



**THiA**  
**W E L C O M E S**

YOU TO *Fabulous*  
**LAS VEGAS**  
NEVADA

**THiA**

Annual Conference  
April 4th - 7th, 2011  
In Las Vegas

Travel Health Insurance Association of Canada



Travel Health Insurance Association of Canada



Having been involved in a number of lines of business over my career has given me the opportunity to attend many conferences in various industries. Unequivocally, I can say that the Annual Travel Health Insurance Association of Canada Conference is by far the best industry conference I have attended. The balance between first rate educational sessions, invaluable networking time and outstanding social events makes our conferences second to none.

This year's conference is again shaping up to be a success on all fronts, including a line-up of excellent speakers. These speakers will discuss such topics as Obamacare, US Hospital Billing, Medical Imaging Services just to name a few, and of course we will be treated to our esteemed legal panel that will debate actual travel insurance cases.

The choice of the Four Seasons Hotel in Las Vegas will provide us with "Serenity on the Strip", while having access to the best entertainment in the world. Also, based on the overwhelming response we received to our survey, we are pleased to announce that the Travel Health Insurance Association of Canada has chosen to "experience" Celine Dion at the Colosseum at Caesars Palace on Wednesday April 6th. So do not delay and take advantage of the early bird rate special to ensure you get your ticket to this fabulous evening.

I look forward to seeing you at our conference Monday April 4th - Thursday April 7th, 2010.  
**(Remember, we commence on a Monday and not on a Tuesday as in previous years)**

Register early, we are expecting a sell-out this year.

David Hartman  
President, Travel Health Insurance Association of Canada

### THIA BOARD OF DIRECTORS

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David Hartman

VICE-PRESIDENT  
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Lambert Boenders

PAST PRESIDENT  
Martha Turnbull

# CONFERENCE SCHEDULE

## Registration:

Monday April 4, 2011 4:00 pm – 6:00 pm  
Tuesday April 5, 2011 8:00 am – 8:30 am

## Sessions: (Includes refreshment breaks)

Tuesday April 5, 2011 8:30 am – 12:30 pm  
Wednesday April 6, 2011 8:30 am – 12:30 pm  
Thursday April 7, 2011 8:30 am – 12:30 pm

**Networking Breakfasts:** 8:00 am – 8:30 am

## Special Events:

Kick-Off Cocktails April 4, 2011 6:00 pm – 8:00 pm  
Night in Vegas April 6, 2011 TBA

## Optional Events:

Golf Tournament April 5, 2011 1:00 pm – 6:00 pm  
Hoover Dam Tour April 5, 2011 1:00 pm – 5:00 pm  
Networking April 6, 2011 1:00 pm – 4:00 pm

## ENJOY THE ADVANTAGES OF SPONSORSHIP

Show bag and Event Sponsorship

Participation in the THiA Annual Conference speaks to your commitment to the travel health insurance sector. This Conference will be your opportunity to connect with leaders and decision makers from across Canada. Your company must be part of this important event. Hurry, as sponsorship opportunities are limited!

There are two ways to sponsor this conference:

- Become an Event Sponsor, or
- Be a Show bag Sponsor

For more information see our website at [ThiaOnline.com](http://ThiaOnline.com) and follow the links to THIA

Conference 2010 Show bag, or contact:

Ryan Lee  
[rlee@omhc.com](mailto:rlee@omhc.com)  
416.929.2273

or

Nicole Schickler  
[nicole.schickler@mondial-assistance.ca](mailto:nicole.schickler@mondial-assistance.ca)  
1.800.461.1079 ext. 2234



## CONFIRMED SPEAKERS

### Canada's Response to the Haiti Earthquake

- 1) *Sylvie Fafard*, Deputy Director - Outreach and Partnerships, Foreign Affairs and International Trade Canada
- 2) *Lucie Chantal*, Director - Consular Information and Public Outreach Division, Foreign Affairs and International Trade Canada

### PPO's. The Rise and Fall of Preferred Provider Organizations in US Healthcare

*Jason Davis*, Research and Development Specialist,  
Global Excel Management, Inc.

