

6th Middle East Healthcare Insurance Conference

9 – 10 October 2012,
Pullman Mall of the Emirates
Dubai, UAE

Theme: “Turning Challenges and Needs in Healthcare & Health Insurance Into Real Profit Drivers”



Organised by:

**MIDDLE EAST
INSURANCE REVIEW**

Gold Sponsor:

NEXtCARE[®]
Your Health Managed with Care

Supported by:

ArabMedicare.com
"Your Gateway to eHealth in the Arab World"

iis INTERNATIONAL
INSURANCE
SOCIETY
The global resource for the insurance community

PHM
International

Media Partner:

**ASIA
INSURANCE REVIEW**

Register online at www.meinsurancereview.com/healthcare



Follow us on:



6th Middle East Healthcare Insurance Conference

9 – 10 October 2012, Pullman Mall of the Emirates Dubai, UAE

The demographic, economic and social forces are driving demand and expectation for high quality healthcare in the Middle East. The demand for better medical facilities, innovative drugs and the cutting-edge medical technologies are pushing up costs.

As a result, some countries are struggling with over-burdened government-run healthcare systems, and are turning to the private sector for much needed investment and expertise. And some governments are setting standards in providing the very best healthcare service not only for the growing local population but also for expatriate workers. Many turn to insurance as a solution. Can insurers turn these challenges into opportunities?

Middle East Insurance Review is hosting the 6th Healthcare Insurance Conference with the theme: “Turning Challenges and Needs in Healthcare & Health Insurance Into Real Profit Drivers.” The two-day conference will look at innovative and cost effective solutions for insurers to play a significant role in the region’s healthcare market; developments of compulsory healthcare around the region; global healthcare trends and developments; regulatory and supervisory framework; critical success factors in underwriting; and costs and fraud management as well as managed care and quality standards.

**Sign Up Now to
Secure Your Seats!
And Take Advantage of
Early Bird Discounts!**

Who Should Attend

- Life and General Insurance & Reinsurance companies;
- Government bodies and Health Authorities;
- International Aid Agencies & Emergency Evacuation Companies;
- Hospitals;
- Healthcare Providers and Third Party Administrators;
- Medical, Biomedical and Pharmaceutical Companies;
- Managed Care Service Providers;
- Management Consultants;
- Risk Managers;
- Claims Specialists;
- Technology Experts, Lawyers, Employers and HR Managers dealing with health and healthcare issues.
- Professionals, Researchers, Intermediaries and Service Providers in the healthcare and medical field.

Topics

- Critical Success Factors in Healthcare
- Challenges in Medical Underwriting: Finding the Right Balance – How Can Insurers, Health Providers & Government Work Together to Achieve A Successful Health Proposition?
- Turning Healthcare into High Quality, Safe and Efficient Industry: The Challenge and the Road
- Managing Medical Claim Fraud in Healthcare
- Compulsory Healthcare Insurance Around the Region
- Healthcare Insurance Markets Around the World

PLUS

Panel Discussion on Turning Challenges and Needs in Healthcare & Health Insurance Into Real Profit Drivers

6th Middle East Healthcare Insurance Conference

9 – 10 October 2012, Pullman Mall of the Emirates Dubai, UAE

PROGRAMME

Day One: 9 October 2012, Tuesday

- 8.00 am Registration & Coffee
- 9.00 am **Welcome Address by Conference Chairman Andre Daoud, Chief Business Officer, NEXtCARE**
- 9.15 am **Keynote Address: Challenges to Move Towards Universal Health Coverage in the Eastern-Mediterranean Region – The Role of the Private Sector**
Dr Awad Mataria, Pharmacist, Health Economist, World Health Organization, EMRO, DHS/HEC
- 9.45 am **Innovative services in Health Insurance – Higher Premiums?**
Florence Jaquet, Regional Market Manager, NEXtCARE
- 10.30 am Tea Break

Critical Success Factors & Underwriting Strategies

- 11.00 am **Role of Reinsurers in the Health Insurance in MENA – Sensitive Pricing and Technical Aspects of Health Insurance and Reinsurance**
Kudzai Gumbie, Senior Pricing Actuary, RGA Reinsurance Company Middle East
- 11.45 am **Is Health Reinsurance Necessary?**
Joëlle Ghanimeh, Senior Underwriter, Health & Medical Department, Arab Reinsurance Company
- 12.30 pm Lunch Hosted by NEXtCARE
- 2.00 pm **Challenges in Medical Underwriting – Finding the Right Balance: How Can Insurers, Health Providers & Government Work Together to Achieve A Successful Health Proposition?**
Safder Jaffer, Managing Director & Consulting Actuary - Middle East & Africa, Milliman
- 2.30 pm **Aspects of Cooperation Between Pharmaceuticals and Insurance Companies**
Dr Husam R Majali, M.D., Market Access Lead – Private Insurance & Pricing – Gulf, Merck Sharp & Dohme (MSD)
- 3.00 pm **Update on Compulsory Healthcare Insurance Around the Region**
Abu Dhabi, Bahrain, Dubai, Jordan, Kuwait, Qatar, Saudi Arabia
Daniel Whitehead, Middle East & North Africa Region Healthcare Lead, Booz Allen Hamilton
- 3.30 pm Tea Break

