



APRIL 20-22, 2009
ATLANTA, GA

THIS JUST IN: For late-breaking news on LuminX, join us at the 2009 LuminX User Group (LUG) conference at The Westin Buckhead Atlanta, April 20-22, 2009. The adage that knowledge is power rings especially true during these volatile economic times. Those who have been to past LUG conferences can tell you that this conference gives you the scoop on how to maximize LuminX in order to do business better. Industry colleagues and Ebix executives will be on hand to share best-of-breed tips, tools and insights. This is a smart investment that you don't want to miss.



MAKING HEADLINES

THE TOP STORY: LUG 2009 will be a three-day event, chock full of useful industry and LuminX information. The preliminary agenda is outlined on the next page. Headliner speakers include:

James Lloyd: This former corporate trainer and motivational speaker for Wellpoint, the largest healthcare benefits company in America, will talk about how to revive customer-centric service, especially when staffs are leaner and competition is fiercer. He'll cover issues and solutions related to customer building, retention and overall satisfaction as a way to stand out from the crowd.

Robin Raina: The CEO, chairman of the board, president and director of Ebix, Inc. [which is headquartered in Atlanta] will be stopping by to discuss what it now means to have LuminX as part of the Ebix family, and what you can expect in the future.

Edward F. X. Hughes, MD, MPH: Those of you who attended the 2006 LUG conference in Pittsburgh will remember Hughes and his interesting, in-depth look at various national healthcare issues. A professor of health industry management and preventative medicine, Hughes will present *A Perspective on the Future of American Healthcare: Implications for LuminX and Their Users*.

CURRENT EVENTS: Once again the conference will feature general and breakout sessions that are beneficial to your entire team: **executives**, **operations** and **IT**. To make it possible for you and your colleagues to attend, we are offering a **registration discount** for second and subsequent attendees from the same company. You'll also save when you register by **Saturday, February 28, 2009**. Simply go to: <http://www.regonline.com/LUG2009>, or complete and submit the forms in this invitation.

TRAVEL TICKET: The Westin Buckhead Atlanta will serve as the home for LUG 2009 and has a special group rate of \$189 single/double occupancy. Please note that hotel reservations are only being accepted through the LuminX User Group conference registration Website—<http://www.regonline.com/LUG2009>—so please do not call the hotel directly. You must have a valid conference registration to reserve a hotel room. Rooms are available at the special group rate on a first-come, first-served basis.

Hotel Cut Off: Reservations must be received on or before 5:00 pm on Tuesday, March 24, 2009. After this date, hotel reservations will only be accepted on a space- and rate-available basis at the LuminX group rate.

Reservation Policy: All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card. The hotel will not hold any reservations unless secured by one of these methods.

Cancellation Policy: Hotel reservations must be cancelled seven (7) days prior to arrival. Cancellations received less than seven (7) days prior to arrival will be assessed a cancellation penalty of one night's room and tax charges. Cancellations must be sent in writing to natalie@perfectplanit.com.

NEED TO KNOW MORE?: Have questions about registering or membership? Contact Natalie Burnside at natalie@perfectplanit.com or by calling 412.287.5108.

NEWS FLASH!

Being a LUG member has its rewards, including a discount attendee fee for the conference. Paying your dues is easy! Either do it as part of your LUG conference registration or go directly to the membership registration site: <http://www.regonline.com/LUG-Membership>.

Additional details about confirmed sessions and speakers will be forthcoming as the agenda is completed. Here are just a few of the can't-miss topics that will be covered (*subject to change*):

GENERAL SESSIONS

- What's New with LuminX and Ebix Health?
- The Future of Managing Data Integration and Information in the Healthcare Industry
- LuminX User Group Annual Business Meeting
- Ebix Health Client Open Forum

BREAKOUTS

- Auto Adjudication ABCs
- How to Successfully Structure a Work-from-Home Claim Processing Program with the Aid of LuminX
- Insights Into ICD-10 Conversion
- Provider File Maintenance and Clean-Up Tactics
- Shared Enhancement Review
- ASP Roundtable
- Site License User Roundtable
- Web Portal Solutions: Best to Build or Buy?
- CMS Mandatory Reporting Protocol
- Implementing Medical Management Module
- And much more

“HOT LANTA” HAPPENINGS: Looking for a list of “What to Do” while in Atlanta? Check out the World of Coca-Cola, Georgia Aquarium, Inside CNN Atlanta, Centennial Olympic Park, Lenox Square Mall and more at <http://www.atlanta.net>.

