

Register by  
8 September 2016  
for Early Bird Discounts!

# 10th Middle East Healthcare Insurance Conference

3-4 October 2016, Shangri-La Hotel, Dubai, UAE

Theme: "Evolutionary Innovation: Creating New Markets and Synergies"



Organised by:

**MIDDLE EAST  
INSURANCE REVIEW**

Gold Sponsor:

**NEXTCARE**<sup>®</sup>  
Your Health Managed with Care

Sponsor:

**ORACLE**<sup>®</sup>  
INSURANCE

Supported by:

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

**iis** INTERNATIONAL  
INSURANCE  
SOCIETY

Media Partners:

**ASIA  
INSURANCE REVIEW**

**EUROMONITOR  
INTERNATIONAL**

**ASIAN HOSPITAL &  
Healthcare**<sup>®</sup>  
MANAGEMENT

المراقبة  
التأمينية  
AL MURAFIYA AL TAAMINIYA

**Maarefah**  
Spreading Knowledge

**OXFORD  
BUSINESS  
GROUP**

[www.meinsurancereview.com/meirhc2016](http://www.meinsurancereview.com/meirhc2016)

 @MEIRNEWS #MEIRhc  
 /MiddleeastInsuranceReview  
 /company/meir

# 10th Middle East Healthcare Insurance Conference

3-4 Oct 2016 • Shangri-La Hotel, Dubai, UAE

Technology is progressing at a rapid speed, faster than ever, with great impact on the insurance and healthcare industry. Insurers will have to adapt and face the challenges of a disruptive era of big data, analytics, robotics, digital products and services, and reinvent Healthcare Insurance as it evolves with wearables and mobile technologies. With the spinning pace of change and competition, insurers will have to work fast and smart to step up their game!

The 10th Middle East Healthcare Insurance Conference, organised by Middle East Insurance Review, aims to address these real issues and challenges and also will look at the progress of compulsory healthcare around the region; global healthcare trends and developments; critical success factors in underwriting, claims management; and innovative healthcare products and solutions.

**Register 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:



**Mr Andre Daoud**  
Chief Business Officer,  
NEXTCARE



**Dr Haidar Al Yousuf**  
Director of Health Funding,  
Dubai Health Authority



**Mr Robin Ali**  
Head of Practice,  
The Consilient Consultancy



**Mr Glenn Lottering**  
Senior Director, Insurance,  
Oracle



**Mr Christian Gregorowicz**  
CEO,  
NEXTCARE



**Mr Rajesh Sethi**  
CEO, Noor Takaful Family PJSC &  
Noor Takaful General PJSC



**Mr Stephen Ballantine**  
Senior Lawyer,  
Galadari Advocates & Legal  
Consultants



**Mr Sudip Mukhopadhyay**  
Advisor, Health Insurance  
Practice, Middle East,  
North Africa and South Asia,  
Frost & Sullivan



**Mr Mark Tomaszewski**  
Chief Marketing Officer,  
Global Benefits Group;  
President, TieCare International,  
USA



**Mr Cristian Carstoiu**  
Director, Consulting,  
KPMG Lower Gulf Limited



**Mr Indranil Dey**  
Founder & CEO,  
Private Health Advisory Group  
& myPersonalDoc,  
USA



**Mr Nameer Khan**  
Group Head of Bancatakaful  
& Alternative Distribution  
Channels/Strategy, Pak-Qatar  
Family Takaful Limited



