



HR Outsourcing Forum Spring 2022 Meeting

convene

600 14th St., NW, Washington, DC 20005

convene.com

Monday, May 2, 2022

11:30 a.m. – 12 p.m. Eastern Daylight Time | Arrival and pick up materials
The Gallery

12 – 12:45 p.m. | Luncheon and Welcome
The North Hub (meeting room), The Gallery (food and beverages)

12:45 – 2:45 p.m. | Introductions – Members Only

2:45 – 3 p.m. | Break
The Gallery

3 – 5 p.m. | Market Update
The North Hub

Michael Hager, Principal, Hager Strategic

The Market Update, provided by Mike Hager, addresses the latest news about providers in the HR, Benefits and Payroll outsourcing market. In addition, Mike will highlight latest trends in the HR/Benefits administration market, discuss potential reasons behind these trends, and suggest key areas to continue to watch.

6 – 8:30 p.m. | Cocktail Party Reception-Dinner at [Dauphine's](#)
1100 15th St., NW, Washington, DC 20005 (between L & M)



DAUPHINE'S

Dauphine's is a restaurant inspired by the playful spirit and iconic cuisine of New Orleans. Dauphine's menu pays homage to the diverse cultural influences and rich culinary traditions of New Orleans while utilizing Mid-Atlantic ingredients. Please join us for an evening of networking, fine wines and delicious food.

Tuesday, May 3, 2022

8:30 – 9 a.m. Eastern Daylight Time | Continental Breakfast
The North Hub (meeting room), The Gallery (food and beverages)

9 – 11 a.m. | Vendor Management Roundtable
The North Hub

Panelists

Michael Hager, Principal and Alisa Plazonja, Senior Consultant, Hager Strategic

During this roundtable discussion, HROF panelists will share the tools and approaches they use to maximize the value of their outsourcing partnerships, including monitoring performance and service levels, managing change orders, resolving issues, and motivating providers to step up their game.



11 – 11:15 a.m. | Break

11:15 a.m. – 12:15 p.m. | Health Care Cost Transparency

The North Hub

Bill Kampine, Chief Innovation Officer (and co-founder) of Health Care Bluebook

Bill will provide a refresher on the origins and context for Health Care Cost Transparency, based on his extensive work with the U.S. Senate while price transparency regulations were being drafted. Bill will also update attendees on the status of the implementation and penalties related to Health Care Transparency legislation and discuss how employers are planning to meet the requirements.

12:15 – 1 p.m. | Luncheon

The North Hub (meeting room), The Gallery (food and beverages)

1 – 2 p.m. | Vendor Staffing

The North Hub

Jeanne Bell and Kate Donnelly, Senior Consultants, Hager Strategic

Vendors are divided on their plans to return call center staff to the office, with some planning to maintain work-from-home (WFH) indefinitely and others gradually transitioning their staff back to the workplace. Call center service models have evolved rapidly throughout the COVID period, with some vendors introducing innovative technologies and processes to support WFH.

In this session, Jeanne and Kate will present a summary of vendor responses to a survey about return-to-office plans, including processes vendors have implemented to support WFH challenges including maintaining privacy on calls, reliable internet access, escalation procedures and effectiveness, and ongoing training. Jeanne and Kate will also gather input from HROF attendees on call center staff WFH concerns to present to vendors for consideration and feedback.

2 – 2:45 p.m. | Contract Language for Vendor Accountability

The North Hub

Faisal Saleh, Principal, Hager Strategic

Holding vendors accountable is easier said than done. Faisal will discuss the importance of setting and monitoring accountability standards that are clearly defined, realistic, and measurable.

2:45 – 3 p.m. | Closing Comments and Adjourn

Michael Hager, Principal, Hager Strategic

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