

11th Middle East Healthcare Insurance Conference

25-27 September 2017, Shangri-La Barr Al Jissah Resort & Spa, Muscat, Oman
Theme: "Making Compulsory Health Insurance in the Era of Disruptive Innovation"



Under the Patronage of



H.E. Dr Ahmed Mohammed
Obaid Al Saidi
Minister of Health,
Sultanate of Oman

Keynote Address



H.E. Abdullah Salim Al-Salmi
Executive President,
Capital Market Authority, Oman

New Health System Transformation towards Universal Health Coverage (UHC)



Dr Magdy Bakr
Technical Officer,
Health System Strengthening,
World Health Organisation

Simultaneous Translation will be provided in Arabic/ English

Organised by:

MIDDLE EAST
INSURANCE REVIEW

Hosted by:

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Under the Patronage of H.E. Dr Ahmed Mohammed Obaid Al Saidi, Minister of Health, Sultanate of Oman. Hosted by the Capital Market Authority of the Sultanate of Oman for the first time in 11 years, Middle East Insurance Review is bringing the Middle East Healthcare Insurance Conference to Muscat where they are exploring the option of compulsory health insurance.

With the challenging geopolitical times internationally and regionally, within each market, there are increasing demands on the insurance industry domestically. Healthcare is one such critical area as governments seek to make individuals more responsible for their own well-being and insurance is seen as part of a solution to offer comprehensive health coverage for all citizens.

While these spell tremendous opportunities for insurance companies, it also means that governments have to raise the bar for standards of healthcare service and health insurance to meet the needs and expectations of the public and policyholders.

What are the critical dynamics of a successful healthcare system? What are the key drivers of the business? How can healthcare be digitized and data collated set to be meaningful? Can TPAs make an impact? What more can government and the insurance industry do to collaborate to ensure greater efficiency and higher standards in the way forward? What are the strategic tips to establishing a compulsory insurance? How can technology be used to leap frogs the problems of yore and ensure a system that meets all expectations?



The 3-day 11th Middle East Healthcare Insurance Conference, organised by Middle East Insurance Review, aims to address these real issues and challenges in moving forward with compulsory insurance and comprehensive covers. The Conference will look at the progress of compulsory health insurance in Oman and around the region; global medical trends and developments; underwriting issues, claims management; and the use of innovative business models, distribution networks, Insurtech, Internet of Things (IoT), data sciences, new technologies and medical advancements.

Sign Up Now!

Who Should Attend

- Life and General Insurance & Reinsurance companies
- Governments and Health Authorities
- International Aid Agencies & Emergency Evacuation Companies
- Healthcare Providers and Third Party Administrators
- Hospitals
- Managed Care Service Providers
- Medical Centres/Institutes/Clinics, R&D and Laboratories
- Medical, Biomedical, Pharmaceutical Companies
- Claims Specialists
- Technology Experts and Solutions Providers
- Healthcare Infrastructure Developers
- Investors and Banks
- Legal and Consulting firms
- Employers and HR Managers dealing with healthcare issues
- Risk Managers, Researchers, Intermediaries, Suppliers and Service Providers in the healthcare and medical field

Speakers include:

	H.E. Abdullah Salim Al-Salmi Executive President, Capital Market Authority, Oman		Steve Clements Director, Health & Benefits business Middle East, Willis Towers Watson		Dr Magdy Bakr Technical Officer, Health System Strengthening, World Health Organisation
	Robin Ali Head of Practice, The Consilient Consultancy		Ziad Kharma Vice President, Business Development, Actuarial and Data Sciences, GlobeMed		Dr Sven Rohte Chief Commercial Officer, National Health Insurance Company - Daman
	Howard Gough CEO, MENA Region, Global Individual Private Medical Insurance (GIPMI) and Global Government segment, Cigna Corporation		Glenn Lottering Senior Director, Insurance, Oracle		Dr Saif AlJaibaji SVP and Regional CEO, Middle East and Africa, Optum/UnitedHealth Group
	Marco Bannerman Executive Director – Distribution, MEA, Aetna International		Raghad Hammad Senior Associate, BSA Ahmad Bin Hezeem & Associates LLP		Dr S. Prakash COO, Star Health and Allied Insurance Company Ltd
	Dr Husam R Majali M.D.Associate Director – Insurance/MSD GCC		Manoj Poduval Country Manager Bahrain, Kuwait, Oman, and Qatar, MetLife Gulf		Sachin Sahni Credit Analyst, S&P Global Ratings
	Jan Schmitz-Huebsch Director Business Development & Projects, Munich Health Daman Holding Ltd		Dr Dennis Sebastian Regional Director – Health, RGA		Lynette Oat Chief Growth Officer, International Payer and Employer, Optum International, UnitedHealth Group