**Ms Sonja de Pattenden**  
Business Development Director,  
AXA Insurance Gulf / Now Health  
International



**Dr Jean-Marc Gauer**  
CEO, Rak Hospital, RAK, UAE



**Mr Peter Crook**  
CEO, Activus Ltd UK



**Dr Saif AlJaibeji**  
CEO, MEA,  
UnitedHealth Group



**Mr Gordon Rech**  
Medical Services Manager,  
Jumeirah Group



**Mr Aftab Hasan**  
CEO, Arya Insurance Brokerage  
Company



**Mr Silvan Said**  
Managing Director, RISC Institute



**Mr Hein van Eck**  
Chief Strategy Officer,  
Mediclinic Middle East & Al  
Noor Hospitals Group



**Mr Chadi El Deek**  
Group Risk Manager, Al Habtoor  
Group LLC



**Mr Mustafa Vazayil**  
CEO, Gargash Brokers



**Dr Ayham Refaat**  
Founder and Managing  
Director, ACCUMED



**Mr Akbar Moideen Thumbay**  
Board Member, Thumbay Group

# 10th Middle East Healthcare Insurance Conference

3-4 Oct 2016 • Shangri-La Hotel, Dubai, UAE

## PROGRAMME

### Day One: 3 October 2016, Monday

<b>8.00am</b>	<b>Registration</b>	
<b>9.00am</b>	<b>Exhibitors: NEXtCARE Open Day, Oracle, Cegedim, Eternity Medicine Institute (EMI), MEDIGO, RISC Institute</b>	<ul style="list-style-type: none"><li>• Mr Mark Tomaszewski, Chief Marketing Officer, Global Benefits Group; President, TieCare International, USA</li><li>• Mr Mustafa Vazayil, CEO, Gargash Brokers</li></ul>
<b>9.40am</b>	<b>Opening Address by Conference Chairman</b> Mr Andre Daoud, Chief Business Officer, Member of the Executive Committee, NEXtCARE	<b>12.00nn</b> <b>IT Innovations</b> Mr Tony Abi Khalil, Chief Information Officer, NEXtCARE
<b>9.45 am</b>	<b>Keynote Address</b> Dr Haidar Al Yousuf, Director of Health Funding, Dubai Health Authority	<b>12.35pm</b> <b>Lunch hosted by NEXtCARE</b>
<b>10.00 am</b>	<b>Special Address</b> Mr Andre Daoud, Chief Business Officer, NEXtCARE	<b>1.50pm</b> <b>Q&amp;A with Dr Hanan Sulaiman AISuwaidi, Dubai Health Authority Health Funding Team</b>
<b>10.35am</b>	<b>10 Years On: Health Insurance As A Healthcare Funding Tool in GCC Countries</b> <ul style="list-style-type: none"><li>- What models of mandatory health insurance did different governments adopt?</li><li>- What have been the successes and failures?</li><li>- How has implementation of the various models affected the insurance sector and the healthcare sector?</li><li>- Who have been the winners and the losers?</li><li>- What lessons can be learnt?</li></ul> Mr Robin Ali, Head of Practice, The Consilient Consultancy	<b>2.10pm</b> <b>Corporate Wellness &amp; Optimizing Health Benefits Metrics – The New Paradigm</b> Mr Sudip Mukhopadhyay, Advisor, Health Insurance Practice, Middle East, North Africa and South Asia, Frost & Sullivan
<b>11.00am</b>	<b>Tea Break</b>	
	<b>CEO Panel</b>	
<b>11.20am</b>	<b>CEO Panel: Innovation Creating New Heights, New Markets, New Value</b> <ul style="list-style-type: none"><li>- Can you share examples of disruptive innovation which the Healthcare industry has witnessed so far?</li><li>- How can market disruption create new value to the Healthcare industry?</li><li>- What is the theory behind disruptive innovation? Is this a major turning point? What has become the norm today to unlock growth in the Healthcare industry?</li></ul> <b>Panel Chairman</b> Mr Rajesh Sethi, CEO, Noor Takaful Family PJSC & Noor Takaful General PJSC <b>Panellists:</b> <ul style="list-style-type: none"><li>• Mr Christian Gregorowicz, CEO AWP MEA/ Chairman of the Executive Committee, NEXtCARE</li><li>• Dr Haidar Al Yousuf, Director of Health Funding, Dubai Health Authority</li><li>• Dr Saif Al Jaibei, SVP and Regional CEO, Optum a UnitedHealth Group Company</li></ul>	<b>Employer Panel</b> <b>2.30pm</b> <b>Employer Panel: Healthcare Innovative Solutions to Engage and Retain Employees</b> <ul style="list-style-type: none"><li>- What in your opinion would be the healthcare innovative solutions that could engage and retain your employees?</li><li>- What make you today an Employer of Choice? And what are the healthcare benefits needed for your organization to sustain your position?</li><li>- How do you define a forward looking organization? What are the powerful tools that need to be created to maintain employee engagement and satisfaction?</li></ul> <b>Panel Chairperson:</b> Ms Mida Ghazi, HR Director – MEA, NEXtCARE <b>Panellists:</b> <ul style="list-style-type: none"><li>• Mr Gordon Rech, Medical Services Manager, Jumeirah Group</li><li>• Mr Chadi El Deek, Group Risk Manager, Al Habtoor Group LLC</li><li>• Dr Ehab Emil, Insurance Manager, Al Shafar General Contracting LLC</li><li>• Ms Suha Mardelli Haroun, Regional Director, Bayt.com</li><li>• Ms Maya Matar, HR Manager - Employee Relations, Amana Contracting &amp; Steel Buildings - Corporate Office</li></ul>
		<b>3.30pm</b> <b>Tea Break</b>
		<b>3.45pm</b> <b>Medical Malpractice Claims in the UAE</b> Mr Stephen Ballantine, Senior Lawyer, Galadari Advocates & Legal Consultants
		<b>4.15pm</b> <b>Poll Question and Q&amp;A</b>
		<b>4.30pm</b> <b>Close of Day One</b>

