBM exams.

12:00pm - 12:50pm: Lunch

1:00pm - 1:50pm: Keynote #2: Innovating Market Regulation

- Speaker: Fred Karlinsky, Greenberg Traurig, P.A.
- Description: In this session we will explore the regulatory framework surrounding data privacy and the application of artificial intelligence within the insurance sector. Our discussion will highlight key international, federal, and state laws and regulations, along with recent initiatives by the NAIC and NCOIL designed to advance responsible innovation.

2:00pm - 4:50pm: All Day Hands-On Workshop: ACL (Pre-Registration Required)

- Speakers: Jennifer Hopper, The INS Companies; Robert Reichart, Missouri Department of Commerce and Insurance

2:00pm - 2:50pm: Breakout Session 3

- **Property & Casualty Track: Forging Truth from Fiction: Detecting Deep Fake Auto Claims**
 - Speakers: Patty Kraven, Risk & Regulatory Consulting; Dave Buono, Pennsylvania Dept. of Insurance; Heather Harley, Risk & Regulatory Consulting
 - Description: PPA carriers are reporting a sharp rise in claims supported by manipulated photos, synthetic videos, and AI-generated documentation like fake police reports. This session explains how deep-fake claim tactics work and how regulators can better identify patterns of synthetic fraud during exams.
- **Life & Annuity Track: Annuities 101**
 - Speaker: Kenneth Scott and Tracy Cass, Kansas Department of Insurance
 - Description: TBD
- **Health Track: Demystifying Quantitative Treatment Limitations: Panel Discussion**
 - Speakers: Chris Cagle, Examination Resources; Brant Lyons, Virginia Dept. of Insurance; David Brandler, Oscar Health
 - Description: The panel discussion will demystify the actuary's role building QTL/FR models and what regulators should understand about this process. This will include the basics of how QTL/FR models are built, potential confusion between parties, and which questions to ask to better understand the information provided.
- **Market Regulation Track: Consumer Complaint Handling During Examinations with Complaint Best Practices**
 - Speakers: Shelly Schuman, The INS Companies; Claudia Gonzales, GEICO
 - Description: A discussion on the value and benefits of reviewing consumer complaints during examinations and some company best practices related to consumer complaint handling. The session will include an examiner perspective and an insurance company perspective related to consumer complaints.
- **PBM Track: Staying Solid Under Pressure: Pharmacy Audits from a Pharmacist's Perspective**
 - Speakers: Matthew Sankey, The INS Companies; Marcus Wilson, The INS Companies
 - Description: Pharmacy Audits are crucial to PBMs and health plans to ensure pharmacies are filling medications within the benefit design. A look into pharmacy audits from a pharmacist's perspective to gain an understanding of how pharmacy audits are used to recoup funds.

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

- **Property & Casualty Track: Recent Trends Shaping the Auto Liability Landscape**
 - Speaker: Kim Perron and Josh Gehring, Risk & Regulatory Consulting
 - Description: This presentation explores the most current trends affecting Auto Liability coverage, emphasizing loss-cost drivers, social and economic influences, and the ripple effects of emerging vehicle technologies. It highlights how insurers can adapt underwriting, pricing, and claims strategies to maintain profitability amid rising challenges.
- **Life & Annuity Track: Forging the Future of Annuity Oversight: Product Innovation, Market Shifts, & Market Conduct Priorities**
 - Speaker: John Romano and Clarissa Crisp, Baker Tilly
 - Description: Annuities continue to evolve as market conditions and product design influence what consumers buy and how products are sold and serviced. This session will provide a regulator-focused update on key product and distribution trends and discuss how those shifts may shape market conduct oversight priorities. Attendees will leave with practical considerations for scoping and focusing examination work

- **Health Track: The Art of Form Reviews**

- Speakers: Melinda Domzalski-Hanson, Examination Resources; Christine Thomas, Examination Resources; Chrystal Bartuska, North Dakota Dept. of Insurance
- Description: Our panel will explore how regulators master the art of form compliance reviews amid deadlines, high volume, and changing federal requirements. We will examine common deficiencies, how to prioritize technology like SERFF, communication with carriers, emerging challenges, and more.

