



Feb. 26-28, 2019
Embassy Suites
Sacramento, CA

EVENT PROGRAM

C.A.D.P.
california association of dental plans

February 26, 2019

Welcome to the 2019 CADP Annual Conference + Hill Day. We are pleased you have joined us in Sacramento for this important professional development, networking, and advocacy opportunity.

It's an exciting time for CADP as the California business climate presents unique challenges for dental benefit companies. Our organization remains responsive, motivated and adaptable as we confront these challenges. CADP continues to bring together knowledgeable, and inspired leaders to share insights on ways to advance your business and ensure our Association remains on the cutting edge.

This year's Annual Conference + Hill Day features a robust agenda, including:

- Volunteer meetings Feb. 26
- Hill Day training and capitol visits Feb. 27
- Educational sessions Feb. 28

There will also be opportunities to connect with colleagues at receptions. See the schedule for more details.

We encourage you to take advantage of all these opportunities. Thank you for attending the CADP Annual Conference + Hill Day.

Sincerely,



A handwritten signature in black ink that reads "Josh Nace".

Josh Nace
Dental Health Services



A handwritten signature in black ink that reads "Timothy L. Brown".

Timothy L. Brown
Executive Director
CADP

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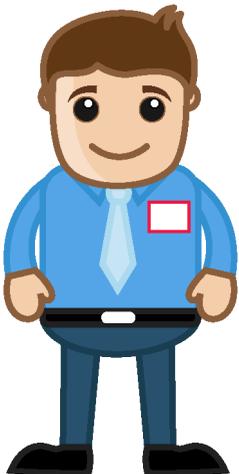
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education



DON'T FORGET YOUR NAME BADGE!

Name badges **must be** worn to be admitted into all sessions.



SCHEDULE

TUESDAY, FEB. 26

TIME	EVENT // LOCATION	
1:00p	6:30p	Registration // RCB Foyer
1:00p	2:30p	Quality Management Committee (QMC) meeting // RCB
2:45p	3:45p	Legislative & Regulatory Committee (LRC) meeting // RCB
4:00p	5:00p	CADP Business Meeting - plan members only // RCB
5:30p	7:30p	Opening Night Reception // Atrium
7:30p		Dinner on your own

WEDNESDAY, FEB. 27

7:00a	12:30p	Registration // RCB Foyer
7:30a	8:00a	Breakfast* // Hotel Lobby
8:00a	8:15a	Conference Welcome // RCB
8:15a	9:00a	Legislative Update // RCB
9:00a	9:15a	Break // RCB Foyer
9:15a	10:15a	Dr. Richard Pan // RCB
10:15a	10:30a	Break // RCB Foyer
10:30a	11:45a	Hill Visit Training and Role Play for Lobbying Meetings // RCB
11:45a	12:45p	Lunch // Steamboat
1:00p		Transportation to the Capitol provided by CADP
1:30p	5:00p	Hill Visits – shuttle runs every hour to Embassy Suites
5:30p	7:00p	Reception at Mayahuel
		<i>Transportation provided by CADP</i>

RCB = River City Ballroom

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THURSDAY, FEB. 28

TIME	EVENT // LOCATION
7:30a	8:45a Breakfast* // Hotel Lobby
8:00a	5:00p Registration // RCB Foyer
8:30a	8:45a Welcome // RCB
8:45a	9:45a Opening General Session - Laughter Becomes You // RCB Tim Gard CSP, CPAE
9:45a	10:00a Break // RCB Foyer
10:00a	11:00a Federal and State Policy 2019 Outlook // RCB Eme Augustini, NADP Crystal McElroy, Metlife Richard Jones, Guardian
11:00a	12:00p Single Payer vs. Multi Payer // RCB Stephanie Berry, AHIP
12:00p	1:15p Lunch // Steamboat
1:15p	2:15p Regulatory Update // RCB Mary Watanabe, DMHC Bruce Hinze, California Department of Insurance
2:15p	2:30p Break // RCB Foyer
2:30p	3:30p Update on the Statewide Symphony Provider Directory // RCB Rajan Shah, Gaine Healthcare Rachel Liu, IHA
3:45p	4:45p CDA & CADP - An Ongoing Collaboration // RCB Ann Milar, CDA Timothy L. Brown, CADP
5:00 PM	Dinner on your own

**Full cooked-to-order hot breakfast served for hotel guests only in the lobby.
Tickets for breakfast are provided by the hotel at check in.*



Guest Speaker
Wednesday Feb. 27
9:15a - 10:15a

Dr. Richard Pan, Senate District 6

Location: River City Ballroom



Dr. Richard Pan is a pediatrician, former University of California, Davis educator, and State Senator proudly representing Sacramento, West Sacramento, Elk Grove and unincorporated areas of Sacramento County.

