



14th Middle East Healthcare Insurance Conference

Theme: "Risk Management Measures in Health Insurance - Mitigating the Impact of Fraud, Abuse and Waste (FAW) on Quality, Pricing & Premium"

24-26 September 2023
Sheraton Oman Hotel, Muscat, Oman



Under the Patronage of:
H.E. Sultan Salim Said Al
Habsi, Minister of Finance,
Oman



Ministerial Address:
Ahmed Ali Saif Al Mamari,
Executive Vice President,
Capital Market Authority,
Oman

Simultaneous Translation will be provided in Arabic/ English

Organised by:

MIDDLE EAST
INSURANCE REVIEW

Member: Beacon International Group, Ltd. 

Under the Patronage of:

المهتمة العامة لسوق المال
Capital Market Authority

Keep Evolving تطور مستدام



Teabreak Sponsor:



Media Partner:

ASIA
INSURANCE REVIEW

Member: Beacon International Group, Ltd. 

For speaking, sponsorship and partnership opportunities:

Email: kalaranee@meinsurancereview.com or sheela@meinsurancereview.com

Visit <https://www.meinsurancereview.com/Events/Home/ME/meirhc2023>

for more information.

Under the Patronage of the Ministry of Finance, Oman and co-organizer, Capital Market Authority, Oman, *Middle East Insurance Review* is pleased to bring the annual Middle East Healthcare Insurance Conference back as an in-person event in Muscat, Oman for the fourth year.

After the Covid hiatus, the industry as a whole is getting back to business. With the evolution of mandatory healthcare requirements across the region, the industry has also had to brace itself with rising concerns around fraud, abuse and wastage. It is therefore timely that this year's conference will look at the theme "Risk Management Measures in Health Insurance - Mitigating the Impact of Fraud, Abuse, and Waste (FAW) on Quality, Pricing & Premium".

We aim to bring together thought leaders and innovators to explore comprehensive strategies that safeguard the integrity of health insurance systems. By fostering collaboration and knowledge exchange, the conference endeavours to pave the way for groundbreaking solutions that protect consumers and ensure the sustainability and

affordability of healthcare insurance.

This year's event will also host an insightful Oman panel, featuring prominent figures from the main stakeholders from the Oman market both from the government authorities, associations as well as seniors from the Capital Market Authority (CMA), as well as leading insurers and reinsurers from across the region to have a fruitful open discussion around how the industry can mitigate and protect itself.

Engage in informative discussions about the latest updates on "Dhamani," the healthcare insurance scheme in Oman, and gain regional market updates from compulsory healthcare insurance experts representing the MENA region.

Join us in Muscat in the Sultanate of Oman for an intriguing and insightful conference. The Middle East Healthcare Insurance Conference 2023 promises the opportunity for industry experts to converge, to exchange ideas, forge new partnerships, and equip themselves with the latest tools and strategies to tackle the challenges of fraud, abuse, and waste.

We look forward to seeing you in Muscat!

Speaker's Topics:

- Outlook for Healthcare Insurance in Oman & the Region
- Regulatory Measures in the Prevention of FAW
- Claims Management Issues & Challenges
- Fraud Management: Regional Case Studies
- Using Forensic Science to Mitigate Risks
- Perspective from a Hospital: What Hospitals Require from Insurers in Partnership to Mitigate FAW
- Use of Tech, AI & Innovation in Fraud Management
- Legal Issues: Wording of Policy Issues, Litigation, and Addressing Fraud from a Legal Perspective

Panel Discussion Topics:

- Panel on Fraud Risk Management: Perspectives from Insurers, Reinsurers, Hospitals, and Claims Management
- Oman Panel: Status of "Dhamani" and Involvement of Omani Medical Association, CMA, MOH, Insurers, and Reinsurers
- Regional Market Updates: Insights from Compulsory Healthcare Insurance Markets from around the region
- Innovation in Healthcare Insurance: Harnessing Tech, AI, and Innovation to Tackle FAW
- Legal Issues Panel: Policy Wording Concerns, Litigation, and Fraud from a Legal Perspective

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

Day 1: 24 September 2023, Sunday

5.30 pm Early Registration of Delegates & Speakers

6.00 pm Welcome Cocktail Hosted by Capital Market Authority, Oman
(6.00pm-8.30pm)

