



18th Asia Conference on Healthcare and Health Insurance 2023

Theme: "Reimagining Health Insurance – Addressing Pain Points Towards a Promising Future!"

10-11 May 2023 | Four Points by Sheraton Singapore, Riverview

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Everyone in the industry is talking about reimagining health insurance. How can this be done?

The healthcare sector has already been revolutionized by cutting-edge technology like artificial intelligence (AI), cloud computing, robotics, wearables, and telehealth systems. The COVID-19 pandemic accelerated the adoption and implementation of these as a 'must' rather than a 'should'. With AI, health insurance is experiencing increased productivity, customized targeted insurance policies to the right customers, and the ability to identify fraud risks and claims more accurately and efficiently. Using technology and data to speed up not only the sales process but improve customer satisfaction and significantly reduce risk is now fundamental for the future needs of the health insurance sector.

Which factors help close the health insurance gap? Is it time for traditional health insurers to change how they operate? What are the more advantageous insurance options for mental health care? Is health insurance making progress in its goal of serving as a "Promoter of Wellness"? How can the industry serve the ageing population affordably? Is public-private partnership a viable solution?

The insurance industry has had to modify itself to keep in line with the changes the COVID-19 pandemic brought...and fast. The 'one policy fits all' standard is now a thing of the past.

In its 18th year, this conference will aim to offer a slew of information and potential solutions to address the region's health insurance challenges. Insurers need to modify their business strategies immediately for sustainability and profitability. Changes in health insurance have highlighted issues such as the need for better coverage, innovative products, addressing mental health issues, and an all-rounded wellness approach for both the healthcare and insurance industry.

Who Should Attend

- Life & General Insurance & Reinsurance Companies
- Governments & Health Authorities
- Innovation Labs; Medical Institutions
- International Aid Agencies & Emergency Evacuation Companies
- Hospitals
- Healthcare Providers and Third-Party Administrators
- Banks & Alternative Finances
- Biotech, Pharma, Life Sciences, Insurtech, Startup Accelerators
- Managed Care Service Providers
- Management Consultants; Lawyers; Risk Managers; Claims Specialists
- Technology Experts, MNCs, Employers Dealing with HR, Employee Benefits, Work & Safety, Health & Healthcare Issues

Day 1

10 May 2023 Wednesday

8.00 am Registration & Coffee

9.00 am



Opening Address by Day One Conference Chairman

Joydeep K Roy

Partner, India Financial Services Advisory Leader & Global Health Insurance Practice Leader, PwC

9.20 am



Welcome Address

Ronak Shah

President, General Insurance Association of Singapore & CEO, QBE Insurance (Singapore)

9.30 am



Challenging Times and Changes Ahead – Are We Ready for It?

Cole Sirucek

Co-Founder and CEO, DocDoc Pte Ltd

10.00 am



The Role of Health Insurance in supporting Universal Health Coverage Goals

Sejal Mistry

Director, Crowell and Moring International

10.30 am Q&A

10.40 am Tea Break hosted by Perfios Technology Solutions Sdn Bhd

Mitigating Fraud Risk in Health Insurance

11.00 am



Strengthening Your Fraud Risk Framework: How Health Insurers can Detect and Mitigate Fraud Threats

Rudolf Frei

Managing Director, Asia, IBNR Management Consulting Pte Ltd, Singapore and Hong Kong

11.30 am



AI to Identify Fraud Risk/Prioritize Claims

Dr Ashish Kanakia

Head of Health, Southeast Asia Markets, RGA Reinsurance Company

12.00 pm



Can Applied Machine Learning Prevent Fraud & Truly Automate Claims Adjudication

Pramod Veturi

CEO, International Business, perfios.ai

12.30 pm Q&A

12.45 pm Lunch

2.00 pm Panel Discussion: Which Factors Help Close the Health Insurance Gap?

- Discussion on reasons for the health insurance gap.
- How should need-based health insurance products be designed for the underserved segments?
- What is the role of technology and data & analytics?
- What will it take to close the health insurance gap, and how can the industry prepare for it?
- What can we expect in asia/sea in 3-5 years?

Moderator:



Ajit Rochlani

Principal, Insurance - Asia Pacific, Oliver Wyman

Panellists:



Helen Shen

Group Head of Health, Singlife



Vaibhavi Mehta

Director, Market Development, Regional Marketing, Asian Markets, RGA



Sejal Mistry
Director, Crowell and Moring International

2.45 pm



Lessons Learnt: The Malaysian Perspective
Mark O'Dell
CEO, Life Insurance Association of Malaysia (LIAM)

3.15 pm



Cancer Diagnostics Across the Continuum of Cancer Care
Simranjit Singh
CEO, Guardant Health AMEA (GH AMEA)

3.45 pm



The Customer Life Cycle and Journey: Preparing for an Ageing Population
Joydeep K Roy
Partner, India Financial Services Advisory Leader & Global Health Insurance Practice Leader, PwC

