

An event produced by  
**consilient**

# INTERNATIONAL HEALTH INSURANCE FORUM

Southeast Asia event

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## 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!



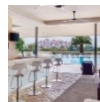
Robin Ali  
Head of Program Content  
International Health Insurance Forum series

# 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

0845 - 0915 *Registration and refreshments*

0915 - 0930 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



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 analytics

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 - 1245 Session 2: How to optimize health business using advanced analytics and AI for portfolio management and predictive underwriting

**Catherine Love Soper**

Head of Health SEA, MunichRe, Singapore

**Lee Sarkin**

Chief Analytics Officer, MunichRe, Singapore



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 use tools to achieve precision underwriting?

**Kim Yan Lim**

Sales Director, South East Asia, Life, Health & Travel Underwriting Solutions, Verisk Singapore



1430 - 1500 Session 5: How can digital applications and data 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?

**Sebastian Tan**

Country Director, Fermion Merimen, Singapore



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



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

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

Key component 4: 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 wellness initiatives can improve client retention

1500 - 1530 *Refreshment break and networking*

Key component 5: 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 omni-channel digital distribution can improve health insurance business

**Adrit Raha**

Managing Director, APAC, CoverGo, Singapore



1630 - 1700 Session 14: How should insurers reinvent their distribution models to account for the new market paradigm?

**Ian Lee**

General Manager (CEO) APAC, ZA Tech Global, Singapore



1700 - 1745 Panel session B: What process should insurers follow to rethink and implement new digital distribution strategies?

Panelists

**Prasanna R Patil**

**Adrit Raha**

**Ian Lee**

1745 - 1800 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 22 January 2024
Speaker affiliate ticket	40%	700	440	480	Available only to delegates referred by speakers. No time limit. 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)

## 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