

TUESDAY | SEPTEMBER 15, 2026

EDT	ALL STAGES
11:00 - 11:20	Agentic Transformation is Here: History and Context
11:25 - 11:45	Driving Strategic Business Outcomes through the Agentic Enterprise Framework
11:50 - 12:10	Pillar 1: Strategic Blueprint
12:15 - 12:55	Pillar 2: Enterprise Architecture - Orchestration, Intelligence & Data
1:00 - 1:20	Pillar 3: Continuous Optimization and Value Realization

WEDNESDAY | SEPTEMBER 16, 2026

EDT	GOVERNMENT	INSURANCE	HEALTHCARE
11:00 - 11:20	Industry Trends / Interview: Government	Industry Trends / Interview: Insurance	Industry Trends / Interview: Healthcare
11:25 - 11:45	Government Portal Solution	Agentic AI for Claims	Fax Inbox Management: Intelligent Ingestion, Classification & Extraction of Medical Content
11:50 - 12:10	Transparency on the Map: Connecting Citizens to Land Use Applications and Public Meetings in Sussex County, Delaware	Automated Health Claims & Medical Record Summarization	Medication Reconciliation: AI-Assisted Review, Validation & EMR Update
12:15 - 12:35	AI Redaction Solutions for Public Records Requests	Automated Eligibility and Enrollment	Agentic Revenue Cycle
12:40 - 1:00	WCAG 2.2 and ADA Web Accessibility: What Organizations Need to Know	Automated Underwriting	

ALL STAGES

TUESDAY | SEPTEMBER 15, 2026

11:00 - 11:20 EDT

Agentic Transformation is Here: History and Context

Sean Adee, Naviant
Jake Rouse, Naviant
Mitch Suter, Naviant

Agentic transformation is here, and it's reimagining the way organizations work. This opening session traces the evolution of intelligent automation and AI, introduces the shift toward agentic operating models, and sets the context for Naviant's Agentic Enterprise Framework (AEF). You'll leave with a clearer understanding of what's changed, why it matters now, and what it takes to start leading your organization through it.

11:25 - 11:45 EDT

Driving Strategic Business Outcomes through the Agentic Enterprise Framework

Chris Krause, Naviant
Jake Rouse, Naviant

Reimagining work starts with a framework built for measurable business outcomes. This session unpacks the Agentic Enterprise Framework (AEF) and its Three Pillars, showing how organizations move from strategy to execution and begin realizing lasting business value. Walk away with a clear picture of what it takes to become a truly agentic organization, and a practical framework for aligning priorities, technology, and outcomes.

11:50 - 12:10 EDT

Pillar 1: Strategic Blueprint

Meghan Mehlberg-Fuss, Naviant
Jake Rouse, Naviant

Good agentic programs begin with a plan. This session takes a focused look at pillar one, showing how organizations move from AI ambition to an actionable blueprint for what to build, what to buy, where to start, and how to scale. Real-world examples bring the framework to life, illustrating how leaders can align priorities, assess readiness, identify high-value opportunities, and create a roadmap for measurable transformation. If you are trying to move beyond scattered AI activity and build momentum with confidence, this session will help you chart the right path forward.

12:15 - 12:55 EDT

Pillar 2: Enterprise Architecture - Orchestration, Intelligence & Data

Cameron Collins, Naviant
Chad Duchnowski, Naviant
Caleb Keller, Naviant
Mitch Suter, Naviant

To truly reimagine work, you need an architecture built for it. This session covers all three dimensions of Pillar 2: Orchestration (BPMN and workflow design), Intelligence (multi-agent systems and AI best practices), and Data (analytics that fuel smarter decisions). Practical best practices, common pitfalls, and a clear picture of what separates architectures that scale from ones that stall.

1:00 - 1:20 EDT

Pillar 3: Continuous Optimization and Value Realization

Jeff Luker, Naviant
Hannah Rivera, Naviant

Reimagining work isn't a one-time investment, but an ongoing commitment. This session explores Pillar 3 of the AEF: how leading organizations rapidly deliver solutions, measure ROI, refine performance over time, and keep their intelligent automation investments delivering meaningful outcomes. Post-deployment, your digital workforce should continue to increase value delivered. Here's how to make that happen.

Is your seat saved?

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GOVERNMENT

WEDNESDAY | SEPTEMBER 16, 2026

11:00 - 11:20 EDT

Industry Trends/Interview: Government

Vince Hanson, Naviant
Chris Krause, Naviant

What's actually moving the needle in public sector automation right now, and where does agentic transformation fit in? Join Naviant's government practice lead for a candid conversation on the trends, pressures, and opportunities reshaping government operations. From AI adoption to workforce realities, this session frames the urgency and opportunity for agencies ready to serve citizens in a fundamentally new way.

11:25 - 11:45 EDT

Government Portal Solution

Austin Dodge, State of Nevada Paul Gorman, Naviant
Shane Moore, State of Nevada Vince Hanson, Naviant
Chris Krause, Naviant

Reimagining work in government starts with removing friction, for citizens and staff alike. This session shows how a modern, AI-powered portal built on technologies like OnBase with Web UI Framework, WorkView, and Workflow can streamline both constituent and internal user activities. We will look at public records intake, discuss automating redaction using AI context, and show how combining a portal, WorkView, and Workflow can transform how agencies respond to requests from both constituents and internal customers. See the full experience, from citizen submission to agency resolution.

11:50 - 12:10 EDT

Transparency on the Map: Connecting Citizens to Land Use Applications and Public Meetings in Sussex County, Delaware

Jamie Whitehouse, Sussex County
Brian Hyatt, Naviant
Chris Krause, Naviant

Sussex County, Delaware is reimagining how government works for the people it serves. Discover how they built an OnBase and GIS-powered Land Use Application Docket, giving citizens real-time access to applications, meeting agendas, and documents, all in one place. Hear from the team behind the transformation, see a live demo, and learn how agentic automation is shaping what's coming next.

