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### Managing Covid Claims and Frauds Pertaining to Covid

Training Programme No. 10001193605

#### 26 September 2022 10.00 a.m. - 4.00 p.m. (MY/SG Time)

Registration Closing Date: 25 August 2022

# **ABOUT THE COURSE**

The impact of the pandemic is seen across businesses around the world including insurance business. Increase in the number of hospitalization and death cases has led to a sudden rise in health and life insurance claims, which also created a sudden demand in both life and health insurance coverage for individuals and family members. With the rising number of new businesses, comes the rise in insurance frauds.

During pre-pandemic, insurers were getting adept at managing abuse/fraudulent claims in cases like acute febrile illness, gastroenteritis, dengue, and malaria. Using high ended antibiotics even for viral ailments was rampant in inflating the bills. Circa March 2020; come Covid 19 and the beginning of chaos. Providers were cashing in on fear of consumers and instances of unnecessary hospitalizations, irrational investigations, use of high ended antibiotics (expensive ones) for a viral condition, prolonged length of stay etc. lead to very high abuse and fraud.

This course on Managing Covid Claims & Frauds pertaining to Covid, will help insurance professionals become aware of insurance frauds pertaining to Covid hospitalization and hence help them in curbing these.

## **COURSE CONTENT**

- COVID 19 Fever
- COVID 19 Confirmed vs Empirically-treated Covid
- Justifications of hospitalization
- Rational investigations
- Rational treatment as per prevailing national guidelines
- Rational discharge planning

# **LEARNING OUTCOMES**

At the end of the course, participants will be able to:

- Manage Covid-related claims with better insights and reduce instances of abuse thus ensuring cost containment.
- They will understand to apply national and international guidelines on classification of uncomplicated and complicated cases
- Get insights into clinical profile of Covid, likely complications, their management investigations and the interpretation of the same
- Gather insights what PED predisposes to poorer outcome/ mortality
- Utilise this knowledge and insights to identify red flags in individual claims and establish abuse/ fraud
- Raise legible queries to the providers



### **PROGRAMME DETAILS**



Date: 26 September 2022 Time: 10.00 a.m. – 4.00 p.m. Lunch Break: 12.30 p.m. - 2.00 p.m. Registration Closing Date: 25 Sepember 2022

Scan the QR Code or click **<u>HERE</u>** to register:





Early Bird (Register before 15 September 2022) MII Member RM370 (Single), RM340 (Group) Non Member RM500 (Single), RM470 (Group) International USD140 (Single), USD120 (Group)

Normal Fee MII Member RM430 (Single), RM400 (Group) Non Member RM570 (Single), RM540 (Group) International USD150 (Single), USD135 (Group)

## **TARGET AUDIENCE**

Claims personnel / fraud managers in Health Insurance, life insurance claims personnel and anyone interested to learn about health claims.

#### **ABOUT THE TRAINER**



#### Dr C H Asrani

DNB (Family Medicine); PGD Medicolegal Systems Adv. Dip in Forensic Medicine & Toxicology CEO, Founder – INCHES' group of companies

A renowned expert in this area, Dr Asrani pioneered medical audit in insurance in India. With over 300 presentations in insurance risk management, Dr Asrani has been conducting training across Dubai,

Bangkok, Kuala Lumpur and Singapore. He also has the distinction of being associated with the National Health Authority (Ayushman Bharat scheme), consulting with The World Bank and being a panelist on various talks on monitoring, audit, and fraud surveillance in the Insurance industry.

He is also one of the first medico entrepreneur to devise cloud-based fraud prevention solutions for insurance companies in India (www.inches-insuretech.com). He is now on an expansion drive to extend his company's service innovative solutions internationally.

The solutions include medical insights for underwriting, rational claim adjudication, medical processes architecture, clinical audit of claims & underwriter or claim assessor trainings. Dr Asrani's group of companies have also developed Intelli-Claims, a proprietary tool for medical adjudication of claims using standard treatment guidelines and rule-based analytics.

### **CONTACT US**

For further information or any inquiries related to this programme, please email us at **sales@mii.org.my** or call our Programme Advisors:



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# **REGISTRATION POLICY**

- Registration can be done via <u>www.mii4u.org/ilms/user/login</u>.
- Mll practices a non credit policy. As such, all companies and individuals are required to make payment before the commencement of the course. However, confirmed seats are subject to availability.
- MII reserves the right to reschedule, change the trainer, modify the course content or cancel the course without prior notice.
- Participants or authorised contact persons will be notified of updates regarding the course through email, fax or phone.
- Cancellation after the closing date is not allowed.

# HUMAN RESOURCE DEVELOPMENT CORPORATION (HRD CORP) TRAINING GRANT

Employers registered with HRD Corp are eligible for training grants through the SBL-KHAS scheme. The Company (Employer) is advised to submit the Grant Application through HRD Corp e-TRiS system at least seven (7) working days prior to the commencement of the official training date. The Company must also ensure that approval from HRD Corp is obtained before the official training date.

Please note that Grant Applications that do not comply with HRD Corp requirements and timelines will NOT be eligible for claim of training grants through the SBL-KHAS scheme. Hence, programme fees are to be borne by the Company.

#### **Important Notice**

In regards to Personal Data Protection Act 2010 ("the Act"), please note that your personal data is used, stored, disclosed and processed by MII solely for the Purpose of registering training courses and/or in connection to other MII products or services. Your personal information may also be disclosed or transferred to relevant third party i.e to the industry related associations, industry related companies, government agencies and any of their respective agents. Any inquiries or complaints with respect to your personal information may also be channeled to MII by submitting such request to MII via post or email (customercare@mii.org.my).