

An event produced by
consilient

INTERNATIONAL HEALTH INSURANCE FORUM

Southeast Asia event

2
0
2
4



International Health Insurance Forum 2024 Southeast Asia event

31 January - 2 February
Parkroyal Beachroad
Singapore

A new paradigm for health insurance

Key components of digital transformation for a sustainable business model

Exhibitor

Aktivo Labs.

Welcome to our second event in Southeast Asia

The art of good conference production

The art of good conference production relies upon relevant content, engaging speakers, first class facilities and ensuring the event not only educates and informs the audience but provides value for money.

Beyond that, it should offer great networking and be an enjoyable experience for all involved.

The rise of video conference events during and since the Covid-19 pandemic provided some innovation but often the technology is not used to its best and audience attention and engagement is poor with reduced networking success.

There are very few in-person events dedicated to health insurance as a health system financing tool. With our seven events held around the world we have changed this.

Our format

In 2018 we believed that a new format was required to bring alive health insurance conferences and make them relevant to a wider audience. We believe that smaller, more intimate events offer greater, more valuable networking and knowledge transfer opportunities. We saw this format succeed at a number of events in Europe in 2016 and 2017.

Our events have been changing the *status quo* of in-person events which have re-emerged in most parts of the world as travel restrictions ended.

Whilst the themes should be relevant to the broader region, speakers should have global experience to bring insights from other parts of the world.

Our events are “quality” not “quantity” events. Importantly, they are “how to do” not “what to do” events.

Our events so far

Since 2018 and despite the pandemic, we have produced events in UAE, Bahrain, Kenya, Ghana, Rwanda, Nigeria, South Africa Panama and Singapore. This Southeast Asia event will be our 14th event in total and our 2nd in the region.

Why Singapore?

Singapore itself demonstrates a healthcare financing system that is diverse, includes social and private funding mechanisms as well as embedding a long-term approach.

Geographically, Singapore is well situated to attract delegates from other SE Asia mainland and island nations who are at various stages in the journey to achieving UN SDG 3.8 – Universal Health Coverage. It is also the regional base for many international companies involved with health insurance.

The themes

Most countries have markedly different approaches to health system financing using social health insurance, private health insurance or a combination of both. Regardless of the approach, payers of healthcare, private or public, are all facing pressure from rapidly rising healthcare costs whilst the public faces higher out of pocket costs or higher premiums for health cover. This event will focus on the **key components in digital transformation** that payers must adopt and employ in order to keep their operations sustainable.

A different calibre of speaker

Several of our speakers will have experience of speaking at conferences around the globe and will generally be high level executives who can bring their globally acquired experience to our audience.

But we can equally learn from regional speakers who have experience of their own markets which have different challenges. The opportunity for knowledge transfer between speakers from outside the region and within the region is enormous.

The audience

We expect the forum to be attended by insurers and reinsurers, intermediaries, regulators, IT firms, financiers, telcos, pharmacos and healthcare providers.

I hope our approach will inspire you!



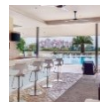
Robin Ali
Head of Program Content
International Health Insurance Forum series

Your program

This is a draft program under ongoing development. Speakers are being added regularly.

31 January 2024

- 1930 - 2200 Evening reception (complimentary for all Forum attendees)
Mingle informally with delegates, sponsors and speakers as you enjoy food and beverages at the poolside terrace (subject to weather conditions this may be held indoors)



1 February 2024

0830 - 0900 *Registration and refreshments*

0900 - 0915 Chairperson and Event Producer's welcome

Robin Ali

Head of Practice, The Consilient Consultancy Limited
Head of Program Content, International Health Insurance Forum
Ireland and United Arab Emirates



0915 - 0930 Ministerial/regulatory address

0930 - 1015 Special address: Understanding Artificial Intelligence; where it came from and where it is heading

Robin Ali

Head of Practice, The Consilient Consultancy Limited, Ireland and United Arab Emirates



1015 - 1045 Sponsor address

1045 - 1115 *Refreshment break and networking*

Key component 1: Artificial intelligence tools, data and blockchain

1115 - 1145 Session 1: How do healthcare payers integrate AI solutions and what exactly are those solutions?

Jim Lim

Head of Health Ecosystem, Zühlke, Singapore



1145 - 1215 Session 2: How can distributed ledger technology help health insurers?

1215 - 1245 Session 3: How can healthcare payers use their data more effectively?

1245 - 1400 *Lunch and more networking!*

Key component 2: Underwriting and product pricing technologies in a digital age

1400 - 1430 Session 4: How do health insurers identify the tools they need to achieve precision underwriting?

1430 - 1500 Session 5: How can digital applications provide more accurate product pricing?

1500 - 1530 *Refreshment break and networking*

Key component 3: Cost containment and claims management technologies

1530 - 1600 Session 6: How do healthcare payers control costs yet still satisfy consumer expectations?