- **Market Regulation Track: TeamMate+: An Overview**

- Speaker: James Portuguese, NAIC
- Description: Overview of TeamMate+ by NAIC staff

- **PBM Track: Riveting Support: The Impact of 340B Pharmacies in Underserved Areas**

- Speakers: Matthew Sankey, The INS Companies; Marcus Williams, The INS Companies
- Description: 340B Pharmacies are crucial to providing affordable medications to underserved and low-income communities. Many states have regulations protecting 340B pharmacies from different Pharmacy Benefit Manager practices. This session focuses on explaining the different complexities involving 340B pharmacies within the prescription drug supply chain.

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

- **Property & Casualty Track: Climate Change & Natural Catastrophe Exposure: Regulatory Implications & Resilience Strategies for Insurers**

- Speakers: Stephanie Brown, Risk & Regulatory Consulting; Adam Smith, Guard Insurance Co.
- Description: The insurance industry faced unprecedented challenges as climate change drives an increase in the frequency & severity of natural catastrophes. These escalating risks demand robust regulatory oversight & innovative resilience strategies to ensure market stability and consumer protection.

- **Life & Annuity Track: To Be Decided**

- Speaker: TBD
- Description: TBD

- **Health Track: Oversight of the Third Party Administrator**

- Speakers: Marc Springer, Risk & Regulatory Consulting; Michelle Heaton, New Hampshire Dept. of Insurance
- Description: Third-Party Administrators (TPA) present complex challenges for Regulators. Consumers face risks as Insurer's and TPA's exchange and use personally identifiable information (PII). Key issues covered in the session are the contracting process, TPA set-up and maintenance, compliance with State and Federal laws and monitoring the TPA activities.

- **Market Regulation Track: Checking the Steel: MCAS Ratios in Market Analysis**

- Speaker: Ian Belsha
- Description: Ian Belsha will discuss the ways in which the NAIC's MCAS ratios provide important diagnostic and prioritization at a state level and nationwide.

- **PBM Track: Analyzing Pharmacy Benefit Manager Data: Identifying Red Flags & Driving Oversight**

- Speakers: Sean Betta, Risk & Regulatory Consulting
- Description: Sean Betta will discuss how to interpret key metrics, including spread pricing, rebate retention, and DIR fees, and uncover discrepancies between reported and actual drug prices. The session emphasizes practical techniques for auditing areas such as administrative fees, identifying steerage to higher-rebate drugs, and flagging unusual generic dispensing rates.

4:50pm: QR Code Scan in Session Rooms

5:00pm - 6:00pm: Networking Reception

TUESDAY, AUGUST 25

7:00am - 3:00pm: Registration Open

7:30am - 8:30am: Breakfast

8:30am - 9:50am: Commissioners' Roundtable

10:00am - 11:50am: Hands-On Workshop: TeamMate+ (Pre-Registration Required)

