



2023 Signify Symposium

San Antonio, Texas

TUESDAY, MAY 23

Taco Tuesday: Welcome Reception and Early Registration

5:00 pm - 6:30 pm

WEDNESDAY, MAY 24

Registration and Welcome Breakfast

7:00 am - 8:30 am

GENERAL SESSION

Signify Symposium Kick-off: Transforming Value-based Care

Join Paymon Farazi, Chief Product Officer, and Tim Gronniger, Chief Value-based Solutions Officer, Signify Health, as they open this year's Signify Symposium: Transforming Value-based Care

Paymon Farazi and Tim Gronniger

8:30 am - 8:45 am

Looking Forward: Healthcare 2023 and Beyond

This session will explore health quality measures, equity, and the role of the Centers for Medicare & Medicaid Services (CMS) in promoting equitable healthcare. Through our discussion, and sometimes debate, Tim Gronniger and Dr. Agrawal will discuss how CMS defines, measures, and addresses healthcare quality and equity by identifying potential challenges and opportunities associated with utilizing health quality measures, equity, and CMS to improve the quality of care for all. Finally, we will explore macro trends that have implications for healthcare providers and their strategies to better serve their patients.

Dr. Shantanu Agrawal, Chief Health Officer, Elevance Health; Tim Gronniger, Chief Value-Based Solutions Officer, Signify Health

8:45 am - 9:45 am

Pioneer Population Health Awards

Join us as we recognize the winners of the Pioneer Population Health Award. We will celebrate and acknowledge the outstanding organizations and individuals who have made significant contributions in advancing population health in 2023.

Presented by Greg Paris and Nicole Banister

9:45 am - 10:00 am

15 Minute Break | 10:00 am - 10:15 am

MORNING BREAKOUTS | 10:15 am - 11:45 am

Investing in Health Equity and Clinical Programs: Lessons Learned from Medicare Advantage and Accountable Care

Health Equity Strategies for Plans and Providers

Join our expert panel as they delve into the critical topic of Health Equity Strategies for Plans and Providers. Engage in thought-provoking discussions on identifying disparities, addressing social determinants of health, and implementing innovative solutions to promote equitable access to quality care. Don't miss this opportunity to learn from industry leaders and contribute to building a more inclusive healthcare system.

Panel led by Dr. Marc Rothman, Dr. Tamara Cadet, Dr. Stanley D. Crittenden with Jeff Micklos

10:15 am - 11:00 am

Equity in Action: Considerations for Promoting Health Equity for all Members

Hear from Dr. Tamara Cadet as she provides insights on the importance of health equity in value-based healthcare. This session will discuss the challenges and opportunities of promoting health equity in value-based care and explore strategies that can be implemented to address these challenges. Attendees will learn best practice methodologies for promoting health equity, the roles of data and analytics in identifying and addressing disparities, and how to engage patients and communities in the process.

Dr. Tamara Cadet

11:00 am - 11:45 am

Future of Healthcare: Using Data to Improve Member Care

Learn how to use technology to identify the members who need care, the type of care they need, and which modality of care is better for them as you work to deliver a member-centered holistic approach to care coordination and delivery. We will discuss the benefits of converging risk adjustment and care gaps closure to improve the member experience, drive quality outcomes, and ensure accurate reimbursement.

Aria Sameni and Guest

10:15 am - 11:00 am

Effective Patient Management through Technology

This interactive session will explore the power of technology within the Provider Enablement Platform in revolutionizing patient management and transforming healthcare outcomes. Learn the latest updates and what's to come in the Provider Enablement Platform that is designed to help healthcare providers streamline their operations and deliver better care to patients while also participating in a product feedback session to impact the future of the platform. Through the integration of product feedback into the technology roadmap, Signify Health can ensure that their technology investments align with the needs of their clients, resulting in improved outcomes.

