



THE MALAYSIAN
INSURANCE INSTITUTE

MEDICAL & HEALTH INSURANCE SEMINAR

26.09.17 | Lanai Kijang, Bank Negara Malaysia

TOPIC HIGHLIGHTS

- Common Complaints in Medical & Health Insurance
- Healthcare Trends in Southeast Asia – What to Expect In the Next 5 years?
- Standardization of Hospital Medical Billing & Coding
- Wellness Programme Success Stories – Real Experience
- Assessment of Disability Income Payment
- Limiting TPA's Involvement in Patients Treatment – TPA's Perspective
- Legal Actions Taken Against Hospital

TARGET AUDIENCE

- Medical Health Claims Personnel
- Third Party Administrators
- Hospital Administrators
- Employee Benefits Personnel
- Marketers

Building Knowledge. Together



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PROGRAMME | 26.09.17

8.00 am - 9.00 am	Registration and Refreshments
9.00 am - 9.15 am	Welcome Address by Yang Berbahagia <i>Dato' Syed Moheeb bin Syed Kamarulzaman</i> , Chief Executive Officer of The Malaysian Insurance Institute (MII)
9.15 am - 9.40 am	Presentation 1: Common Complaints in Medical & Health Insurance Speaker: Intan Khadiza Mohamad Amin , Case Manager, Life and Medical Claims, Ombudsman for Financial Services (OFS, formerly known as the Financial Mediation Bureau)
9.40 am - 10.10 am	Presentation 2: Healthcare Trends in Southeast Asia – What to Expect In the Next 5 years? Speaker: Mohan Manthiry , Founder and Chief Executive Officer, InfoMed Malaysia
10.10 am – 10.50am	Presentation 3: Standardization of Hospital Medical Billing & Coding Speaker: Associate Professor Dr Amrizal Muhammad Nur , Centre Deputy Chief, International Centre for Casemix & Clinical Coding, The National University of Malaysia Medical Centre
10.50 am – 11.20 am	Networking Tea Break
11.20 am – 12.00am	Presentation 4: Wellness Programme Success Stories – Real Experience Speaker: Dr. Richard Jones , Technical Adviser, International SOS
11.45 am – 12.45 pm	Presentation 5: Assessment of Disability Income Payment Speaker: Dr. Azlan bin Darus , Division Manager (Prevention & Employer Health Promotion) Social Security Organisation (SOCSO)
12.45 pm – 2.00 pm	Lunch & networking
2.00 pm – 2.55pm	Presentation 6: Limiting TPA's Involvement in Patients Treatment – TPA's Perspective Speaker: Dr. Mohd Helmi Ismail , Medical Director, PMCare
2.55 pm – 3.40pm	Presentation 7: Introducing a New Medicine Into the Malaysian Market Speaker: Emeritus Professor P.T. Thomas , Executive Dean, Faculty of Health and Medical Sciences, Taylor's University
3.40 pm – 4.10 pm	Networking Tea Break
4.10 pm – 5.00 pm	Presentation 8: Legal Actions Taken Against Hospital Speaker: P.A. Sharon , Owner, Messrs Palani Ammal & Co
5.00 pm	End of conference





Intan Khadiza Mohamad Amin
Case Manager, Life and Medical Claims, Ombudsman for Financial Services (OFS, formerly known as the Financial Mediation Bureau)

Intan Khadiza Mohamad Amin joined FMB in January 2010. She graduated from the International Islamic University, Malaysia with a Bachelor of Laws (Hons) and was admitted as an Advocate and Solicitor of the High Court of Malaya in 1999. She began her career in legal practice before joining the insurance industry. She holds a Diploma of the Malaysian Insurance Institute (DMII) and LOMA's Associate Customer Service. She was in the Insurance industry for 8 years prior to joining FMB.

Intan currently is the Case Manager handling insurance disputes and complaints related to Life and Medical claims in Ombudsman for Financial Services.



Mohan Manthiry,
Founder & CEO, InfoMed

Mohan Manthiry is the Founder and CEO of InfoMed (Malaysia). A Healthcare Consultant, thinker and publisher, Mohan served as an Administrative & Diplomatic Officer for the Government of Malaysia in various positions at the Ministry of Home Affairs, Ministry of Education and Ministry of Health in the initial years of his career.