### Day Two: 4 October 2016, Tuesday

<b>9.00am</b>	<b>Innovation in Health Insurance &amp; Product</b> <ul style="list-style-type: none"><li>- Innovative Products: Flexible, Customizable Benefits</li><li>- Superior Services: Selective Healthcare Contracting</li><li>- Superior Services: Value Based Payments</li></ul> Mr Glenn Lottering, Senior Director, Insurance, Oracle	<b>10.15am</b> <b>Exploiting IT – Innovation as a Process</b> Mr Peter Crook, CEO, Activus Ltd UK
	<b>Technology Panel</b>	<b>10.35am</b> <b>Tea Break</b>
<b>9.30am</b>	<b>Panel Discussion on the Impact of Wearables and Mobile Technologies on Healthcare Insurance</b> <ul style="list-style-type: none"><li>- Are the insurance companies ready to capture data from the wearables, have the right agreements in place and technology readiness? Do they have the right data governance? Are the firms ready to extract the right value from all the data they will receive/tap into?</li><li>- What kind of partnerships are required to become agile and flexible enough to offer new products/services and adapt the pricing and options based on the lifestyle of the policy holder and family members?</li><li>- How do the insurers cope with the wealth of sensors, technology standards and data normalization from all these wearables?</li><li>- Does the regulator need to come with more stringent regulations around data privacy laws in the light of the new data being a massed and ready to be mined for insights?</li><li>- Cyber Liability &amp; Security Issues</li></ul> <b>Panel Chairman:</b> Mr Glenn Lottering, Senior Director, Insurance, Oracle <b>Panellists:</b> <ul style="list-style-type: none"><li>• Mr Nameer Khan, Group Head of Bancatakalful &amp; Alternative Distribution Channels/Strategy, Pak-Qatar Family Takaful Limited</li><li>• Mr Cristian Carstoiu, Director, Consulting, KPMG Lower Gulf Limited</li><li>• Ms Sonja de Pattenden, Business Development Director, Now Health International</li><li>• Mr Aftab Hasan, CEO, Arya Insurance Brokerage Company</li></ul>	<b>11.00am</b> <b>Cost Containment Solutions and Creating New Products &amp; Services</b> Mr Indranil Dey, Founder & CEO, Private Health Advisory Group & myPersonalDoc, USA
		<b>11.30am</b> <b>Roadmap for Excellence in Health Insurance Knowledge</b> Mr Silvan Said, Managing Director, RISC Institute
		<b>12.00nn</b> <b>The Effect of Wearable/Digitisation on Customer Service Expectation</b> Mr Haytham Jabbour, Systems Engineer, Sales/Channels, Cisco
		<b>Provider Panel</b>
		<b>12.30pm</b> <b>Provider Panel: Innovation- A Healthy Process for Managing Health with Care</b> <b>Panel Chairman:</b> Mr Andre Daoud, Chief Business Officer, Member of the Executive Committee, NEXtCARE <b>Panellists:</b> <ul style="list-style-type: none"><li>• Dr Jean-Marc Gauer, CEO, Rak Hospital, RAK, UAE</li><li>• Mr Hein van Eck, Chief Strategy Officer, Mediclinic Middle East &amp; Al Noor Hospitals Group</li><li>• Dr Jamil Ahmed, Medical Director, Prime Healthcare Group</li><li>• Mr Saleh Al Shawa, General Manager, Al Jaber Optical</li><li>• Dr Ayham Refaat, Founder and Managing Director, ACCUME</li><li>• Mr Akbar Moideen Thumbay, Vice President, Healthcare Division, Board Member, Thumbay Group</li></ul>
		<b>1.30pm</b> <b>Lunch</b>
		<b>2.30pm</b> <b>Networking Session</b>
		<b>4.00pm</b> <b>Close of Conference</b>