Day 2: 25 September 2023, Monday

7.30am Registration & Coffee

8.30am  **Opening Address by Day Two Conference Chairman**
Maryam Al Balushi
Analysis and Risk Specialist, Capital Market Authority, Oman

8.40am  **Under the Patronage of**
H.E. Sultan Salim Said Al Habsi
Minister of Finance, Oman

 **Ministerial Address**
Ahmed Ali Saif Al Mamari
Executive Vice President, Capital Market Authority, Oman

9.00am  **Building Trust and Confidence between Health Insurance Companies and Health Care Providers**
Ahmed Al-Mukhaini
Expert - Office of the Executive President, Capital Market Authority, Oman

9.25am Tea Break Hosted by Oman Re

Special Focus on Oman's Healthcare Market

10.00am **Panel Discussion: Special Focus Panel on Oman: Status of "Dhamani"**

 **Moderator:**
Awatif Al Zadjali
Risk Transfer Manager, Bank Muscat, Oman



Panellists:

Dr Hatim Dawood Al-lawati

Dhamani Platform in Charge, Capital Market Authority, Oman



Dr Mohamed Ghazaly

Expert Advisor, Medical Insurance & Health Systems Financing, Capital Market Authority, Oman



Zuhair Al Abduwani

Director, Gulf Specialized Hospital, Al Wattaya, Oman

10.45am



Outlook for Healthcare Insurance in Oman & the Region

Navneet Kumar Bhatt

Chief Underwriting Officer, Takaful Oman Insurance SAOG

11.15am



Perspective from a Hospital: What Hospitals Require from Insurers in Partnership to Mitigate FAW

Dr Matlooba Al Zadjali

Managing Director Heart Vascular Centre HVC Oman, Sr Consultant Public Health Cardiology (Heart Failure Specialist)

11.45am Q&A

11.55am **Panel Discussion: Regional Market Updates: Insights from Compulsory Healthcare Insurance Markets from Around the Region**



Moderator:

Hatim Maskawala

Managing Director, BADRI Management Consultancy, FIA, CERA, FCCA, Dubai, UAE



Panellists:

Menekşe Uçaroglu

CEO, Benefit Global Assistance, Istanbul, Turkey



Safder Jaffer

Principal Partner & Managing Director, Consulting Actuary -Milliman, Middle East & Africa

12.40pm Lunch

Fraud: Global and regional mitigation strategies

2.00pm



An Experience in Fraud Mitigation: Lessons for Other Regions

Dr C H Asrani

Founder Chairman, INCHEs Group of Companies, India

2.30pm



Legal Issues in Fraud Management and Prevention – What Are the Pertinent Legal Exposures to Insurers

Anand Singh

Senior Counsel, Al Tamimi & Company Dubai, UAE

3.00pm Q&A

3.10pm **Panel Discussion: Panel on Fraud Risk Management: Perspectives from Insurers, Reinsurers, Hospitals, and Claims Management**



Moderator:

Balqees Al Abri

Analysis and Risk Management Specialist, Capital Market Authority, Oman



Panellists:

Dr Matlooba Al Zadjali

Managing Director Heart Vascular Centre HVC Oman, Sr Consultant Public Health Cardiology (Heart Failure Specialist)



Dr Dennis Sebastian

Vice President, Head of Health, RGA Middle East

3.55pm



Market Outlook of Healthcare Insurance in Türkiye: Enabling Higher Penetration and Customer Retention

Menekşe Uçaroglu

CEO, Benefit Global Assistance, Istanbul, Türkiye

4.30pm Tea Break Hosted by Oman Re

5.00pm Close for Day 2 of the Conference

Day 3: 26 September 2023, Tuesday

7.30am Registration & Coffee

8.30am



Opening Address by Day Two Conference Chairman

Maryam Al Balushi

Analysis and Risk Specialist, Capital Market Authority, Oman

8.35am



Pricing for Competitive Advantage - Using Sophisticated Pricing Methodologies for Underwriting Health Insurance

Hatim Maskawala

Managing Director, BADRI Management Consultancy, FIA, CERA, FCCA, Dubai, UAE

9.05am



Exploring Preceding Experiences in Risk Management and Medical Expense Coverage: Advancing Universal Health Coverage through Sustainable Financial Resourcing