- Speaker: James Portuguese, NAIC

10:00am -10:50am: Breakout Session 6

- **Property & Casualty Track: Delegated Authority: Regulation of Business Insurance Services by MGAs, MGUs, & TPAs**
 - Speakers: Adam Smith, Guard Insurance Co.
 - Description: Emerging segments of insurance require nimbleness, specific underwriting expertise and specialized service. Traditional insurers looking to grow in these new markets, generate fronting fee income, or seeking efficiencies can delegate aspects of their authority. There is a complex interplay between regulations protecting insurers, third parties, retail agents and consumers.
- **Life & Annuity Track: Annuity Best Interest**
 - Speakers: Matt Gendron, Rhode Island Dept. of Insurance; Lauren Van Buren, Wisconsin Dept of Insurance
 - Description: TBD
- **Health Track: From Manual to Machine Learning: How AI is Reshaping Claims & Prompt Pay Compliance**
 - Speakers: Bob McManus, Risk & Regulatory Consulting; Dr. Tony Taylor, The INS Companies
 - Description: Learn how AI is reshaping claims handling and prompt pay compliance. This session covers the benefits of AI efficiency alongside the critical regulatory requirements for governance, transparency, and human oversight
- **Market Regulation Track: Ethics in the Real World: The Foundations of Ethics in an Ever-Changing Environment**
 - Speakers: Shelby Lambert and Steve Hazelbaker, Noble Consulting; Annette Knief and Richard Foster, The INS Companies
 - Description: How we make ethical decisions in our professional lives and the impact of those decisions. Exploring the simple and complex decisions managers face as technology and situations rapidly evolve.
- **PBM Track: Conducting Information Technology/Cyber Examinations of PBMS: The Impact of Vertical Integration of the Drug Supply Chain**
 - Speaker: Craig Moore and Susan Carroll, Examination Resources
 - Description: Vertical integration by PBMs and other participants within the drug supply chain continues to be an overarching risk for state and federal regulators' attention. During this session, we will do a deeper dive into the most recent actions by PBMs to expand their operations beyond traditional pharmacy benefit services, and the impact these changes have on conducting PBM examinations. Recent examples of vertical integration within the drug supply chain includes, but is not limited to, PBMs or its affiliates: creating rebate aggregators, expanding into manufacturing and distribution of biosimilar drugs, ownership of provider groups, etc.

11:00am -11:50am: Breakout Session 7

- **Property & Casualty Track: The Future of U.S. Pet Insurance: Lessons from Global Leaders Amid Inflation, Consolidation, & Consumer Protection**
 - Speakers: Brian Cassidy, Trupanion; MJ Hewitt, Trupanion; Mike McKenney, Pennsylvania Dept. of Insurance
 - Description: Understanding how these relationships play out will help regulators - and the entities they regulate - effectively interact with insurers, including during examinations.
- **Life & Annuity Track: Annuity Best Interest Part 2**
 - Speaker: Matt Gendron, Rhode Island Dept. of Insurance, and Laura Van Buren, Wisconsin Dept of Insurance
 - Description: TBD
- **Health Track: The UM Playbook - Your Winning Strategy**
 - Speakers: Cyndi Fitzgerald, Examination Resources; Ryan Sellers, Examination Resources; Denzel Moscovia, Examination Resources
 - Description: Join us as we dive into the Utilization Management Playbook and explore the key areas examiners focus on during UM reviews. We'll walk through how UM works and highlight the areas examiners focus on most during reviews See you there!
- **Market Regulation Track: Combating Agent & Digital Fraud**
 - Speakers: Juan A. Rodriguez, Virginia Dept. of Insurance; Cara St. Martin, Ladder
 - Description: Discussion of different types of agent fraud and the approach taken by Department Investigators when conducting investigations. What are the fraudster up to and what can regulators do to stop attacks at the door?
- **PBM Track: Forging Influence: PSAOs in the Modern Drug Supply Chain**
 - Speakers: Matthew Sankey, The INS Companies; Marcus Wilson, The INS Companies
 - Description: Misunderstood role in the prescription drug marketplace. This session examines how PSAOs operate, their relationships with independent pharmacies and PBMs, and their impact on reimbursement, network participation, and compliance. Attendees will gain practical insight into PSAO structures, market influence, and regulatory considerations relevant to market conduct examinations.

12:00pm - 12:50pm: Lunch (Awards)

1:00pm - 1:50pm: Keynote #3: Improving Market Regulation

- Description: Hear an expert panel of company representatives share practical, regulator-focused suggestions for improving market conduct regulation and strengthening outcomes for consumers and the marketplace.