NEW THIS YEAR: LUG UNIVERSITY (10:00 AM-12:30 PM)

The last day of the conference will feature three concurrent, hard-core classes, giving you the opportunity to dive deep into the following topics:

- CEW with Phil Edwards, Ebix Health
- Plan Building with Lee McFarland, Ebix Health
- Legal Issues for Executives with Ashley Gillihan, Alston & Bird, LLP

Preliminary Agenda At A Glance

Sunday, April 19, 2009

4:00-7:00 PM Registration

Monday, April 20, 2009

7:00 AM-5:00 PM Registration
 7:00-8:00 AM Registration and Breakfast
 8:00-8:30 AM General Session: Welcome and User Group President Remarks
 8:30-9:45 AM Opening Keynote: James Lloyd
 9:45-10:00 AM Break
 10:00-11:00 AM Featured Speaker: Robin Raina
 11:00 AM-12:00 PM What's New with LuminX and Ebix?
 12:00-1:30 PM Lunch — Exhibit Hall Open
 1:30-2:30 PM BREAKOUT SESSIONS
 2:30-2:50 PM Break — Exhibit Hall Open
 2:50-3:50 PM BREAKOUT SESSIONS
 3:50-4:10 PM Break — Exhibit Hall Open
 4:10-5:10 PM BREAKOUT SESSIONS
 5:10-7:00 PM Cocktail Reception — Exhibit Hall Open

Tuesday, April 21, 2009

7:00 AM-5:00 PM Registration
 7:00-8:30 AM Registration and Breakfast — Exhibit Hall Open
 8:30-9:30 AM General Session — *The Future of Managing Data Integration and Information in the Healthcare Industry*
 Break — Exhibit Hall Open
 9:30-9:45 AM Breakout Sessions
 9:45-10:45 AM Break — Exhibit Hall Open
 10:45-11:00 AM General Session
 11:00 AM-12:00 PM Birds of a Feather Lunch - Exhibit Hall Open
 12:00 -1:30 PM Featured Speaker: Edward F. X. Hughes; *A Perspective on the Future of American Healthcare: Implications for LuminX and Their Users*
 1:30-3:00 PM LuminX User Group Annual Business Meeting
 3:00-3:45 PM Break — Exhibit Hall Open
 3:45-4:10 PM Breakout Replay
 4:10-5:10 PM Interactive Monopoly Special Event
 6:00-8:00 PM

Wednesday, April 22, 2009

7:30 AM-12:00 PM Registration
 7:30-8:30 AM Breakfast
 8:30-9:30 AM Ebix Client Open Forum
 9:30-9:45 AM Closing Remarks
 9:45-10:00 AM Transition
 10:00 AM-12:30 PM LUG University
 12:30 PM Conference Adjourns

Full Name _____		Nickname (for LUG name badge) _____	
Title _____		Company Name _____	
Street Address _____			
City _____	State _____	Zip _____	
Province (Non-U.S.) _____	Postal Code _____	Country _____	
Phone _____	Fax _____		
E-mail _____			

How To Register

TO REGISTER ONLINE: Go to www.regonline.com/LUG2009. Complete the form and pay via credit card or check.

TO REGISTER BY MAIL: Mail this registration form along with your check or money order (made payable to LuminX User Group) to:
LuminX User Group | c/o Perfect PlanIt | 3250 Unionville Road | Cranberry Twp., PA 16066 | Tax ID: 25-1887458

TO REGISTER BY FAX: Fax to Natalie Burnside at 866.501.4037
 Questions about registration? Phone: 412.287.5108 | Email: natalie@perfectplanit.com

NOTE: A \$30 service charge on all returned checks. Payment must accompany registration or the form will be returned to you.

Conference Fees: LUMINX USER GROUP CONFERENCE — Monday, April 20-Wednesday, April 22, 2009

Registration (please choose one):	Before 3/1/09	After 2/29/09	Amount Due
<input type="checkbox"/> User Group Member (1st employee from each company)	\$ 300.00	\$ 350.00	\$
<input type="checkbox"/> Multiple Attendee Discount (2 or more from same company)	\$ 200.00	\$ 250.00	\$
<input type="checkbox"/> New Client	\$ 300.00	\$ 350.00	\$
<input type="checkbox"/> Non-Member	\$ 450.00	\$ 550.00	\$
<input type="checkbox"/> Guest Pass (includes reception and networking events)	\$ 100.00	\$ 100.00	\$

Open Forum with Ebix: Be one of a small group of attendees to have a strategic-thinking sit down discussion with Ebix Sr. Vice President Jim Senge. This is a great opportunity to give face-to-face feedback with the LuminX team. Three sessions will be offered. Please register for your preferred session time. **YOU MUST PRE-REGISTER TO ATTEND, LIMIT OF ONE ATTENDEE PER COMPANY. Limit of 10 people per session.**