Quality Issues and the Challenges

- 4.00 pm **Importance of the Electronic Data Interchange in the Health Insurance Domain**
Tony Abi-Khalil, Chief IT Officer, NEXtCARE
- 4.30 pm **Turning Healthcare into High Quality, Safe and Efficient Industry: The Challenge and the Road**
Dr Ashraf Ismail, Managing Director, Middle East International Office, Joint Commission International (JCI)
- 5.00 pm Close of Day one

Day Two: 10 October 2012, Wednesday

- 9.00 am **What Are the Critical Success Factors for Healthcare Insurers?**
Dr Sven Rohte, Chief Commercial Officer, National Health Insurance Company – Daman
- 9.45 am **Managing Medical Claim Fraud in Healthcare**
Andre Daoud, Chief Business Officer, NEXtCARE
- 10.30 am Tea Break

Health Insurance Markets Around the World

- 11.00 am **The Changing Health Insurance Market and the Insurance Carrier's Relationship with the Agencies in the US Market**
Hisham Elzein, President/ CEO, ZEIN Insurance Services, Inc
- 11.45 am **Healthcare Partner**
Fehr H Nazer, Provider Relations Director, Bupa Arabia
- 12.30 pm Lunch
- 2.00 pm **Critical Success Factors for Compulsory Healthcare Insurance & Regulatory Issues in Healthcare and Health Insurance in the Middle East**
Ryder Smith, Partner, Health Industries, PwC

Panel Discussion

- 2.30 pm **Panel Discussion on Turning Challenges and Needs in Healthcare & Health Insurance Into Real Profit Drivers**
- ⇒ Healthcare Risks, Challenges and Critical Success Factors in the Middle East
 - ⇒ Compulsory Healthcare Insurance – Challenges and Opportunities
 - ⇒ Impact of the Current Economic Vagaries on Healthcare
 - ⇒ Identify Emerging Risks and Enabling New Technologies
 - ⇒ Strategies to Cope with Rising Healthcare Costs
- Panellists:**
- *Fehr H Nazer, Provider Relations Director, Bupa Arabia*
 - *Dr Husam R Majali, M.D., Market Access Lead – Private Insurance & Pricing – Gulf, Merck Sharp & Dohme (MSD)*
 - *Wayne Jones, Partner, Middle East Regional Office, Insurance and Dispute Resolution, Clyde & Co*
 - *Nabila Taha, Managing Director & Chief Actuary, Taha Actuaries & Consultants*

- 3.30 pm Close of Conference & Tea Break

6th Middle East Healthcare Insurance Conference

9 – 10 October 2012, Pullman Mall of the Emirates Dubai, UAE

Fax to: (65) 6512 5335

Conference Registration Form

To: Ms Michelle

69 Amoy Street, Singapore 069 888 • Tel: (65) 6224 5583
DID: (65) 6372 3178 • email: michelle@meinsurancereview.com
or register online at 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 20 Sep 2012)

Subscribers US\$980
Non-Subscribers US\$1280*

Normal Registration

Subscribers US\$1,480
Non-Subscribers US\$1,680*

(*Free One Year Subscription to Print Edition of *Middle East Insurance Review* & e-Weekly Middle East and e-Weekly Takaful

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)
Remarks: _____

Group registration:

Special Offer for Year 2012: 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: 2 October 2012

For cancellation in writing made before **20 Sep 2012**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **20 Sep 2012**. 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:
The Development Bank Of Singapore, 6 Shenton Way,
DBS Building, Singapore 068 809
• 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: _____

Fax to: +971 4 7028010

Please fax Room Reservation form direct to Hotel

Room Reservation Form

Attn: Mr Attila Farkas,
Group Reservations, Accor MAF Hotels
Email: DXB-CSGR2@accor.com

Pullman Mall of the Emirates Dubai

Al Barsha 1, Mall of the Emirates,
P O Box 450309, Dubai
Tel: +971 4 7028000 Fax: +971 4 7028010

www.pullmanhotels.com;
www.accorhotels.com

Ref:
822469

Please fill in Guest particulars on Registration Form

ARRIVAL

Arrival Date: _____

Arrival Time: _____ Flight Details _____

DEPARTURE

Departure Date: _____

Departure Time: _____ Flight Details _____

ROOM RESERVATION

Single AED750
 Double AED800
 Smoking Non-Smoking

- Rates include full Buffet Breakfast
- Rates are per room per night and include 10% Service Charge & 10% Municipality fee. Any change in the general rate of municipality fees, may be changed subject to the hotel's discretion. No rate adjustment will be possible after check in.
- Rates are in UAE Dirham (AED) per room per night and are payable in same currency.
- Check-in after 14:00 hours on the day of arrival. Check-out before 12:00 noon on the day of departure.
- All reservations must be guaranteed by cash, bank draft or major credit card.
- Any cancellation or no-show will be charged to the guest for the full duration of the stay.

VISA

Visa application service is available at prevailing rates and conditions.

AED480/nett. Yes, please assist in obtaining a visa.

AIRPORT TRANSFER

NOT required
 Dubai International Airport to Hotel AED150 nett per car/way
 Hotel to Dubai International Airport AED150 nett per car/way

TERMS & CONDITIONS

- Please note that hotel bookings are processed only if credit card details are provided. Should you not have a credit card, your room will be on request basis, and will be confirmed by the hotel only upon receipt of full payment.
- Rooms and rates are subject to availability so please make your booking early.

RESERVATION GUARANTEE

Amex Visa Others

Diners Mastercard _____

Credit Card Number: _____

_____ - _____ - _____ - _____

Expiry Date: _____ month _____ year

Cardholder's name: _____

Signature of Cardholder: _____