

8th Middle East Healthcare Insurance Conference

13-14 October 2014, Jumeirah Creekside Hotel, Dubai, UAE

Theme: "Critical Success Strategies to Make Compulsory Insurance Sustainable"
– Creating Opportunities for All



Special Addresses & Panel Discussions:

- CEOs Panel Discussion on Compulsory Healthcare
- Executive Panel Discussion between Stakeholders in the Healthcare Business: Regulators, Insurers, Reinsurers, TPAs, Hospitals, Pharma and Government bodies!
- Panel Discussion: The Role of Managed Care as a Critical Strategy for Sustainable Health Insurance
- Developing A World Class Healthcare System – Strategic Partnerships with the Insurance Industry
- High Priority Issues on Patient Safety, Access, Quality and Standards – Impact on the Insurance Industry

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In a landscape of insurance privatisation in the region and with the pent up demand for health covers, there is tremendous opportunities for health insurers with governments making health insurance compulsory. But there is a need first to understand the critical dynamics of the healthcare business, their needs and wants and how to ensure that the systems are in place for insurers to be efficient, professional and effective in rising to the challenge of compulsory health insurance. Hence our theme for the 8th Conference goes for the jugular and beyond..

The two-day conference will be an exciting platform for interactive discussion and debate to identify best practices, challenges, opportunities and benefits for all stakeholders in the dynamic healthcare industry. The health systems in the various countries in the region are diverse with each facing a spectrum of different issues and challenges.

How do insurers respond effectively to these various challenges and provide the needed solutions that are comprehensive and cost effective? What can the governments do in policy planning and framework implementation to help drive the healthcare industry? What are the roles and critical success factors for all the players including TPAs, hospitals, managed care service providers, medical professionals, ehealth and technology providers, R&D and pharmaceutical companies and investors, to ensure growth for the industry and healthcare needs of the people are met?

This year's event will look at the progress and developments of compulsory healthcare in the region, significant roles of insurers and healthcare providers in the process, critical success strategies for the healthcare market, global healthcare trends, regulatory issues, underwriting issues and the latest innovation in technology, medical and healthcare products for sustainability and success!

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 health and healthcare issues
- Risk Managers, Researchers, Intermediaries, Suppliers and Service Providers in the healthcare and medical field

Key Speakers include:



Mr Talal Fida
General Manager,
SaudiNEXtCARE



Ms Jennifer Nuelle-Dimoulas
COO,
NEXtCARE



Dr Muhammad Hamed Farooqi
Director and Consultant
Endocrinologist,
Dubai Diabetes Center



Ms Nabila Taha
Managing Director and
Chief Actuary,
**Taha Actuaries and
Consultants**



Dr Ashraf Ismail, MD, MPH, CPHQ
Managing Director,
**Joint Commission
International (JCI)**



Dr Husam R Majali, MD
Insurance Manager –
Gulf,
**Merck Sharp & Dohme
(MSD)**



Mr Scott Davies
Associate Director,
Financial & Professional
Services Group,
Aon (DIFC) Gulf Ltd



Mr John J Kaelin
Senior Advisor, Health
Authority Abu Dhabi, UAE and
Former Senior Vice President,
UnitedHealth Group, USA



Dr Mussaad M. Al-Razouki
CEO,
**Kleos Healthcare
Corporation, Kuwait**



Mr Ziad Kharma
Vice President, Actuarial
and International Health
Services,
GlobeMed



Mr Des Donnelly
Development Director –
Assistance & Clinics, EEMEA,
International SOS



Dr Bilal Shirazi
Operations Director,
Neuron



Dr Saif AlJaibeji, MD PhD
Vice President,
Aetna



Mr Tony Abi-Khalil
CIO,
NEXtCARE



Mr Elie Tohme
General Manager,
GlobeMed Gulf



Dr Sameer Mankani
Manager – Managed Care,
Strategy and Planning,
Neuron



Ms Nada Majdalani
Head of Client Relations,
Neuron



Ms Nicola Oliver
Director & Head of Mortality,
**Medical Intelligence (UK)
Limited**



Dr Andrew Murray
SVP: Strategy and Business
Development,
Middle East & Asia Pacific,
Cigna



Drs Louis G.M. Brackel
Managing Partner,
**LeanResults & Co-Efficient
Management Consulting,
The Netherlands**