	Session #1	Session #2	Session #3
Monday, April 20, 2009 Strategic Thinking with Ebix Sr. Vice President Jim Senge	<input type="checkbox"/> 1:30-2:30PM	<input type="checkbox"/> 2:50-3:50PM	<input type="checkbox"/> 4:10-5:10PM

Membership Fee

LUG Membership Fee (for entire company) \$ 500.00 \$

TOTAL \$

Payment Information

Make check payable to: LuminX User Group • Tax ID: 25-1887458
Mail to: LuminX User Group • c/o Perfect PlanIt • 3250 Unionville Road • Cranberry Twp., PA 16066

Credit Cards Payments:

<input type="checkbox"/> VISA	Account Number _____	Expiration Date _____
<input type="checkbox"/> MasterCard	Name on Card _____	
<input type="checkbox"/> American Express	Billing Address _____	
<input type="checkbox"/> Discover	City _____	State _____ ZIP _____

Special Needs

Please list any special requirements you may have (i.e., dietary, ADA, etc.): _____

Hotel Accommodations

A block of rooms has been reserved for your convenience at **The Westin Buckhead Atlanta**. To make your reservations at the event hotel, please complete the [Hotel Reservation Form](#) (either ONLINE at www.regonline.com/LUG2009 or via fax or mail using the form on the next page). You must make your reservations by March 21, 2009 to secure the LUG group rate of \$189 single/double per night.

TRANSPORTATION: The Westin Buckhead Atlanta is located 8.0 miles from the Atlanta International Airport (airport code: TPA). Driving directions: Take Interstate 85 North and exit Georgia State Route 400 North. Take the first exit (Lenox Road). Turn right and follow the signs for Peachtree Road South. Turn right on Peachtree Road. Turn left at the second traffic light. The hotel is on the right. Taxi cab fare is approximately \$40 one way.

Refunds

Please note that *cancellations may be made online or sent in writing, as follows: must be received in writing.*

March 1, 2009: Full Refund
 March 2-31, 2009: \$100 Cancellation Fee
 April 1, 2009: No Refund

If the LuminX User Group cancels any portion of this event, the organizers are not responsible for covering airfare, hotel or any other costs. Speakers, networking events and the agenda are subject to change without notice. This cancellation policy applies only to delegate registrations, not sponsorships.

I accept the cancellation policy.

Signature | _____

Reserve your room by fax or mail using this form or online at:
www.regonline.com/LUG2009

Hotel Reservation Policy

Hotel reservations are only being accepted through the LuminX User Group conference registration process only. Please do not call the hotel directly as they will not be accepting reservations. You must have a valid conference registration to reserve a hotel room. All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card. Hotel will not hold any reservations unless secured by one of these methods.



Important Deadline

March 21, 2009 is the cut-off date for hotel reservations.



Reserve Your Hotel Room

ROOM TYPE: please check one

- SGL (\$189/night; 1 person/1 bed)
- DBL (\$189/night; 2 persons/1 bed)
- DBL/DBL (\$189/night; 2 persons/2 beds)



Full Name | _____

Arrival Date | _____

Departure Date | _____

of Nights | _____

Special requirements: | _____

Hotel Deposit Payment Information

Make check payable to: LuminX User Group • Tax ID: 25-1887458

Mail to: LuminX User Group • c/o Perfect PlanIt • 3250 Unionville Road, Cranberry Twp., PA 16066

Credit Cards Payments:

<input type="checkbox"/> VISA	Account Number _____	Expiration Date _____
<input type="checkbox"/> MasterCard	Name on Card _____	
<input type="checkbox"/> American Express	Billing Address _____	
<input type="checkbox"/> Discover	City _____	State _____ ZIP _____

Reservation Guarantee

Hotel reservation will not be processed with a deposit. Your first-night room and tax deposit is due at the time of reservation.

- I authorize the hotel to charge my account (credit card listed above) for the first night's deposit for each reservation. The LuminX User Group accepts the reservation and credit card information for the hotel and in no way has any responsibility for liability. Recourse is solely to the hotel.

Signature | _____

Cancellation/Change Policy

Any changes and cancellations must be made directly with the LuminX User Group. Cancellation policy for The Westin Buckhead Atlanta is seven (7) days prior to arrival. Cancellations received less than seven (7) days prior to arrival will be assessed a cancellation penalty of one night's room and tax charges. Cancellations must be sent in writing to natalie@perfectplanit.com.