4.15 pm Q&A

4.30 pm Tea Break & Close of Day One

Day 2

11 May 2023 Thursday

8.00 am Registration & Coffee

9.00 am



Opening Address by Day Two Conference Chairman

Dr Dennis Sebastian

Vice President, Head of Health, RGA Middle East

9.05 am



Full Potential Claims Optimisation

Sumit Narayanan

Partner and Head, APAC Insurance Practice, Bain & Company

9.35 am



Digital Health And Its Impact on the Health Insurance Sector

Dr Dennis Sebastian

Vice President, Head of Health, RGA Middle East

10.05 am



Enabling Technology – Keeping Cost Control Across the Delivery Chain

Vipul Sud

Head - Insurance, Azentio Software, Singapore

10.35 am Q&A

10.45 am Tea Break

11.15 am



From Legacy to Digital: The Evolution of Health Insurance to Win the Next Gen

Adrit Raha

Managing Director, APAC, CoverGo

11.45 am



Innovation in Health Insurers

Matt Pinckard

General Manager, Now Health International (Singapore) Ltd

12.15 pm Q&A

12.30 pm Lunch

2.00 pm Panel Discussion: Is Public-Private Partnership a Viable Solution?

Moderator:



Dr Carol Tan Yean Eng

Specialist, Geriatric Medicine, Medical Director, The Good Life Medical Centre, Singapore

Panellists:



Shuyi Lee

Director (Finance Partnerships and Commissioning), Ministry of Health, Singapore



Dr James Lam Kian Ming

CEO, Mount Alvernia Hospital



Dr Sidharth Kachroo

Medical Director & Head, Medical Portfolio Management, Prudential Assurance Company Singapore

2.45 pm Q&A

3.00 pm Tea Break and Networking

3.30 pm End of Conference

Programme is subject to change

18th Asia Conference on Healthcare and Health Insurance

10-11 May 2023, Four Points by Sheraton Singapore, Riverview

Registration Email: loga@asiainsurancereview.com

Conference Registration

Registered by _____

To: Ms Loga, Asia Insurance Review
103A Amoy Street, Singapore 069 923
Tel: (65) 6372 3184 • www.asiainsurancereview.com
Co. Regn no.: 199 003 818 H • GST Regn no.: M2-009 466 93

PERSONAL PARTICULARS

Name: Mr/Mrs/Ms/Dr/Prof

First Name: _____ Last Name/ Surname: _____

Nationality _____

Passport No _____

Job Title _____

Company _____

Address _____

Country _____

Tel: () _____

Cellular: () _____

Fax: () _____

email: _____

REGISTRATION

Early Bird (valid till 14 April 2023)

Subscribers US\$1,280
Non-Subscribers US\$1,580*

Normal Registration

Subscribers US\$1,780
Non-Subscribers US\$1,980*

(*Free One Year Subscription to Digital Edition of Asia Insurance Review & AIR e-Daily)

Full registration fees MUST be paid before the valid dates for admittance at conference.

Only registrations FULLY PAID FOR by the early-bird deadline will be eligible for the discount.

I came to know about this conference through:

- AIR/MEIR magazine AIR/MEIR Website Brochure Email
 Referral by (Association/ Sponsor/ Speaker/ Exhibitor/ Business Contact)

Group registration: Special Offer for Year 2023

Register three delegates from the same company, and send the fourth delegate to attend the conference free of charge!

(Valid only for delegates from the same company in the same country)

Registration fee includes participation at Conference plus tea breaks and lunches. All meals are prepared without pork, lard and beef.

Special Dietary Requirements

- I would like to have vegetarian meals during the Conference.

Closing date for registration: 8 May 2023

For cancellation in writing made before **14 April 2023**, 50% of the conference fee will be refunded.

No refunds will be made for cancellations after **14 April 2023**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

- Telegraphic / Wire Transfer to the following account:

DBS Bank
Marina Financial Centre, 12 Marina Boulevard,
#03-00 MBFC, Tower 3, Singapore 018982
Branch: Marina Financial Centre Branch
Account Name: Ins Communications Pte Ltd
• US\$ (Account No.: 0001 - 004838-01-9-022)
• Swift Code: DBS SSGSG

- Please debit the sum of US Dollars US\$ _____ for Conference Registration fee from my

- Mastercard
 VISA
 American Express

Card Holder's Name: _____

Signature: _____

Card No.: _____

Date: _____

Expiry Date: _____ - _____ (mm-yy) Total Amount: US\$ _____

(Conference fee is inclusive of prevailing GST for Singapore incorporated business)

Hotel Reservation:

Email: lawrence.teh@fourpointssingaporeriverview.com

Hotel Contact

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Four Points by Sheraton Singapore, Riverview

382 Havelock Rd, Singapore 169629

Tel: +65 6732 9922

<https://www.marriott.com>

ROOM RATE

- Deluxe room at \$270.00++** per room night (inclusive of 01 American Breakfast & Wi-Fi) for single occupancy
 Deluxe room at \$300.00++ per room night (inclusive of 02 American Breakfast & Wi-Fi) for double occupancy

- Non-guaranteed blockage and rooms will be subjected to availability upon reservation.
• Rate quoted are subject to 10% service charge and prevailing government taxes.

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