

**thinc** HEALTHCARE  
**Digital Engagement & Experience Summit**

September 27–28, 2023

The Royal Sonesta Houston Galleria | Houston, TX

*Personalize Member Engagement and Patient Experience with Innovative Digital Health Strategies to Transform Care*

## AGENDA-AT-A-GLANCE

Day One – Wednesday, September 27, 2023	
7:00 AM – 6:45 PM	Registration Open
7:00 AM – 7:55 AM	Morning Coffee
7:55 AM – 8:00 AM	Chairperson Welcome and Opening Remarks
8:00 AM – 8:30 AM	thINC Digital Opening Keynote   More Than Just a Buzz Word: AI's Role in Transforming Healthcare
8:35 AM – 9:20 AM	Fireside Chat: Prioritize Person-Centric Care to Reimagine the Healthcare Experience
9:20 AM – 10:20 AM	Making an Impact: How Digital Transformation Can Advance Health Equity Efforts
10:20 AM – 11:00 AM	Networking Break in the Exhibit Hall
11:00 AM – 11:45 AM	Enhancing Engagement and Experience: Bridging the Communication Gap in Tech-Driven Compassionate Care Delivery and Revolutionize Personalized Healthcare
11:45 AM – 12:00 PM	Reduce Costs, Accelerate Compliance, and Elevate Member Experience with Better Communication
12:00 PM – 12:30 PM	Engagement Success: Unlocking the Power of “I Am Looked After” and “I Am Held Accountable”
12:30 PM – 1:45 PM	Lunch
12:30 PM – 1:45 PM	Founders' Forum Luncheon
1:50 PM – 2:20 PM	Revolutionizing Healthcare: The Digital Renaissance in Innovation and Design Across Behavioral and Mental Health
2:20 PM – 3:20 PM	Leverage Generative AI, Data, and Digital Technology for Cross-Continuum Payer-Provider Partnership Optimization
3:20 PM – 3:50 PM	Networking Break in the Exhibit Hall
3:50PM – 4:40 PM	Center for Medicare and Medicaid Innovation (CMMI) Program Updates (Virtual Presentation)
4:40 PM – 5:30 PM	<b>Less Talk More Action: Employer's Role in Accelerating Health Equity</b> <i>*(Shared Session with Health Benefits Nation)</i>
5:30 PM – 6:30 PM	A Taste of Houston Networking Reception

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## AGENDA-AT-A-GLANCE

Day Two – Thursday, September 28, 2023	
7:30 AM – 2:00 PM	Registration Open
8:00 AM – 8:40 AM	Morning Coffee
8:40 AM – 8:45 AM	Chairperson Opening Remarks
8:45 AM – 9:15 AM	Unlocking Innovations in Pain Management and Care <i>*(Shared Session with Health Benefits Nation)</i>
9:15 AM – 9:45 AM	Case Study: Driving Innovation, Cost Savings, and Pain Relief with Digital MSK Care <i>*(Shared Session with Health Benefits Nation)</i>
9:50 AM – 10:20 AM	Trauma-Informed Telehealth: Strategies for Effective Virtual Care
10:20 AM – 11:00 AM	Networking Break in the Exhibit Hall
11:00 AM – 12:00 PM	Mayo Clinic Case Study: Advancing Personalized and Efficient Healthcare Delivery
12:00 PM – 1:15 PM	Lunch
12:25 AM – 1:05 PM	Luncheon Deep Dive: Discover the Synergy between Search Engine Optimization (SEO) and Artificial Intelligence (AI) to Amplify Customer Reach and Elevate Google Presence <i>*(Shared Session with Health Benefits Nation)</i>
1:15 PM – 2:00 PM	Investors' Panel: What's on the Horizon for Digital Health? <i>*(Shared Session with Health Benefits Nation)</i>
2:00 PM	Summit Concludes

*\* Please refer to the mobile app for speaker and session updates.*