### Medical Imaging Services In The United States: How To Access Care In A Quality-Focused and Cost Effective Manner

*Bob Ziomek*, Principal, Axia Strategies, Inc.

### Nomadz: An Innovation in Corporate Travel Risk Management

*David McLean*, Vice President, Sales and Marketing,  
World Travel Protection Canada Inc.

### The Mystique of US Healthcare Reform for International Patients

*Michael Bertaut*, MBA, PAHM, Senior Healthcare Intelligence Analyst  
Marketing Development Blue Cross Blue Shield of Louisiana

### Managing Assistance Cases for "No Insurance" Clients

- 1) *Graham Williamson*, Chief Executive Officer, LIFESUPPORT Patient Transport &
- 2) *James Doyle*, President Parkview AeroMedical

### Legal Issues Facing the Travel Insurance Industry

- 1) *Jill E. McCutcheon* (Blaney McMurtry LLP),
- 2) *Bob MacMillan, MD* (Medipac International);
- 3) *Gilbert Sharpe* (Fasken, Martineau, DuMoulin)

### Negotiations Skills: How To Become A More Effective Negotiator

*Jill E. McCutcheon*, Partner, Blaney McMurtry, LLP

### Investigating International Travel Insurance Claims

*Phil Peart*, Managing Director - Centricity Consulting & Investigations

### Do No Harm. Hospital Care in Las Vegas

*Marshall Allen*, journalist for the Las Vegas Sun

### Public Relations in the Age of No: The Challenges of Getting Your Message Heard

*Linda Kundell*, Owner, Kundell Communications,  
New York; Editor, Travel P.R. Report



## ACTIVITIES

We are pleased to provide you with your choice of activities for Tuesday and Wednesday afternoon.  
You can sign up for your choice of events with your Conference Registration.

### MONDAY EVENING

**Kick-off Cocktails** (6:00pm-8:00pm)  
At the Four Seasons Las Vegas

### TUESDAY AFTERNOON

**Scramble Golf Tournament** (1:00 pm)  
Our increasingly popular Scramble Golf Tournament is back for the 6th consecutive year. You and a guest are invited to come and experience the Carolina sandhills located at the beautiful Desert Pines Golf Club. Ranked 50th on Golf Digest's Readers Choice Awards for Best Public Golf Course. Time to tee it up in Vegas!

Fee: \$150 CAD per person  
(includes green fees, cart, boxed lunch, gift bag & prizes)

**Hoover Dam Top to Bottom** (1:00pm – 5:00pm)  
Travel in 'luxury style' to the Hoover Dam - while enjoying your lunch accompanied by an experienced guide sharing many points of interest along the way! This tour offers ample time for exploring this National Historic Landmark an engineering wonder of the world, live presentations, a film of the Dam's construction and history and a visit to the observation room in the power plant to view the massive generators. From the Top – you will be treated to the majestic views of both the Colorado River and Lake Mead, the largest man-made body of water in the Western Hemisphere. Then – from the Bottom - a guided Colorado River smooth water float tour which offers up amazing views, few people have ever seen, of the Hoover Dam, Black Canyon and the Hoover Dam Bypass! Absolutely the best photo opportunity of the Hoover Dam and Colorado River!

Fee: \$125 CAD per person  
(includes lunch and transportation)

### WEDNESDAY AFTERNOON

**Networking** (1:00 pm – 4:00 pm)  
Networking Vegas style. The tables & pool are open.

### WEDNESDAY EVENING

**Night in Vegas** ( TBA )  
You are invited to join us for a memorable Night in Vegas in true Vegas style with an opening Cocktail Reception followed by a spectacular Vegas show featuring "Celine Dion". Dion's upcoming Las Vegas residency will feature a full-band orchestra comprising 31 musicians. The concept of the show will be "centered on capturing the romance of classic Hollywood movies and performed with a stunning visual presentation

Tickets will be available to delegates and guests registering for the conference and requesting to participate in this special event (first come basis). We highly recommend you register early, so not to miss this exciting evening!