Dr Mohammad-Mehdi Nasehi

CEO, Iran Health Insurance Organization

9.35am



The Key to Universal Social Obligation and Responsible Commercial Enterprise in Compulsory Healthcare Insurance

Chalapathi Srinivasan S

Executive Director, Howden Insurance Brokers LLC, UAE

10.05am Q&A

10.15am Tea Break

Preventing Abuse in Claims Management

10.30am



Claims Management Issues & Challenges

Dr Dennis Sebastian

Vice President, Head of Health, RGA Middle East

11.00am



Efficiency and Cost Containment in Private Health Insurance

Dr Husam Al Majali

HTA & Insurance Lead, MSD GCC

11.30am



AI-Powered Chatbots: A Prescription for Easier Health Claims and Less Fraud

Timo Uustal

CEO & Co-Founder, Nursebeam

12.00pm Q&A

12.10pm **Panel Discussion: Innovation in Healthcare Insurance - Harnessing Tech, AI, and Innovation to Tackle FAW**



Moderator:

Shuhd Al Maskari

Compliance Officer, Capital Market Authority, Oman



Panellists:

Abhijit Banerjee

Technology VC, Fintech Sales Leader, Managing Director APAC@ FintechOS



Timo Uustal

CEO & Co-Founder, Nursebeam

1.00pm Lunch Networking & Close of Conference

Programme is subject to change.

14th Middle East Healthcare Insurance Conference

24-26 Sep 2023, Sheraton Oman Hotel, Muscat, Oman

Registration Email: weeling@meinsurancereview.com

Conference Registration

Registered by _____

To: Ms Wee Ling, Middle East Insurance Review
103A Amoy Street, Singapore 069 923
Tel: (65) 6224 5583 • 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: _____

Job Title _____
Company _____

Address _____
Country _____

Tel: () _____

Cellular: () _____

email: _____

REGISTRATION

Early Bird (Valid till 10 Sep 2023)

Subscribers US\$1,280
Non-Subscribers US\$1,580*

Normal Registration

Subscribers US\$1,780
Non-Subscribers US\$1,980*

(*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 2023

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: 18 Sep 2023

For cancellation in writing made before **10 Sep 2023**, 50% of the conference fee will be refunded.
No refunds will be made for cancellations after **10 Sep 2023**. However, substitution or replacement of delegates will be allowed.

PAYMENT

- 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.: _____

Signature: _____

Date: _____

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

(Conference fee is zero-rated for GST)

Hotel Reservation:
Email: Nada.Khairy@sheraton.com

Hotel Contact

Attn: Ms Nada Khairy, Assistant Sales Manager
Email: Nada.Khairy@sheraton.com;
reservations.oman@sheraton.com
Tel: +968 2236 4018 / Mobile: +968 9110 6276

Attn: Mr Jasim Sageer, Reservation Supervisor
Email: reservations.oman@sheraton.com
Tel: + 968 2236 4061

Sheraton Oman Hotel
P.O. Box 3260, Muscat 112, Sultanate of Oman
Tel: +968 223 7777

<https://www.marriott.com/en-us/hotels/mctsi-sheraton-oman-hotel/overview/>

ROOM RATE

- Deluxe Standard from OMR49 per room night** (inclusive of Breakfast and Wi-Fi) for Single/Double occupancy

Hotel Booking Link: <https://www.marriott.com/event-reservations/reservation-link.mi?id=1691058163069&key=GRP&app=resvlink>

- Non-guaranteed blockage and rooms will be subject to availability upon reservation.
- All rates are quoted in OMR and exclusive of taxes (8% service charge, 4% tourism tax, 5% municipality fee, 5% VAT) and therefore liable to change.

Airport Transfer: Sheraton Oman Hotel provides airport transfer (BMW 5 series) at a charge of OMR 30 net per way.
Please provide complete flight details (flight code, flight number, ETA/ETD, Arrival/Departure Date) to the hotel, if you require to arrange for the arrival/departure airport transfer service.

For speaking, sponsorship and partnership opportunities,
email: kalaranee@meinsurancereview.com | Tel: +65 6224 5583