12:15 - 12:35 EDT

AI Redaction Solutions for Public Records Requests

Vince Hanson, Naviant
Chris Krause, Naviant

Public records requests are a universal challenge, and agentic AI is reimagining how agencies handle them. This session shows how AI-powered redaction turns a slow, manual, error-prone process into something fast, scalable, and compliant. See a live demo and hear how this technology is changing customers' approach to records management and public accountability.

12:40 - 1:00 EDT

WCAG 2.2 and ADA Web Accessibility: What Organizations Need to Know

Paul Gorman, Naviant
Jeremy Hettinger, Naviant

Learn the ADA web accessibility requirements under WCAG 2.2 and how to design digital content that is usable, compliant, and inclusive for all users. We will hear how a large City and County in Colorado is meeting the requirements and transforming its public records request process through a modern platform built with Naviant and Jadu. We'll also tap into how Courts and other companies are looking to address compliance.

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INSURANCE

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11:00 - 11:20 EDT

Industry Trends/Interview: Insurance

John Messina, Hyland Software

Keith Roberts, Naviant

Agentic AI is at the center of the shift in insurance trends and reimagining work. Join Naviant's insurance practice lead and Hyland's Head of Insurance for a forward-looking conversation on the trends reshaping the market: from rising customer expectations and compliance complexity to the AI strategies separating industry leaders from those still catching up.

11:25 - 11:45 EDT

Agentic AI for Claims

Keith Roberts, Naviant

Travis Spangler, Naviant

From First Notice of Loss (FNOL) to final payment, claims is one of the most powerful places to reimagine work. This session explores how agentic AI orchestrates the end-to-end claims journey, reducing cycle times, improving accuracy, and raising customer satisfaction. See a live demo and discover how leading insurers are handling more claims, faster, and with greater confidence.

11:50 - 12:10 EDT

Automated Health Claims & Medical Record Summarization

Mark Miller, Naviant

Travis Spangler, Naviant

Reimagining work in insurance means freeing your clinical staff to focus on what matters most. This session shows how agentic AI automates medical record summarization across claims, appeals, grievances, and redeterminations, replacing slow, manual review with fast, consistent, accurate outputs. Same work, less time, and fewer things falling through the cracks.

12:15 - 12:35 EDT

Automated Eligibility and Enrollment

Mark Miller, Naviant

Travis Spangler, Naviant

High-volume eligibility and enrollment workflows are exactly where reimagining work pays off. This session explores how intelligent automation reduces manual effort, minimizes errors, and accelerates member onboarding at scale. Less rework, fewer errors, faster turnaround, and a better experience for staff and members alike.

12:40 - 1:00 EDT

Automated Underwriting

Keith Roberts, Naviant

Travis Spangler, Naviant

Renewals don't have to slow your team down. This session shows how agentic AI reimagines the underwriting renewal process, automating data gathering, risk evaluation, and document processing, so underwriters stay focused on decisions. See a live demo and learn how organizations are scaling underwriting capacity and doing more with their existing teams.

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HEALTHCARE

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11:00 - 11:20 EDT

Industry Trends/Interview: Healthcare

Meghan Mehlberg-Fuss, Naviant
Andrea Merrin, Naviant
Jake Rouse, Naviant

Healthcare organizations are being asked to do more with fewer resources, tighter margins, and increasing operational complexity. Join Naviant's healthcare practice leads for a timely conversation on the trends reshaping health systems and payer organizations. From workforce pressures to clinical efficiency demands and administrative burden, this session sets the stage for how intelligent automation and agentic AI are helping organizations transform operations and deliver better outcomes.

11:25 - 11:45 EDT

Fax Inbox Management: Intelligent Ingestion, Classification & Extraction of Medical Content

Andrea Merrin, Naviant
Jake Rouse, Naviant

Healthcare runs on documents, referrals, records, prior auth requests, and clinical notes, and there are too many of them to manage manually at scale. This session shows how agentic AI powers the intelligent ingestion, classification, and extraction of complex medical content, reducing manual effort and improving accuracy across clinical and administrative workflows. See this technology in action and explore how document intelligence is becoming a cornerstone of the agentic healthcare organization.

11:50 - 12:10 EDT

Medication Reconciliation: AI-Assisted Review, Validation & EMR Update

Meghan Mehlberg-Fuss, Naviant

Medication reconciliation is still manual, fragmented, and time-consuming for many healthcare teams, requiring clinicians to compare medication lists, external records, pharmacy history, and patient input across multiple sources. This session shows how agentic AI can assist by gathering source data, identifying discrepancies, evaluating adherence and clinical risk, and presenting a prioritized review for clinician validation. See how AI-assisted med rec can eliminate prep time, improve consistency, and help clinicians maintain a more accurate, trusted medication list.

12:15 - 12:35 EDT

Agentic Revenue Cycle

Sam Mehlberg, Naviant
Jake Rouse, Naviant

Revenue cycle performance depends on more than working denials faster. Many issues start upstream with missing data, poor user interfaces offering visibility to payment plans, documentation gaps, and manual status checks. Backend processes rely on heavy copy-pasting, data entry, and reconciliation work for activities like payment posting and AR analysis. This session explores how agentic AI can reduce repetitive administrative tasks, summarize records, surface denial and AR insights, and help teams spend less time chasing routine work and more time resolving complex issues, supporting patients, and improving financial operations.

Agentic Transformation is *Here*.

Make sure you are ready.

[Register for Reimagine](#)