

Track Three: Healthcare Line of Business

1:30 p.m. **Welcome and Opening Remarks**
Trey Jinks, Group Executive, Healthcare, TSYS

1:45 p.m. **Healthcare Strategic Overview – 2016 Plan to Win**
Trey Jinks, Group Executive, Healthcare, TSYS

In this opening session, group executive Trey Jinks will provide insight and perspective on key healthcare marketplace trends and how TSYS is responding. He will highlight the strategic vision of the line of business in terms of client servicing, perfecting the basics, and innovation of new product solutions.

2:15 p.m. **Debunking 5 Common Myths of Wellness Programs**
Steven Nyce, Director, Research and Innovation Center, Willis Towers Watson

Over the last decade, wellness programs have seen a meteoric rise, leading to many changes in the workplace. While underlying trends remain strong, the emergence of new technologies and years of experience with these programs are leading many employers to rethink their wellness strategy going forward. Steve Nyce from Willis Towers Watson will examine recent trends in wellness programs by looking at both employer actions and the perspectives of their employees and discuss the impact they are likely to have on the future of workplace wellness.

3:00 p.m. **Networking Break**

3:20 p.m. **Driving Program Success – Building a Sound Engagement Model and why it Matters**
Moderator: Greg Boulton, Director of Account Management and Administration, Healthcare, TSYS

*Panelists: LouAnn Anstis, Director of Program Support Services, Healthcare, TSYS
Ruben Flores, Director of Business Development, Healthcare, TSYS
Allison Weldon, Director of Implementation Services, Healthcare, TSYS*

Whether the client's goal is to reduce expensive manual processes or to improve the quality and frequency of touch-points with their members, TSYS' goal is to help our clients operate their programs more efficiently and effectively. Achieving this becomes difficult given industry regulations, pressure to control costs, new disruptive technologies and an ever changing member customer base. Based on direct client feedback, we know there is a growing need for TSYS to deliver solutions to better help our clients reap the greatest reward from their portfolios.

In this session, Greg Boulton will lead a panel discussing how TSYS Healthcare has structured a client engagement model designed to have a positive and measurable impact to your organization. The panelists will provide insights on:

- Success Criteria: Identifying and measuring what matters most
- Compliance is not a four letter word
- Enhancing our operations and our technology
- Improving member engagement and program performance

5:00 p.m. **Adjourn**