



2026 SUPPLEMENTAL HEALTH, DI AND LTC CONFERENCE

Navigating Change

I Want to Break Free: Rethinking Constraints in the Supplemental Health



LIMRA

Navigate With Confidence

LOMA



**Society of
Actuaries®**



Morgan Blau

Actuary



Sally Sommerville

*Executive Director, Group
Underwriting
Trustmark Benefits*



Steve Wells

*National Sales Executive
Aflac*



Becky Winters, Moderator

*Vice President, Supplemental Health
Products
Prudential*



Navigate With Confidence



**Society of
Actuaries®**

I Want to Break Free

Rethinking Constraints in the Supplemental
Health Insurance Industry

Spreadsheets

The Usual Complaint: They are tedious to complete and static boxes don't accurately represent offerings.

The Real Problem(s): "Plan value" is a wider category than a spreadsheet can capture.

All clients have different reasons for offering supplemental health products and this message is lost in the translation of a static spreadsheet.

External Partners - Pre-sale and Post-sale

The Usual Complaint: Yet, another cook in the kitchen.

The Real Problem(s): Our industry is starting to play telephone when it comes to desires, wants, and needs of the client which leads to loss of time, reputation, and money.

Regulatory

The Usual Complaint: “Well so and so has that” or “You have it in a different state”

The Real Problem(s): Continued regulatory shifts have created a mismatch product offering internally and externally throughout the industry which makes streamlining systems and quoting impossible.

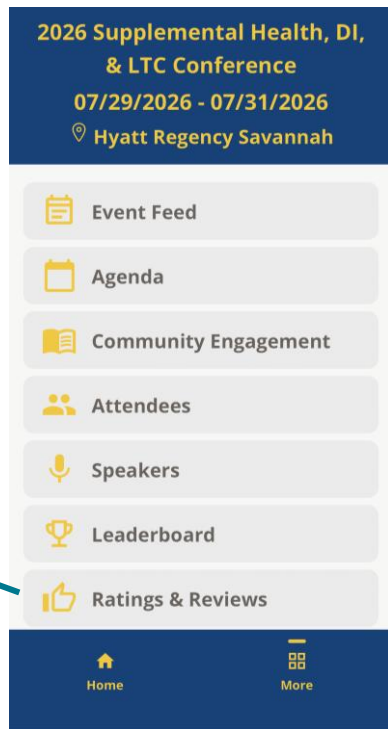
Data Standards

The Usual Complaint: I could get this report from XYZ Carrier.

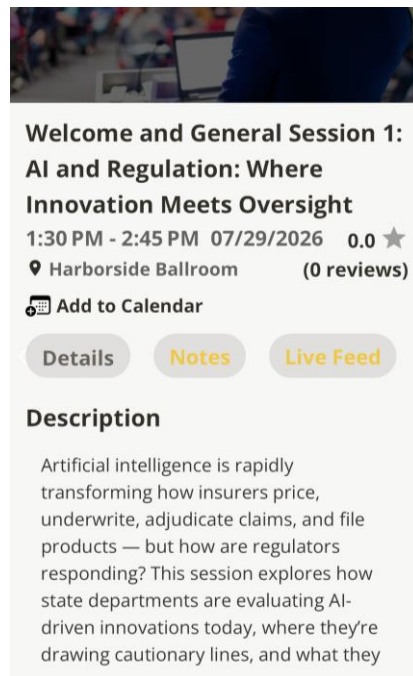
The Real Problem(s): Because each carrier has different data standards internally and there's not an external standard for reporting experience, the nuance of data fields creates excessive friction and distrust.

We Value Your Feedback — Share It in the Conference App

Module Option



Agenda Option



Final Thoughts and Questions

Thank You

