

03 July 2015

Dear Sir / Madam,

SEMINAR ON:

- 1) ISSUES IN HOSPITAL & SURGICAL CLAIMS
BY MR SIVAKUMAR SATHIAMURTHY & MS BANU CHITRA**
- 2) MEDICAL CLAIMS: “WALKING THROUGH THE MAZE” BY MS TAMMY LEE**

We are pleased to inform that we will be organizing one day Seminar on the abovementioned topics as below:

DATE & TIME

Thursday, 27 August 2015: 9.00 am – 5.00 pm

VENUE

GTower Hotel, Kuala Lumpur

PARTICIPANTS

This session should attract Managers, Senior Executives and Executives from the Claims and Underwriting departments of Personal Accident, Medical and Health portfolios and the like in both Life and General companies in the Conventional insurance and Takaful fraternity.

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SPEAKER'S PROFILE

Sivakumar Sathiamurthy

Mr Siva comes with a legal background, graduated in a law degree. He has also passed the associate papers by the Chartered Institute of Arbitrators, UK. He joined the insurance industry handles with both general insurers and adjusters working up from executive to managerial positions managing both motor and non-motor class of insurance.

He was heading the motor division in a well-known composite insurance company and has extensive experience in dealing with the General Insurance Association of Malaysia (PIAM), Financial Mediation Bureau (FMB), Bank Negara Malaysia, PUSPAKOM and The Road Safety Department.

Mr Sivakumar was appointed to facilitate the motor, non-motor & life claims and to moderate panel discussions as well as setting question papers for The Financial Sector Talent Enrichment Programme (FSTEP).

He has also been actively conducting trainings at the Malaysian Insurance Institute (MII) and was invited to conduct a brief motor training session for the insurance industry in Tehran, Iran in 2011.

Banu Chitra

Ms Banu graduated with a law degree from the University Of London. She started her career in South East Asia Insurance soon after graduating. She joined as a Senior Executive handling Motor Bodily Injury claims. She then moved to Pan Global Insurance Bhd. handling mixed portfolio of motor & non-motor claims.

After 5 years stint, she left to join a well-known Managed Care Organization (MCO) which was at its inception to handle Health & Surgical Policies. At the said MCO she held various portfolios, from heading the Admission department to Claims department to Business Development gradually growing from the position of Senior Executive to Vice President.

She has currently assumed the position of Branch Office Manager for an investigation company carrying out only insurance related investigations.

Tammy Lee

Ms Tammy is the CEO of Healthcare services in Asia Assistance Network. She joined AAN in 2001, where she was formerly a founding member of MediExpress (M) Sdn. Bhd. She was then responsible to establish procedures and benefits under TPA program.

With her vast experience in managing the TPA services in Malaysia, AAN was since recognized as the leading TPA that is known for their quality assessment, cost containment and fraud detection. She leads the expansion of TPA services in AAN's offices in Asia and has been managing various Insurance products and customizations. AAN currently operates its TPA services in Malaysia, Indonesia, Singapore, Hong Kong and Thailand, that manages over 3 million of TPA members from over 2000 insurance and corporate clients regionally.

Ms Tammy is usually being invited to be part of National Association meetings and has been invited to speak in various topics in the local and international arena.

WORKSHOP CONTENT *(as attached)*

OBJECTIVE OF THE SESSION

This seminar will enable our Participants to increase the level of competency of the claims examiner and to improve knowledge of junior executive or any personnel assigned to do medical claims. It also serves to have an overall understanding how the mechanism of medical claims works.

OUTCOME ANTICIPATED

After this session, the participant should be able to be more meticulous in processing medical claims and possess such knowledge how to make enquiry on diagnostics to determine if the condition was pre-existing. The Participants also be able to determine if the right drugs have been administered to commensurate with the illness diagnosed and no hidden medication and expenses and inculcate the participant to be inquisitive to seek knowledge on medical terminologies.

PARTICIPANT FEE

NICS Members: RM600.00 per participant

NON – Members: RM800.00 per participant

Complimentary Seat Entitlement:

Members	Local	Every 3 participants registered - 1 complimentary seat
	Regional	Every 1 participant registered - 1 complimentary seat
Non-Members	Every 5 participants registered - 1 complimentary seat	

REGISTRATION

The Registration Form is attached herewith.

Kindly complete and email to <neethya.kalyani@my.gt.com> / <nancy.malar@my.gt.com>

(The registration will be confirmed upon receiving the full payment)

CLOSING DATE

Please submit the completed registration form and the full payment by **Friday, 07 August 2015.**

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> / <nancy.malar@my.gt.com>.

We look forward to your early registration.

WORKSHOP ON:

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THURSDAY, 27 AUGUST 2015

CONTENTS

SPEAKER	TOPIC
MR SIVAKUMAR SATHIAMURTHY & MS BANU CHITRA	Issues in Medical Claims: <ul style="list-style-type: none"> - Lens – Multifocal Lens - Post Treatment - Physician Visit - Cross Referral - Cyber Knife as opposed to normal surgery - Diagnostic Purposes - Home Leave - Physiotherapy - Provoked Assault - DUB / Abortion - Post Hospital Treatment - Cross Referrals - Medication Administered & Take Home Drugs - How to determine Non-disclosure & Pre-existing conditions - Case Studies - What your MCO ought to do? - Is a need to investigate a particular case? - Is investigation cost effective? Balancing cost factor & opening the floodgates.
MS TAMMY LEE	<ol style="list-style-type: none"> 1) Policy definitions and limitations 2) Healthcare claims adjudications with sampling of cases 3) Quality medical enquiries 4) Cost containment measures