Fee: Included with registration  
(Tickets are subject to availability on a first come first basis)



## FOUR SEASONS LAS VEGAS

With 424 guest rooms, including 86 suites, Four Seasons is a small, intimate hotel by Las Vegas standards. Accommodations are high above the crowds – set on the 35th to 39th floors of the Mandalay Bay tower and accessed exclusively by Four Seasons express elevators. The high position and floor-to-ceiling windows ensure unsurpassed vistas of the scenic mountains and desert, the pool and gardens, and the glittering Las Vegas Strip.

The Spa at Four Seasons Hotel Las Vegas is a sanctuary of elegantly appointed treatment rooms and results-oriented treatments that have been uniquely conceived to hydrate your skin, promote anti-ageing and elevate the art of relaxation.

In a city that has earned a reputation for culinary excellence, Four Seasons brings its own superlative standards, offering some of the most sought-after tables in Las Vegas. Two restaurants, in addition to indoor and outdoor lounges, offer an imaginative array of choices to suit every taste and occasion. Four Seasons guests also enjoy signing privileges at Mandalay Bay's 22 restaurants – several of which serve creations by the world's top-rated chefs.

To view the resort, go to:

<http://17418.meet.fourseasons.com/lasvegas/minisite/meetings/>



**FOUR SEASONS**  
*Hotels and Resorts*

# CONFERENCE REGISTRATION AND EVENT FEES

DELEGATE REGISTRATION FEES (PER PERSON) BASED ON CAD\$



Delegate fees include educational sessions, networking breakfasts, refreshment breaks, kick-off cocktail reception, Gala cocktails & entertainment.

**Early Bird Rates for MEMBERS ONLY are available until Friday, January 29th 2011**

	<i>Fees</i>
THiA Early Bird (until January 29, 2011; Members ONLY)	\$750
THiA Members (After January 29, 2011)	\$950
Non-Members	\$1,200

### **Special Events for Guests**

	<i>Fees</i>
Spouse/non-business partner (includes Monday April 4th cocktail reception & the Night in Vegas event on Wednesday April 6th)	\$250

### **Optional Events for Registrants & Guests**

	<i>Fees</i>
Golf	\$150
Hoover Dam Tour	\$125

### **PAYMENTS MUST BE MADE BY CREDIT CARDS ONLY**

(VISA, MASTERCARD or AMEX). CHEQUES ARE NOT ACCEPTED.

Credit Card charges will be based on CAD\$ for US cardholders. The rate of exchange will be determined at the time of processing. Your credit card statement will indicate "THIA".

# REGISTRATION / RESERVATIONS / REFUNDS

## HOTEL RESERVATIONS:

Special Hotel Conference Rates:

Room Rate: US \$170/night plus applicable taxes.  
To ensure availability, please reserve your hotel room early

Book online with THIA's reservation site for the Four Seasons Hotel.  
Simply click on the link below and you will be directed to the Four Seasons Hotel reservation site for THIA.

<http://www.fourseasons.com/lasvegas/minisite/meeting/THIA2011/>

Four Seasons Hotel Las Vegas  
3960 Las Vegas Boulevard South,  
Las Vegas, Nevada, U.S.A. 89119  
Tel. 1 (702) 632-5000 Fax. 1 (702) 632-5195

## CONFERENCE REGISTRATION:

Register on-line at: [ThiaOnline.com](http://ThiaOnline.com) and follow the links to THIA Conference

## REGISTRATION REFUNDS:

(The following cancellation penalties apply)

100% refund until Monday February 28th, 2011  
less \$50 administration fee

50% refund from Tuesday March 1st –  
Friday March 12th, 2011

No refunds available after March 12, 2011