K K Loo

Chief Commercial Officer, Fermion-Silverlake, Singapore



1600 - 1630 Session 7: How are technology solutions helping insurers in claims management adjudication and settlement?

1630 - 1715 Panel session A: Are health insurers really capable of integrating modern solutions within their legacy operational structures or will new insurers emerge to replace them?

Dr Sidharth Kachroo

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



K K Loo

Chief Commercial Officer, Fermion-Silverlake Singapore



Prasanna R Patil

Consultant, Health & Strategy, Manulife Asia Singapore



Yash Jain

Head - Digital Partnerships and Ecosystems, Tata AIA



2 February 2024

0830 - 0900 *Arrival refreshments*

0900 - 0915 Chairperson's opening

0915 - 0945 Sponsor address

0945 - 1130 **The Great Debate:**

Artificial intelligence in health insurance and healthcare

Moderated by Robin Ali

Protagonists

Jim Lim

Head of Health Ecosystem, Zühlke, Singapore



Abhishek Rathi

VP, Digital Solutions, Customer Engagement & Wellness, Prudential Financial



Others to be announced

1130 - 1200 *Refreshment break and networking*

Key component 4: Security, privacy and electronic health records

1200 - 1230 Session 8: How do payers and providers ensure the security of their patient and insured members' data?

1230 - 1300 Session 9: How can we achieve unified electronic health records to create better health outcomes at lower cost to payers?

1300 - 1400 *Lunch and a chance for more networking*

Key component 5: Wellbeing initiatives as key client retention tools

1400 - 1430 Session 10: How is technology driving personal ownership of individual health?

Gourab Mukherjee

Co-founder and CEO, Aktivolabs Pte. Ltd., Singapore



1430 - 1500 Session 11: How is technology improving population health?

1500 - 1530 *Refreshment break and networking*

Key component 6: Rethinking distribution in a digital age

1530 - 1600 Session 12: How well are insurers adopting and implementing new distribution Technologies?

Prasanna R Patil

Consultant, Health & Strategy, Manulife Asia, Singapore



1600 - 1630 Session 13: How should insurers reinvent their distribution models to account for the new market paradigm?

1630 - 1715 Panel session B: Where should payer focus be in relation to the end user?

1715 - 1730 Chairperson's closing remarks and the end of International Health Insurance Forum 2024 Southeast Asia event

Venue

Parkroyal Beachroad Hotel, Kampong Glam, Singapore

Located in the culturally-rich district of Kampong Glam, this venue is in close proximity to business areas and shopping malls. Explore vibrant cafés and bars along Arab Street and Bali Lane situated just across from the hotel.

Suntec Singapore International Convention & Exhibition Centre, Marina Bay Financial Centre and Changi International Airport are all easily accessible from Parkroyal on Beach Road.



Conference facilities

Our event utilizes the Sky Ballroom function suite fully equipped with AV technology and WiFi integration. The exhibition area will be alongside the main conference room and will also serve as the refreshments area. Lunch will be served in the foyer of Sky Ballroom.



Sky Ballroom



Ginger Restaurant



Prior Evening Reception venue

Registration details

Ticket prices are as shown below. The price includes:

- Attendance at the two main forum days (unless one day delegate rate is selected)
- Attendance at the complimentary prior evening food and drinks reception on 31 January
- All refreshments and lunch on both forum days (or single day in case of one day delegates)

Ticket type*	Discount on standard ticket rate	SGD**	USD**	EUR***	Availability and conditions
Standard ticket	n/a	1208	880	800	Freely available. No time limit
25% early booking	25%	906	660	600	Booking deadline 15 January 2024
Budget ticket	50%	604	440	400	Booking deadline 31 December 2023. Non-refundable. Non-transferable
Group rate	25%	906	660	600	Available to 3 or more delegates employed by same legal entity. No time limit
NGO/NFP delegate	50%	604	440	400	Freely available. No time limit
One day delegate	n/a	604	440	400	Freely available. No time limit

* Ticket types cannot be combined

** Approximate mid-market rate equivalent to the EUR ticket price as at 23 October 2023

*** **Payment currency is EUR** and must be made through our ticketing agent via credit/debit card or via offline direct bank transfer in Euro equivalent (see below)

Registration and payment

There is a secure online registration and credit card payment facility available through our event ticketing agency at <https://cvent.me/LNOyQ2> and also accessible at our website www.ihif.global. We can also accept payment by direct bank transfer (when booking select "Bank transfer" option)

Cancellation

Should a paying delegate wish to cancel we will accept a substitute delegate. Otherwise we will provide refunds on the following basis:

Cancellation before 1 January 2024	75% refund or substitute delegate allowed
Cancellation from 1 January 2024 onwards	No refund but substitute delegate allowed
Full cancellation of group booking	As above schedule
Partial cancellation of minimum group booking (3 delegates)	Substitute delegate only