Dr. Ashok Roy and Tom Hawkes

11:00 am - 11:45 am



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Lunch and Learn | 12:00 pm - 1:00 pm

GENERAL SESSION

Leadership in Healthcare Under Uncertainty

Join Vivian Riefberg as she discusses the essential principles and strategies for leading organizations effectively in times of ambiguity and crisis. Learn innovative approaches to decision-making, communication, and collaboration, ensuring quality care and patient safety in the face of uncertainty. Strengthen your leadership skills through intentional management, learn how to overcome known and unknown risks that healthcare leaders face, and strategies for healthcare information security.

Vivian Riefberg

15 Minute Break | 1:30 pm - 1:45 pm

AFTERNOON BREAKOUTS | 1:45 pm - 3:15 pm

Meeting the Challenges of Rural Health and Staffing: Lessons Learned from Value-based Care

Rural Survival Kit

Hear from a panel of rural healthcare experts on strategies and data insights to keeping your healthcare dollars in your community by working with strategic partnerships.

Panel led by Terry Hill, Executive Director, Rural Health Innovations with fellow panelists Brock Slabach, COO National Rural Health Association; Quang Ngo, President TORCH Foundation

1:45 pm - 2:30 pm

Rural Health System Value-based Care Strategies

Hear directly from Signify Health rural-based clients and what they are doing to appropriately staff to maximize return on investment, while prioritizing patient outcomes and satisfaction.

Panel led by Greg Paris with Client Spotlights

2:30 pm - 3:15 pm

Innovative Workforce Models to Align Provider Compensation and Health Plan Incentives with Value-based Care

The session will explore various compensation models that have been successful in promoting better quality care and improving patient outcomes, and discuss strategies for aligning incentives across organizations. Attendees will learn best practices for designing and implementing compensation models that support value-based care, as well as the potential challenges and opportunities in this approach.

Fred Wallisch, Medical Director, ACO Programs; Ashok Roy, Chief Medical Officer VBC; Dr. Mohamed Diab

1:45 pm - 2:30 pm

Empowering the Workforce: The Role of Nurses for Optimal Member Outcomes

Explore the critical role of nurses in value-based care models with Kathleen Bartholomew, RN, MN. This session will feature interactive discussions and case studies that will encourage attendees to consider and debate various scenarios and determine the optimal roles of nurses in each situation. Attendees will gain insights on the unique skills and contributions of nurses in value-based care, and learn about strategies for optimizing their role in improving patient outcomes and reducing costs.

Kathleen Bartholomew, RN, MN

2:30 pm - 3:15 pm

Building Relationships and Influencing Behaviors by Delivering a Best-in-Class Member Experience

In this session, you will gain valuable insights and practical tips on how to enhance your organization's member experience. Our panel of experts will share their insights and strategies for creating memorable experiences that foster loyalty and drive positive behavioral changes. Review the strategy and roadmap for member experience, including Member Self Scheduling, End-to-End member communications (email/sms/direct mail/automated calling), experience management, and share insights from the national member survey.

Marcus Lanznar and Ankit Bhardwaj

1:45 pm - 2:30 pm

Improving Outcomes in the Visit and Beyond

Learn how Signify Health will ensure clients and members will continue to deliver value from in-home visits through a focus on member satisfaction, comprehensive evaluations and care coordination. We will review and discuss the short and long-term roadmap for the clinical workflow, provider clinical application, diagnostics, case management referrals and care coordination. Understand the new innovations being investigated and how it can drive value for your business.

Denise Graeber

2:30 pm - 3:15 pm

15 Minute Break | 3:15 pm - 3:30 pm

GENERAL SESSION

Crossing the Generational Divide in Healthcare

In this entertaining, inspiring presentation, acclaimed speaker Jason Dorsey separates myth from truth about each generation. You'll learn the unexpected impact of hidden trends, a new way to think about technology, and specific actions to transform the generational divide into a breakthrough opportunity for growth.