Dr. Pan chairs the Senate Committee on Health, the Budget and Fiscal Review Subcommittee on Health and Human Services and the Committee on Public Employment and Retirement.

He also chairs the Senate Select Committees on Children with Special Needs, Asian Pacific Islander Affairs and the 2020 United States Census. He serves on the Senate Committees on Agriculture; Business, Professions and Economic Development; and Education.

First elected to the State Assembly in 2010, Dr. Pan strives to keep our communities safe and healthy. When local governments planned to close fire stations during the recession, Dr. Pan authored legislation to bring over \$100 million in federal funds for fire departments including \$6 million for the Sacramento region. He partnered with law enforcement and local businesses to establish a statewide database to catch thieves attempting to sell stolen property to pawnshops, and he authored legislation to allow campus police to use body cameras.

TIME magazine called Dr. Pan a “hero” when he authored landmark legislation to abolish non-medical exemptions to legally required vaccines for school students, thereby restoring community immunity from preventable contagions. Dr. Pan also authored one of the most expansive state laws regulating health plans eliminating denials for pre-existing conditions and prohibited discrimination by health status and medical history. He demands transparency and accountability in state health programs; holding hearings on reducing fraud, investigating poor access to dental care, and ensuring children with cancer and other serious conditions have access to pediatric specialty care. Dr. Pan provided leadership in enrolling families for health coverage, resulting in halving the number of uninsured in California, and he sponsored numerous health fairs providing resources including free glasses, dental screenings, and vaccines.

HILL DAY

Hill Visit Training

Wednesday, Feb. 27

10:30a – 11:45a

Do's & Don'ts + Role Play for Lobby Meetings

Location: River City Ballroom

Join Matt Back of Matt Back Government Relations and Kristy Wiese of Capitol Advocacy as they prepare you for face-to-face meetings with your elected officials and their staff members. From role playing to issue briefs, they will offer proven tools, tips and techniques to assist you in successfully representing your company and the dental benefits industry. Whether you're a first time-advocate or seasoned professional, you'll leave prepared for meetings on the Hill.



Matt Back is the president of Matt Back Government Relations, a full service lobbying firm based in Sacramento. With 20 years of experience in California politics, he has represented a broad range of interests including leaders in the biotech, medical device, financial services, and clean tech industries, as well as the State's leading private postsecondary education association. He also worked 10 years in the State Capitol.



Kristy Wiese is a Capitol Advocacy team member who has represented both public and private interests before the Legislature for more than 16 years. Since 2004, she has lobbied extensively on issues relating to health care, occupational licensing, and tax policy and telecommunications. Kristy served in the administration of Governor Gray Davis as the deputy director for Legislative and Regulatory Review at the Department of Consumer Affairs (DCA).

QA Consultant Course

May 13 - 14, 2019

@ LAX MARRIOTT

To register, please visit cadp.org



OPENING GENERAL SESSION

Thursday, Feb. 28

8:45a - 9:45a

EDUCATION

Laughter Becomes You

Location: River City Ballroom



Tim Gard CSP, CPAE is a motivational speaker who inspires positive and lasting change with the use of humor as a skill at both work and home. Individuals, groups and organizations of all kinds around the globe have learned through laughing for more than 20 years with Tim Gard.

Tim encourages and inspires audience participants to take the serious things seriously, while taking themselves lightly and therefore gaining the critical skill of approaching challenges with a “can do” and cooperative attitude. When this ability is developed within an individual, that individual can then support teammates and co-worker to efficiently problem solve, work together and stay on track because “negativity” is suddenly a non-option.

An internationally recognized authority in stress reduction and conflict resolution, Tim Gard provides groundbreaking programs that help people see the world through their “comic vision.” Through his presentations, Tim is able to increase morale, productivity, and engagement by decreasing apathy and stress in the workplace. How? Through humor.

Tim's work in human services and fraud investigation led to his extensive study of human behavior. Recognized as a pioneer in humor-based training, Tim has developed techniques that effectively diffuse and even avoid stressful encounters that can occur every day.

He's previously worked in the federal government, as a fraud investigator in city and state governments, and in the sales industry—to name a few. He's also a U.S. Navy veteran. When it comes to small businesses, Tim has been walking his talk as a business owner since 1997. This diverse work history makes it possible for Tim to connect with audience members from all walks of life in his likeable, down-to-earth way. The author or co-author of *Just Plane Funny*, *My Policy Manual*, *Motivational Leaders*, and *Humor Me*, Tim humorously delivers messages as universal as his audiences are diverse.