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PROGRAMME

Day One, 25 September 2017, Monday

- 6.00 pm Early Registration of Delegates & Speakers
 6.30 pm Welcome Cocktail Hosted by
 -8.00 pm Capital Market Authority

Day Two, 26 September 2017, Tuesday

- 8.00 am Registration & Coffee
 9.00 am **Welcome Address by Conference Chairman**
Glenn Lottering, Senior Director, Insurance, Oracle
 9.15 am **Keynote Address**
H.E. Abdullah Salim Al-Salmi, Executive President, Capital Market Authority, Oman
 9.30 am **Regulatory Challenges in the Middle East Health Insurance Ecosystem**
 The discussion is no longer as simple as patient/provider payer. This session will highlight the challenges that regulators must deal with in embracing health insurance as a healthcare funding tool in an increasingly digitised market where many participants pursue their own gains at the cost of access to affordable, quality healthcare for both nationals and expatriates, rich and poor.
Robin Ali, Head of Practice, The Consilient Consultancy
 10.00 am **2017 Global Medical Trends!**
 The latest in over a decade of research by Willis Towers Watson. This year, 231 insurers from across 79 countries provided insights on medical costs, what is driving them and the cost management techniques employers are using, report includes also a snapshot of the US medical trends.
Steve Clements, Director, Health & Benefits business Middle East, Willis Towers Watson
 10.30 am Q&A
 10.40 am Tea Break
 11.00 am **Impact of Digital Technology on the Healthcare Industry**
 -Living in the Wearables Decade
 -Smart Devices & Smart Data Collecting
Howard Gough, CEO, MENA Region, Global Individual Private Medical Insurance (GIPMI) and Global Government segment, Cigna Corporation
 11.30 am **New Social Health Insurance in Egypt: Health System Transformation towards Universal Health Coverage (UHC)**
 - UHC: Health service, population and financial risk protection coverage
 - Social Health insurance in Egypt
 - Current and future health system structure
 - Lessons learnt and the way forward
Dr Magdy Bakr, Technical Officer, Health System Strengthening, World Health Organisation
 12.00 nn **The Role of National/Compulsory Health Insurance to Achieve Universal Health Coverage**
Jan Schmitz-Huebsch, Director Business Development & Projects, Munich Health Daman Holding Ltd
 12.30 pm Q&A
 12.40 pm Lunch
 2.00 pm **Special Focus on Oman**
 - Oman's Experience in the Development of its Healthcare System
 - Compulsory Medical Insurance
 - How to Establish An Effective Public Private Partnership.
 - What are the Issues, Challenges & Recommendations?
 - Growth Prospects in Oman & Future Outlook
 • *Manoj Poduval, Country Manager Bahrain, Kuwait, Oman, and Qatar, MetLife Gulf*
 • *Sachin Sahni, Credit Analyst, S&P Global Ratings*
 • *Ahmed Al-Mukhaini, Expert, Capital Market Authority*
 3.00 pm **Panel Discussion with the Health Authorities, Regulators & Industry Leaders - Key Drivers of Growth**
Panellists:
 • *Robin Ali, Head of Practice, The Consilient Consultancy*
 • *Dr Magdy Bakr, Technical Officer, Health System Strengthening, World Health Organisation*
 • *Manoj Poduval, Country Manager Bahrain, Kuwait, Oman, and Qatar, MetLife Gulf*
 3.45 pm Tea Break & Close for the Day