2:00pm - 3:50pm: Hands-On Workshop: TeamMate+ (Pre-Registration Required)

- Speaker: James Portuguese, NAIC

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

- **Property & Casualty Track: Built on Steel: The Regulatory Foundations & Evolution of Insurance Rating**
 - Speakers: Katherine Girard, Examination Resources; Paul Towsen, Pennsylvania Dept. of Insurance
 - Description: A regulator-focused discussion on the evolution of insurance rating from early manual methods to today's data-driven approach. We will explore how information submitted by companies can be used by regulators to support accurate manual rating, outline the practical steps regulators take when manually rating, and examine challenges and best practices.

- **Life & Annuity Track: Direct to Consumer Insurance**

- Speakers: Cara St. Martin, Ladder; Jessica Luff, Delaware Dept. of Insurance
- Description: Direct to Consumer Insurance: Square peg round hole. Learn about the regulatory requirements and expectation these companies must meet, and also what does Direct to Consumer really mean.

- **Health Track: MHPAEA Exam Hot Topics & Best Practices**

- Speakers: Holly Blanchard and Pieter Williams, RIA; Crystal Phelps, Arkansas Dept. of Insurance
- Description: This session will explore current topics which are the focus of state regulators relating to insurer compliance with Mental Health Parity and Addiction Equity Act (MHPEAE) requirements, including a discussion of current federal regulations. Presenters will also share best practice tips for insurers and regulators in managing MHPAEA market conduct exams.

- **Market Regulation Track: Identifying and Creating Efficiencies When Conducting Joint Market Regulation and Financial Examinations: Forging the Future: Inspiring, Innovating, and Improving Market Regulation**

- Speakers: Rick Nelson, Noble Consulting; Richard Foster, The INS Companies
- Description: Coordination and sharing of information when conducting joint market conduct and financial exams to reduce exam time and maximize efficiencies. Discussion around completeness testing, sampling, governance review, and other areas.

- **PBM Track: Understanding PBM Drug Pricing and Pharmacy Reimbursement**

- Speakers: Sean Connolly, RIS Delaware; Brian Tinsley, Regulatory Insurance Services
- Description: This presentation will cover how different PBM pricing and reimbursement methodologies work, the impacts on pharmacies, and considerations for inclusion in examinations. Examples of these methodologies will include Cost+ versus traditional models, Integrated Discount Programs versus Cash Discount Cards, Spread Pricing, Brand Versus Generic Designations, and Effective Rate Contracts.

2:50pm: QR Code Scan in Session Rooms

3:00pm - 3:50pm: Breakout Session 9 (Bonus Sessions)

- **Property & Casualty Track: Workers' Compensation Residual Market: State Mechanisms and the 2026 Outlook**

- Speakers: Marisue Newman, Guard Insurance Co.; Brian Mourer, NCCI; Kerry Ann Lowe, PCRB/DCRB
- Description: A panel discussion examining the current state of the workers' compensation residual market and the mechanisms states use to manage assigned risk policies, highlighting trends such as rising uncollectable premiums, varying state-level financial results, slowing declines in premium and market share, and increased volatility driven by concentrated hazard groups, along with key insights shaping priorities for 2026 and beyond.

- **Health Track: Tempered by Price: Prescription Discount Cards in the Modern Marketplace**

- Speakers: Matthew Sankey, The INS Companies; Marcus Wilson, The INS Companies
- Description: Prescription discount cards and health plan-integrated discount programs are increasingly used by consumers seeking affordability, yet their structure and oversight vary widely. This session will focus on these programs operate, how they are used by PBMs, pharmacies, and health plans, and where regulatory blind spots may exist.

4:00pm - 4:50pm: Keynote #4 Chief Examiners and Senior Regulators' Panel:

- Description: Close out the conference with a candid, forward-looking discussion featuring Chief Examiners and senior regulatory leaders. This panel will synthesize key themes from across the program and translate them into practical, actionable takeaways for today's regulatory environment.

5:00pm - 5:30pm: IRES Board of Directors Meeting (Invite Only)

5:30pm - 6:00pm: IRES Executive Committee Meeting (Invite Only)