# 10th Middle East Healthcare Insurance Conference

3-4 Oct 2016 • Shangri-La Hotel, Dubai, UAE

Registration Email: [weeling@meinsurancereview.com](mailto: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](http://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 8 Sep 2016)

Subscribers  US\$1,280

Non-Subscribers  US\$1,580\*

(\*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)

#### Normal Registration

Subscribers  US\$1,780

Non-Subscribers  US\$1,980\*

### Group registration: Special Offer for Year 2016

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: 25 Sep 2016

For cancellation in writing made before **1 Sep 2016**, 50% of the conference fee will be refunded. No refunds will be made for cancellations after **1 Sep 2016**. 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 Reservation:  
Email: [mice.sldb@shangri-la.com](mailto:mice.sldb@shangri-la.com)

## Hotel Reservation Form

Attn: Reservations Department  
Email: [mice.sldb@shangri-la.com](mailto:mice.sldb@shangri-la.com)  
Shangri-La-Hotel, Dubai  
Sheikh Zayed Road, PO Box 75880  
Dubai, United Arab Emirates  
Tel: +971 4 405 2825 Fax: +971 4 343 8886

[www.shangri-la.com/dubai/](http://www.shangri-la.com/dubai/)

**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

#### Rooms

Standard

- Single AED800 ++  Double AED900 ++

#### Special Request

- King Bed  Twin Bed  Smoking  Non-Smoking

- Inclusive of breakfast in the all day dining restaurant
- Inclusive of broadband internet access in all hotel rooms
- Room rates are subject to 10% service charge and 10% municipality fee plus AED20 Tourism Dirham per room per night
- Room rates are available 3days prior and 3days after the stated dates above subject to availability.
- Check-in time: 1400hrs. Check-out time is 12.00noon.
- Special room rates are subject to availability, please book early.
- The credit card number will serve to guarantee the room reservation and authorizes Shangri-La Hotel to charge the room charge for the full duration of stay: i) in case of no show ii) in case of cancellation or early departure communicated to the hotel less than 7days prior to the arrival.

### VISA

Visa application service is available at prevailing rates and conditions. Please help with my visa application.

- AED 550 per applicant for a normal transit visa.

- AED 750 per applicant for an urgent visa.

- AED 950 per applicant on Public Holidays

*Please be informed that the hotel will purchase AED8000 per person on the credit card given in the visa application form in order to guarantee the visa. This amount will be refunded once the guest departs from the emirate and if the guest does not over stay or violate any of the laws stated by the immigration of Dubai.*

### TRANSPORT

Ground Transportation by Hotel Limousine (BMW 7 series)

(Travel distance from airport to Shangri-La Hotel:

Approximately 15 minutes)

- Not Required

- Dubai International Airport to Hotel at AED290nett

- Hotel to Dubai International Airport at AED290nett

- Round trip at AED580nett

All pick-ups can be guaranteed upon credit card details received.  
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: \_\_\_\_\_