Involved in a number of healthcare consultancy for Ministry of Health Malaysia, namely in the design and implementation of a specialized pilot project on telemedicine, Hospital Information System and in the implementation of Malaysian Case-Mix System for public hospitals, he has a keen interest in the delivery of quality healthcare at an affordable cost for all. He pioneered with Insurers the students' healthcare program for Institutions of Higher Learning in Malaysia.

He founded InfoMed (Malaysia) in 2011, a premium quarterly healthcare publication for healthcare professionals, practitioners, administrators and the public. The magazine reflects the constantly evolving domestic and international healthcare industry.

Mohan holds a Master's degree in Hospital & Health Administration from the University of Iowa, and a Bachelor's degree in Mathematics from the University of Science Malaysia.



Dr. Mohd Helmi Ismail,
Medical Director, PMCare

Dr. Mohd Helmi Ismail is the Medical Director of PMCare. He is instrumental in the setting up of the medical management department of PMCare, especially in the documentation of the recommended standard of practice in the treatment of PMCare's members. Holding a Masters Degree in Business Administration, as well as a Masters in Ophthalmology (Surgery), Dr. Helmi is also a partner at a private general practitioner clinic where he continues to practice to keeps himself abreast of the latest medical technology.

He trains Insurance Claims personnel in processing medical bills from various medical providers, while also lecturing post-graduate students at Universiti Kebangsaan Malaysia, and undergraduates at Universiti Teknologi MARA (UITM).



P.A. Sharon, Owner,
Messrs Palani Ammal & Co

P.A. Sharon is the Owner of Messrs Palani Ammal & Co. With 10 years' experience, Sharon's area of practice is primarily on clinical negligence, either representing Patients in pursuing a claim, or defending health care practitioners, i.e. Doctors, Allied Healthcare Providers, Hospitals and Clinics. She is also exposed to appearing in Disciplinary Bodies like Malaysian Medical Council and the Bar Council Disciplinary Committee.

Holding a LLB Hons from the University of Northumbria, Newcastle UK and a Barrister of Lincoln's Inn, London, Sharon regularly speaks in trade forums addressing issues on medical negligence, confidentiality and criminal matters arising in any medico-legal cases.



Associate Professor Dr Amrizal Muhammad Nur
Centre Deputy Chief, International Centre for Casemix & Clinical Coding, The National University of Malaysia Medical Centre

Centre Deputy Chief, International Centre for Casemix & Clinical Coding, The National University of Malaysia Medical Centre

Dr. Amrizal Muhammad Nur is the Centre Deputy Chief at the International Centre for Casemix & Clinical Coding of the National University of Malaysia (UKM). He spent his earlier career years in Indonesia before prior to lecturing at UKM, and eventually be appointed as the Research Fellow at the International Centre of Casemix & Clinical Coding at the same university. Dr. Amrizal's responsibilities among others is to conduct research & capacity building on Accessibility, Efficiency and Quality of Care in Health System (especially in casemix management) to support casemix implementation in developing countries i.e. Malaysia, Indonesia, the Philippines, Uruguay, Yemen, Kenya, United Arab Emirates, Vietnam and Ghana.

He obtained his MD from the Faculty of Medicine Andalas University, Indonesia, Master's (MSc) in Medical Science (Health Care Service Management) at School of Medicine Universiti Sains Malaysia (USM), and PhD in Public Health (Casemix Management & Health Economics) from National University of Malaysia Kuala Lumpur.



Emeritus Professor P.T. Thomas,
Executive Dean, Faculty of Health and Medical Sciences, Taylor's University

Emeritus Professor P.T. Thomas is Executive Dean at the Faculty of Health and Medical Sciences, Taylor's University. He had the good fortune of being educated in Malaysia, in India and the United States of America. Thomas worked with the Ministry of Health Malaysia for 19 years and subsequently as an academic at a public university for 16 years, before taking up a position at Taylor's University in January 2014. Thomas was a visiting scholar at Mahidol University, Thailand in 2013. He has previously been a council member and Vice President of the Malaysian Pharmaceutical Society and also the Chairman of the Regulatory, Law and Ethics Section of the Federation of Asian Pharmaceutical Associations. He is a founding member and currently council member of the Malaysian Academy of Pharmacy.



Dr. Azlan bin Darus,
Division Manager (Prevention & Employer Health Promotion) Social Security Organisation (SOCSO)



Dr. Richard Jones,
Technical Adviser, International SOS