During the past two decades, Tim has traveled over two million miles and presented at more than two thousand events worldwide. His clients have included both public and private sector organizations such as government groups, professional associations, and corporations of kind. He's been a featured speaker at the prestigious Million Dollar Round Table. From Bangkok to Boston, from Singapore to Sioux City, and Texas to Tasmania, Tim has delivered thousands of unique experiences for an impressive list of public and private sector clients.

Download the handouts at:

CADP.ORG/19ACHD



Thursday, Feb. 28

10:00a - 11:00a

Federal and State Policy 2019 Outlook

Location: River City Ballroom

What national issues and state policy trends are on the horizon for the dental benefits industry? And what do they mean for California plans? On February 28, hear from a panel as they highlight key public policy trends and discussions impacting dental benefit plans. Topics will range from dental network leasing, Government-funded federal and state health programs, reinsurance assessments and taxes, privacy and cybersecurity, and consumer-driven healthcare initiatives.



Eme Augustini is the director of government relations for the National Association of Dental Plans. Eme oversees all federal and state legislative and regulatory affairs for NADP. Prior to joining the NADP Government Relations team in September 2012, Eme worked with a national trade association managing regulatory compliance and grassroots advocacy programs. She earned her bachelor's in political science and philosophy from Texas A&M University.



Richard Jones is a member of the Government Affairs team at The Guardian Life Insurance Company of America. As Vice President for State Affairs, he leads the company's legislative and regulatory agenda in several strategically important states, primarily in the country's western region. Richard's prior public affairs experience includes leading a payments industry coalition whose advocacy efforts led to implementation of the Bankruptcy Abuse Prevention and Consumer Protection Act. In an earlier role, he directed public affairs efforts on behalf of the private mortgage insurance industry to support passage of affordable housing legislation. Richard also has spent more than a decade working in public relations and corporate communications. In addition to positions with several global public relations consultancies, he managed CEO and Executive Communications at Mastercard, and

EDUCATION

led the corporate communications functions at Guardian, GE Corporate Financial Services and the Americas region of GE Money. Richard is a board member of the Association of California Life and Health Insurance Companies and serves on the Board of Trustees for Wooster School, a Connecticut independent school. He chairs the National Association of Dental Plans' Government Relations Workgroup and co-chairs the California Association of Dental Plans' Legislative and Regulatory Committee. He is also on the CADP Board of Directors. Richard is an alumnus of the Partnership for New York City's David Rockefeller Fellows program, a civic leadership initiative. He holds a Master's degree in journalism and a Bachelor's degree in communications, both from Ohio University.



Crystal McElroy is the assistant vice president over dental and vision product compliance and regulatory at Metropolitan Life Insurance Company in Irvine, CA. She oversees all compliance and regulatory issues as it relates to MetLife's PPO and DHMO Dental and Vision business and oversees MetLife's Health Care Reform/ Exchange operations. Crystal recently served as the vice-chair for the NADP Exchange Policy Workgroup, and is the chair of the CADP Legislative and Regulatory Committee. Prior to joining MetLife in October 2013, she served as a senior attorney with the California Department of Managed Health Care in the Office of Plan Licensing for seven years. She was responsible for reviewing dental plan and health plan licensing documents as it relates to plan benefits, disclosure documents, networks, and mergers and acquisitions. Crystal graduated from the University of California, Los Angeles, with a major in Biochemistry and a minor in Political Science in 2003, and obtained her Juris Doctor from the University of the Pacific, McGeorge School of Law in 2006.

Download the handouts at:
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EDUCATION

GENERAL SESSION

Thursday, Feb. 28

11:00a – 12:00p

Single Payer vs. Multi Payer

Location: River City Ballroom

Governor Gavin Newsom and many state and federal candidates for office ran on extending access to health care to all Californians. What does that practically mean given the current climate, and what challenges does this pose for the existing health care system? This session will explore the various proposals being floated in the state legislature.



Stephanie Berry is a regional director for State Affairs at America's Health Insurance Plans (AHIP), the national association whose members provide coverage for health care and related services.

Stephanie has more than 12 years of health policy and advocacy experience. At AHIP, Stephanie advocates on AHIP's priority legislation and regulations for seven Western states: Arizona, California, Hawaii, Nevada, Oregon, Utah, and Washington.