Mr Alexander Brookes
Director,
PwC

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PROGRAMME

Day One: 13 October 2014, Monday

8.00 am	Registration & Coffee
9.00 am	Opening Address by Chairman of Conference <i>Mr Talal Fida, General Manager, SaudiNEXtCARE</i>
9.05 am	Keynote Address <i>Dr Haidar Al Yousuf, Director of Health Funding, Dubai Health Authority (DHA); Member of the DHA Executive Committee & Strategy Council</i>
9.20 am	Special Address: Leadership in Operations <i>Ms Jennifer Nuelle-Dimoulas, COO & Member of the Executive Committee, NEXtCARE</i>
9.40 am	Special Address II: Lessons Learned from the US of Relevance to the Middle East As It Implements Health Insurance Programmes <i>Mr John J Kaelin, Senior Advisor, Health Authority Abu Dhabi, UAE and Former Senior Vice President, UnitedHealth Group, USA</i>
10.00 am	Using New Care Delivery Models to Improve Access and Accountability in Healthcare <i>Dr Mussaad Al-Razouki, CEO, Kleos Healthcare Corporation, Kuwait</i>
10.20 am	Q&A
10.30 am	Presentation of Tokens to Sponsors and Day One Speakers
10.40 am	Tea Break
11.00 am	The Changing Role of TPAs and How They Can Align the Needs of All Healthcare Management Stakeholders <i>Mr Elie Tohme, General Manager, GlobeMed Gulf</i>
11.20 am	The Role of Private Insurer in Mandatory Health Insurance Law Implementation <i>Dr Saif Aljaibeeji, MD PhD, Vice President, Aetna</i>
11.40 am	Improving Health Insurance Bottomline through International Best Practices - Experience from Europe <i>Drs Louis G.M. Brachel, Managing Partner, LeanResults & Co-Efficient Management Consulting, The Netherlands</i>
12.00nn	The Importance of Client Relations and Customer Service in Ensuring the Success of Health Insurance Plans <i>Ms Nada Majdalani, Head of Client Relations, Neuron</i>
12.20 pm	Q&A
12.30 pm	Lunch Hosted by NEXtCARE
2.00 pm	Panel Discussion: The Role of Managed Care as a Critical Strategy for Sustainable Health Insurance Moderator: <i>Dr Sameer Mankani, Manager – Managed Care, Strategy and Planning, Neuron</i> Panellists: <ul style="list-style-type: none">• Ms Nabila Taha, Managing Director and Chief Actuary, Taha Actuaries and Consultants• Dr Muhammad Hamed Farooqi, Consultant Endocrinologist & Director, Dubai Diabetes Center, Dubai Health Authority• Dr Bilal Shirazi, Operations Director, Neuron
2.40 pm	Innovation in Healthcare and Health Insurance Products <i>Dr Shafiq Shaikh, Medical Network & Claims Director – Gulf, MetLife Gulf</i>
3.00 pm	Big Data Overview and Implications for Healthcare Stakeholders <i>Mr Ziad Kharma, Vice President, Actuarial and International Health Services, GlobeMed</i>
3.20 pm	Optimizing Processes: Information Management Strategies for Better Medical Cover and Claims Processing <i>Ms Ruth Fisk, Global Insurance Director, Hyland, creator of Onbase</i>
3.40 pm	Q&A
3.45 pm	Tea Break
4.00 pm	Healthcare Insurance Compulsory Experience in KSA <i>Mr Talal Fida, General Manager, SaudiNEXtCARE</i>
4.20 pm	How The Netherlands Became the Most Agile, Service Oriented and Cost Effective Health Insurance Market in Europe <ul style="list-style-type: none">• Are healthcare insurers in the Netherlands really that efficient and agile?• How a Dutch healthcare insurer VGZ achieved operational excellence by leveraging IT (case study)• How can Middle East healthcare insurers benefit from the Dutch experience? <i>Mr Frans Elberse, Director of Business Development, Health Insurance, Oracle</i>
4.40 pm	The Main Drivers Behind Increased Life Expectancy <i>Understanding Trends in life Expectancy and Mortality</i> <i>Ms Nicola Oliver, Director & Head of Mortality, Medical Intelligence (UK) Limited</i>
5.00 pm	Q&A
5.05 pm	Close of Day One