Day Three, 27 September 2017, Wednesday

- 9.00 am **A Paradigm Shift: Moving from Medical Underwriting to Health Underwriting**
Ziad Kharma, Vice President, Business Development, Actuarial and Data Sciences, GlobeMed
 9.30 am **Strategic Tips in Underwriting Healthcare with Profitability**
Dr Sven Rohte, Chief Commercial Officer, National Health Insurance Company - Daman
 10.00 am **Innovation in Healthcare: How Medical Insurers Can Support Employers With Duty Of Care To Their Globally Mobile Workforce**
Marco Bannerman, Executive Director – Distribution, MEA, Aetna International
 10.30 am Q&A
 10.40 am Tea Break
 11.00 am **Transformation to Digital Health**
Glenn Lottering, Senior Director, Insurance, Oracle
 11.20 am **Panel Discussion on Digital Disruption in Healthcare**
 - How Analytics & Data Science are Transforming Healthcare.
 - Genetics and Impact on Health Insurance
 - Artificial Intelligence, Robotics and BlockChain for Healthcare
Panellists:
 • *Dr Saif AlJaibeeji, SVP and Regional CEO, Middle East and Africa, Optum/UnitedHealth Group*
 • *Ziad Kharma, Vice President, Business Development, Actuarial and Data Sciences, GlobeMed*
 • *Lynette Oat, Chief Growth Officer, International Payer and Employer, Optum International, UnitedHealth Group*
 12.00 nn **Panel on Partnerships & Managing Expectations: Medical health providers, Governments, Hospitals, Health authorities, TPAs, Insurers?**
 - Healthcare Financing and Delivery
 - Marketing Strategies and Alternative Distribution Channels of Healthcare Insurance
 - Corporate & Individual Health & Wellness
Panellists:
 • *Dr Saif AlJaibeeji, SVP and Regional CEO, Middle East and Africa, Optum/UnitedHealth Group*
 • *Jan Schmitz-Huebsch, Director Business Development & Projects, Munich Health Daman Holding Ltd*
 • *Dr Dennis Sebastian, Regional Director – Health, RGA*
 12.40 pm Q&A
 12.45 pm Lunch
 2.00 pm **GULF Insurance Experiences in Different Markets and How Oman Can Benefit From These Experiences**
Dr Husam R Majali, M.D. Associate Director – Insurance/MSD GCC
 2.25 pm **Taxation and VAT - Key Measures For Consideration For Insurers in the GCC**
Raghad Hammad, Senior Associate, BSA Ahmad Bin Hezeem & Associates LLP
 2.50 pm **Anchor Address: Critical Success Factors for Compulsory Healthcare Insurance in the Era of Disruptive Innovation**
Dr S. Prakash, COO, Star Health and Allied Insurance Company Ltd
 3.15 pm Q&A
 3.30 pm Tea Break & Close of Conference

11th Middle East Healthcare Insurance Conference

25-27 Sep 2017, Shangri-La Barr Al Jissah Resort & Spa, Muscat, Oman

Registration Email: weeling@meinsurancereview.com

Conference Registration

Registered by _____

To: Ms Wee Ling, Middle East Insurance Review
 69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583
 DID: +65 6372 3167 • Fax: +65 6224 1091 • www.meinsurancereview.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 7 September 2017) **Normal Registration**

Subscribers US\$1,280 Subscribers US\$1,780
 Non-Subscribers US\$1,580* Non-Subscribers US\$1,980*
 (*Free One Year Subscription to Print 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 2017

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: 7 September 2017

For cancellation in writing made before **7 September 2017**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **7 September 2017**. However, substitution or replacement of delegates will be allowed.

PAYMENT

I undertake to indemnify the organisers for all bank charges

- I enclose a cheque / bankdraft in US Dollars made payable to "MIDDLE EAST INSURANCE REVIEW"

- 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: _____

Card No.: _____

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

Signature: _____ Date: _____

(Conference fee is zero-rated for GST)

Hotel Reservations:

[Hotel Reservation Link](#)

Hotel Reservation Form

Attn: Ms Marissa Pegarum, Reservations Supervisor
 Email: marissa.pegarum@shangri-la.com

Shangri-La Barr Al Jissah Resort & Spa

P.O. Box 644, Muscat Postal Code 100

Sultanate of Oman

Tel: +(968) 24776242

www.shangri-la.com/muscat

PLEASE FILL IN GUEST PARTICULARS ON REGISTRATION FORM

ARRIVAL DATE

Check in date: _____

Flight: _____ ETA: _____

DEPARTURE DATE

Check out date: _____

Flight: _____ ETD: _____

ROOM TYPE / ROOM RATE

Al Bandar Deluxe Rooms

- Single OMR 65++ per night Double OMR 75++ per night

Room Preferences (subject to availability)

- King bedded Twin bedded
 Smoking Non-smoking

- Room rates are subject to 17% service charge and taxes
- Inclusive of breakfast in the all-day dining restaurant of the hotel
- Inclusive of Wifi internet access in all hotel rooms
- Check-in time is at 14:00 hours; check-out time is at 12:00 hours
- All reservations require credit card guarantee and will receive a confirmation number from the hotel.
- Guarantee policy: Should there be a no-show or cancellation for confirmed reservation, the full duration of room charge will be imposed.
- All reservations are to be guaranteed upon credit card details received.

AIRPORT TRANSPORT

- Not required
 Airport to Hotel via Grandis or 4*4: OMR 40/way (Max 4pax plus luggage)
 Hotel to Airport via Grandis or 4*4: OMR 40/way (Max 4pax plus luggage)

Additional comments/ special requirements:

RESERVATION GUARANTEE

Credit Card

- Visa Mastercard Amex
 Diners JCB

Credit Card Number: _____

Expiry Date: _____ month _____ year

Cardholder's name: _____

Signature of Cardholder: _____