Prior to joining AHIP, Stephanie was the Senior Legislative and Regulatory Analyst at Delta Dental of California and affiliates for more than six years, where she monitored and advocated on legislative and regulatory activities in 17 states plus the District of Columbia. Other health policy roles include serving as Assistant Director of Federal Affairs for the Capital Primary Care Association and as the health policy coordinator for Congresswoman Doris Matsui.

Stephanie holds a Bachelor's Degree in History from the University of California, Berkeley and a Master's Degree in Government from California State University, Sacramento.

GENERAL SESSION

Thursday, Feb. 28

1:15p - 2:15p

Regulation Round-Up

Location: River City Ballroom

Be in the know when it comes to latest in state regulations affecting the dental benefits industry with an Annual Conference + Hill Day presentation from two key state officials. From provider directory regulations to proposed dental loss ratios and everything in between, the latest state regulations are sure to have a significant impact on dental benefits plans. Hear from Bruce Hinze of California Department of Insurance and Mary Watanabe of the Department of Managed Health Care about the most recent developments concerning relevant regulations for the dental benefits industry.



Bruce Hinze is the senior health policy attorney for the California Department of Insurance. His 30-year career as an attorney includes service at the Department of Insurance, Commission on Judicial Performance, and Department of Corporations/Department of Managed Health Care, as well as private practice specializing in the defense of medical malpractice litigation. He obtained his law degree from the University of San Francisco, and bachelor's degrees from the University of California, San Francisco (nursing) and University of California, Berkeley (botany).



Mary Watanabe is the deputy director of Health Policy and Stakeholder Relations at the Department of Managed Health Care (DMHC), where she is responsible for fostering proactive and effective relations between the DMHC and its stakeholders, while serving as primary advisor to the director on critical issues and providing strategic planning and policy direction on emerging issues and industry trends. Prior to her appointment Watanabe served as Deputy Director for the Sales Division at Covered California, where she oversaw the implementation of the Navigator Grant Program, the Outreach and Education Grant Program and the engagement of community partners to educate consumers and small business owners about the health care options available through Covered California.



GENERAL SESSION

Thursday, Feb. 28

2:30p - 3:30p

EDUCATION

Update on the Statewide Symphony Provider Directory

Location: River City Ballroom

Previously known as the Provider Directory Utility (PDU), the Symphony Provider Directory is California's centralized platform for provider data. Join this session to learn how Symphony streamlines the way plans and providers exchange and reconcile provider information in compliance with state and federal regulatory requirements.

The Integrated Healthcare Association (IHA) will share an update on the statewide roll-out of the Symphony Provider Directory, including insights from its 2018 Soft Launch, and discuss how dental plans can help with the initiative ahead of enrollment for 2020.



Rachel Liu is the senior marketing manager at the Integrated Healthcare Association (IHA). Rachel Liu manages IHA's marketing, communications and outreach efforts for the Symphony Provider Directory, previously known as the statewide Provider Directory Utility (PDU) initiative. The goal of the Symphony Provider Directory is to enable provider organizations, health plans, and other industry stakeholders in California to simplify the way they share and validate provider information.



Rajan Shah currently serves as the vice president of business development at Gain Health. His primary focus is centered around healthcare organizations, both payer and provider alike, looking to expand upon master data principles and healthcare interoperability. In the past, Mr. Shah has served as an Information Technology Director over clinical applications and innovation within a payer/provider delivery system focusing on electronic medical record solutions as well as health information exchanges.

GENERAL SESSION

Thursday, Feb. 28

3:45p - 4:45p

CDA & CADP - An Ongoing Collaboration

Location: River City Ballroom

This program will highlight the CDA member dentists' priorities related to dental benefit plans and discuss the opportunities for CDA and CADP to collaborate and ensure improved value and transparency for California consumers. Highlights include:

- I. CDA's mission and our members
- II. Member services we offer
- III. Advocacy
 - a. AB 1962 – Dental Medical Loss Ratio
 - b. SB 1008 – The Dental Plan Transparency Act
- IV. 2019 legislative priorities
 - a. Network leasing
- V. Dental benefit plan data collection project
- VI. CDA/CADP collaboration history
- VII. Opportunities moving forward



Ann Milar is the Policy Manager for the California Dental Association, the recognized leader for excellence in member services and advocacy promoting oral health and the profession of dentistry. Ms. Milar is responsible for identifying and analyzing emerging dental benefit and other issues for policy development and implementation on behalf of CDA's 27,000 member dentists. She has worked with CDA for 12 years and her health care experience spans over 20 years working with health plans, advocacy organizations and associations.

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