Day Two: 14 October 2014, Tuesday

9.00 am	Journey to Maturity: Regulatory Regimes in the Region The development and maturation of regulatory regimes; understanding the required regulatory environment and “how much” regulation <i>Mr Alexander Brookes, Director, PwC</i>
9.20 am	Difference between Assistance and Insurance <ul style="list-style-type: none">• How they complement each other, work in tandem and do not compete• Why organizations need to look at each individually <i>Mr Des Donnelly, Development Director – Assistance & Clinics, EEMEA, International SOS</i>
9.40 am	The Expatriate Healthcare Market - Global and Regional Perspectives <i>Dr Andrew Murray, SVP: Strategy and Business Development, Middle East & Asia Pacific, Cigna</i>
10.00 am	How Health Insurance Companies Support the Management of Chronic Conditions by Increasing Patient Satisfaction and Decreasing Costs - Cases from US, Europe and Middle East <i>Dr Balazs Szathmary, Senior Director, EMEA Healthcare Industry Business Unit, Oracle</i>
10.20 am	The Importance of the Personal Health Record for the Patient and the Healthcare Stakeholders <i>Mr Tony Abi-Khalil, CIO, NEXtCARE</i>
10.40 am	Q&A
10.45 am	Presentation of Tokens to Day Two Speakers
10.50 am	Tea Break
11.10 am	Executive Panel Discussion between Stakeholders in the Healthcare Business: Regulators, Insurers, Reinsurers, TPAs, Hospitals, Pharma and Government Bodies Moderator: <i>Mr Ahmed Amer, MBA, Vice President, Client & Partner Development, Middle East & Africa, UnitedHealthcare International</i> Panellists: <ul style="list-style-type: none">• Mr Elie Tohme, General Manager, GlobeMed Gulf• Dr Ashraf Ismail, MD, MPH,CPHQ, Managing Director, Joint Commission International (JCI)• Mr Safder Jaffer, Managing Director, Middle East & Africa, Milliman• Mr Hatim Maskawala, Managing Director, Badri Management Consultancy• Mr Des Donnelly, Development Director – Assistance & Clinics, EEMEA, International SOS• Dr Shafiq Shaikh, Medical Network & Claims Director – Gulf, MetLife Gulf• Ms Manal Ali Ghandour, Senior Executive, Clinical Coding – Health Informatics Dept, Dubai Healthcare City
11.50 am	CEO Panel on Compulsory Healthcare Insurance: How Compulsory Healthcare Insurance Could Contribute to Expo 2020 and What Innovation Solutions Could Be Brought in? Moderator: <i>Mr Tony Abi-Khalil, CIO, NEXtCARE</i> Panellists: <ul style="list-style-type: none">• Mr Christian Gregorowicz, CEO, NEXtCARE & CEO, MEA – Allianz Global Assistance• Mr Ayman El Hout, Deputy CEO & GM, Al Sagr National Insurance Company• Mr Paul Holmes, Managing Director – Middle East, Al Futtaim Willis Co LLC• Eng Sobhi Batterjee, Founder President & CEO, Saudi German Hospitals Group
12.30 pm	Lunch
2.00 pm	High Priority Issues on Patient Safety, Access, Quality and Standards – Impact on the Insurance Industry <i>Dr Ashraf Ismail, MD, MPH,CPHQ, Managing Director, Joint Commission International (JCI)</i>
2.20 pm	Enhancing Healthcare Insurance Profitability: Can the Regional Health Insurers Make Money? <i>Mr Safder Jaffer, Managing Director, Middle East & Africa, Milliman</i>
2.40 pm	Using Analytics to Optimize Profits <i>Mr Hatim Maskawala, Managing Director, Badri Management Consultancy</i>
3.00 pm	Cost Effectiveness in Drug/Health Insurance <i>Dr Husam R Majali, MD, Insurance Manager – Gulf, Merck Sharp & Dohme (MSD)</i>
3.20 pm	The Dubai Healthcare Market – A Newcomer's First Impressions <i>Mr Hein van Eck, Head: Funder Relations, Mediclinic Middle East</i>
3.40 pm	Anchor Address: Coping with Cyber Liability Risks in Healthcare <i>Mr Scott Davies, Associate Director, Financial & Professional Services Group, Aon (DIFC) Gulf Ltd</i>
4.00 pm	Close of Conference & Tea Break

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Registration Link: <http://www.meinsurancereview.com/meirhc/Register>
or Email: loga@meinsurancereview.com

Conference Registration

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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 Sep 2014) Normal Registration

Subscribers US\$980 Subscribers US\$1,480
Non-Subscribers US\$1,280* Non-Subscribers US\$1,680*
(*Free One Year Subscription to Print Edition of Middle East Insurance Review & MEIR 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 2014 Register two delegates from the same company, and send the third 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 Oct 2014

For cancellation in writing made before **14 Sep 2014**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **14 Sep 2014**. 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 Ltd, 12 Marina Boulevard,
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• 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: _____

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

Signature: _____ Date: _____

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Hotel Reservation:
Email: JCHInhouseRes@jumeirah.com

Hotel Reservation Form

To: Reservations Department
Email: JCHInhouseRes@jumeirah.com

Jumeirah Creekside Hotel
P.O. Box 78377, Dubai, United Arab Emirates
Tel: +971 4 2308555 Fax: +971 4 230 8556
www.jumeirah.com

Please fill in Guest particulars on Registration Form

Arrival Date

Check in date: _____

Flight: _____ ETA: _____

Departure Date

Check out date: _____

Flight: _____ ETD: _____

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- Guarantee policy: Should there be a no-show or cancellation for confirmed reservation, the full duration of room charge will be imposed.
- Rooms and rates are subject to availability so please make your booking early.

VISA

Visa application service is available at prevailing rates and conditions.

Yes, visa is required. Please arrange:

- Tourist visa – AED260 per visa
 Service visa – AED530 per visa

AIRPORT TRANSPORT

- Not required
 Airport to Hotel:
 Dubai International Airport AED150 per car per way
 Al Maktoum International Airport AED250 per car per way
 Hotel to Airport
 Dubai international Airport AED150 per car per way
 Al Maktoum International Airport AED250 per car per way

RESERVATION GUARANTEE

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Expiry Date: _____ month _____ year

Cardholder's name: _____

Signature of Cardholder: _____