Jason Dorsey, Generations and Behavioral Researcher

3:30 pm - 5:00 pm

Taste of Texas | 5:00 pm - 7:30 pm

Join us on the Plaza San Saba to network with Symposium attendees that offers healthcare professionals and industry leaders a chance to connect, collaborate and share their expertise over the best of Texas' local foods and drinks. The local foods and drinks highlight the Texas culture, while live music performances provide a fun and lively backdrop to connect with like-minded individuals while savoring delicious Texas-style BBQ, Tex-Mex specialties, and other regional dishes.



2023 Signify Symposium

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THURSDAY, MAY 25

Closing Breakfast

7:00 am - 8:30 am

GENERAL SESSION

Future of Healthcare: Collaborative Innovations from CVS and Signify Health

This session will showcase the innovative collaborations between CVS and Signify Health, two industry leaders working together to transform the future of healthcare. Through a combination of technology, data analytics, and community-based resources, these companies are creating new care models that improve patient outcomes, enhance access to care, and reduce costs by exploring the role of data in driving healthcare innovation and how collaboration across the healthcare ecosystem can lead to better health outcomes. Join us for an engaging discussion on the future of healthcare and the transformative innovations being developed by CVS Health and Signify Health.

Kyle Armbruster, Chief Executive Officer, Signify Health

8:30 am - 9:00 am

The Future of CVS Pharmacy

Prem Shah, EVP and Chief Pharmacy Officer, CVS Health and Co-President, CVS Pharmacy

9:00 am - 9:30 am

Looking to the Horizon: The Latest from Capitol Hill

Get the inside track on healthcare policy priorities that stand to impact how healthcare is paid for and delivered. Experts will provide views from inside the beltway on the issues that will likely shape our industry including the latest on CMS's strategies to enhance value for beneficiaries in Medicare, Medicaid, and marketplaces and how healthcare politics will or will not affect change. You will walk away from this briefing with fresh insights that will inform risk adjustment, population health, and cost-management strategies.

Panel led by Jade Jagers with Mara McDermott, Aisha Pittman, and Brock Slabach

9:30 am - 10:30 am

15 Minute Break | 10:30 am - 10:45 am

GENERAL SESSION

Unlocking the Power of Social Determinants of Health for Better Health Equity with AI

How are you planning to incorporate social determinants of health (SDOH) data into your organization's population health strategy? In this session, Carol McCall, Chief Health Analytics Officer at ClosedLoop, will discuss the state of SDOH data and share specific examples of how you can leverage it to improve health outcomes, reduce costs, and advance health equity. Learn why harnessing SDOH data is key to success in value-based care, how you can create structured SDoH data for use in AI/ML and predictive analytics, and how you can proactively address algorithmic bias to avoid inadvertently exacerbating health disparities.

Carol McCall with Closedloop.ai

10:45 am - 11:30 am

The Calling: Why Is Healthcare So Special

In this thought-provoking session, healthcare industry veteran, Quint Studer, will discuss why healthcare is a unique industry that requires a special calling to succeed. Studer will draw on his extensive experience working in healthcare and share his insights on the unique challenges that providers face in delivering high-quality care. Attendees will gain a better understanding of the importance of having a strong sense of purpose in healthcare and how it can positively impact patient outcomes, employee engagement, and financial performance. The session will also explore the role of leadership in creating a culture of excellence and the importance of creating a patient-centric healthcare delivery model. Join us for an inspiring discussion on the importance of the healthcare industry and the critical role that providers play in our society.

Quint Studer

11:30 am - 12:15 pm

Signify Health Brunch | 12:15 pm - 1:00 pm

As our conference comes to a close, we invite you to join us for the Signify Health Brunch, a final networking session dedicated to fostering connections among healthcare professionals and industry leaders. This event provides the perfect opportunity to reflect on the conference's highlights, exchange insights, and explore potential collaborations in a relaxed and informal atmosphere.