



**Wednesday**

**23 September 2020**

**10.00 AM – 1.00 PM**

## **WEBINAR: Unlocking Business Intelligence in Healthcare Insurance**

### **PARTICIPANTS**

This session should attract all technical professionals engaged in the Malaysian insurance/takaful market e.g. Claims personnel, Underwriters, Risk Surveyors, Head of Operation & Products and Special Investigation Unit/ Fraud. It will also be informative for Marketeers, Legal and Compliance Department.

### **OBJECTIVES**

- For all health insurers to be aware of current trends in health insurance frauds and clinical malpractice that can lead to inflation in overall healthcare cost in the industry.
- Deep driving into Medical Trends.
- Experience sharing from user perspective – RPA as industry benchmark.

### **TOPIC OUTLINES**

Please refer to *Appendix A*.



## REGISTRATION

The Registration Form is attached herewith.

Kindly complete and email to:

- [<neethya.kalyani@my.gt.com>](mailto:neethya.kalyani@my.gt.com)
- [<nancy.malar@my.gt.com>](mailto:nancy.malar@my.gt.com)

**Please submit the completed registration form by Monday, 14 September 2020.**

## FURTHER INFORMATION

If you require any further information or clarification, please do not hesitate to contact Ms Thya or Ms Nancy at 03-2692 4022 or email at [<neethya.kalyani@my.gt.com>](mailto:neethya.kalyani@my.gt.com) / [<nancy.malar@my.gt.com>](mailto:nancy.malar@my.gt.com).

**We look forward to your early registration.**

## **SPEAKER'S PROFILE**

### **MR SEAN HO**

#### **Managing Director Malaysia & Emerging Markets**

Mr Sean Ho is currently Managing Director for Malaysia and Emerging Markets for Fullerton Health Group.

He is an actuary by training and started his career in AIA Co. Ltd in Singapore. Prior to joining Fullerton Health as the Managing Director of Medical Benefits Management Services Singapore in 2017, he held senior management roles in Actuarial, Group Insurance and Corporate Planning in Tokio Marine Life Insurance Singapore Ltd.

Mr Sean holds a Master of Science (Actuarial Management) from City University, London and a Bachelor of Business (Actuarial Science) from Nanyang Technological University.

### **DR. CAREN ANDEXER**

#### **General Manager Medical Director**

Dr Caren is an internist with 13 years of clinical experience. She graduated from UCD, Ireland and completed her Internal Medicine Residency in the University of New Mexico, USA.

Upon returning to Asia, Dr Caren practiced as a General Physician in Shanghai with Raffles Medical Group focusing on medical care, well being and health screening for expatriates.

Prior to practicing clinical medicine Dr Caren has extensive insurer claims experience with ISOS as a Coordinating Doctor specializing in Aviation Medicine as well as managing clinical projects in the pharmaceutical vertical as Medical Director. On top of her clinical medicine qualifications, Dr Caren holds a PhD in Pharmacology and Therapeutics from RCSI Ireland.

Currently, she leads the IHP medical team in medical escalations, for insurance claims 'adjudication, clinical operations and initiatives for cost containment in both in and outpatient settings. She also sits as a board director for MIMs Medical Malaysia and Singapore.



## SPEAKER'S PROFILE

### **MR CHRIS CHONG**

**AVP  
Information Technology  
and Innovation, Emerging  
Markets**

Mr Chris Chong spearheads the Regional Information Technology arm in Fullerton Healthcare Group where he acts as an interface between business/operational problems and Information technology to build sustainable and innovative solutions to improve business processes and put Fullerton Healthcare and IHP Malaysia at the forefront of health tech.

His interests in solving global healthcare problems led him to develop a wide range of IT solutions including a powerful analytics tool, a telemedicine platform/kiosk and an IoT integrated remote medical solution for rural areas around the world which clinched him and his team the top prize in a hackathon.

Apart from having a deep fascination on how emerging technologies can help solve current and future business problems, He spends his free time training for various triathlons around the world.

### **MR FRANCIS CHAN**

**Head of Claims  
Francis is the Head of  
Corporate Solutions in  
IHP Singapore.**

Prior to joining IHP, Mr Francis has held key positions in operations (Including policy administration, claims, life underwriting and healthcare provider network management), client relationship management and transformation projects (example: Imaging & workflow system and Robotic Process Automation).

Mr Francis holds a Bachelor of Science from National University of Singapore and Fellow, Life Management and Institute (FLMI).

**We look forward to your early registration.**

Speaker / Duration	Topic Outlines
<p><b>By Dr. Caren</b> (1 hour)</p>	<p><b>A Driven Medical Fraud Adjudications</b></p> <ol style="list-style-type: none"> <li>1. Medical fraud and maximising healthcare dollars</li> <li>2. Medical malpractice – trends and solutions</li> <li>3. AI-triggered medical escalations</li> </ol>
<p><b>By Mr Sean Ho</b> (30 mins)</p>	<p><b>Emerging Trends in Healthcare</b></p> <p>Latest trends to emerge in the healthcare industry</p> <ol style="list-style-type: none"> <li>a) Medical inflation - how can we manage this better.</li> <li>b) Embracing O2O in healthcare – Telemedicine and more</li> <li>c) Sleep – Should we pay attention to it and how it might impact the population</li> </ol>
<p><b>By Mr Francis Chan</b> (30 mins)</p>	<p><b>Robotic Process Automation (RPA) in the Insurance Industry</b></p> <ol style="list-style-type: none"> <li>1. Manual medical reimbursement claims processing</li> <li>2. Challenges of manual claims processing solutions</li> <li>3. Robotic Process Automation (RPA) Journey for medical claims processing</li> </ol>
<p><b>By Chris Chong</b> (1 hour)</p>	<p><b>Actionable Intelligence in Healthcare and Insurance</b></p> <ol style="list-style-type: none"> <li>1. <i>[Defining the Problem]</i> Issues faced by Insurance in respect to data usage and analysis             <ol style="list-style-type: none"> <li>a. Data Privacy Regulations</li> <li>b. Poor Data analytics capabilities and tools</li> <li>c. Don't know where to look</li> </ol> </li> <li>2. <i>[Removing Obstacles]</i> Tearing down the technical wall in favour of Trust and Transparency             <ol style="list-style-type: none"> <li>a. The shift to a transparent operating model that IHP is pioneering with its partners aimed at creating trust and transparency and removing inefficiencies</li> </ol> </li> <li>3. <i>[Finding the needle (answers) in the haystack (data)]</i> Creating Leading Indicators to drive key business decisions             <ol style="list-style-type: none"> <li>a. Use of interactive analytics to present datasets in a fool-proof manner.</li> <li>b. Giving the control of data back to you</li> </ol> </li> <li>4. <i>[Active Intervention]</i> Using insights to improve profitability and value creation             <ol style="list-style-type: none"> <li>a. Data Driven recommendations and active intervention</li> <li>b. Value added tailored wellness initiatives</li> <li>c. The Enabler: Marketplace</li> </ol> </li> </ol>