



FICCI 9th ANNUAL HEALTH INSURANCE CONFERENCE

‘Making Health Insurance Universal and Sustainable’

8 December 2016, JW Marriott, Aerocity, New Delhi

As on 1 December 2016

9:00 am – 10:00 am	REGISTRATION
10:00 am – 11:40 am	INAUGURAL SESSION
10:00 am – 10:03 am	Welcome Address Ms Shobha Mishra Ghosh – Senior Director, FICCI
10:03 am – 10:10 am	Theme Address Mr G Srinivasan – Chair, FICCI Health Insurance Committee & CMD, The New India Assurance
10:10 am – 10:30 am	Keynote Address - I Dr Ajay Bhushan Pandey – CEO, Unique Identification Authority of India
10:30 am – 10:35 am	Release of Knowledge Papers
10:35 am – 10:55 am	Inaugural Address by Chief Guest Mr T S Vijayan – Chairman - IRDAI
10:55 am – 11:30 am	LET’S TALK HEALTH : PERSPECTIVES FROM THE IRDAI
	<i>The objective of this session is to understand the perspective of IRDAI on various elements of health insurance industry, like product development, sales and distribution, customer education etc. The session will also explore how the regulator views the balance between growth and controls – and what they see as market levers to calibrate speed and direction of growth.</i>
	Anchor: Dr Narottam Puri – Advisor, FICCI Health Services; Board Member & Ex-Chairman, NABH & Advisor, Medical, Fortis Healthcare Ltd. Guest : Mr PJ Joseph – Member (Non-Life) IRDAI
11:30 am – 11:40 am	Q&A
11:40 am – 12:00 noon	TEA/ COFFEE BREAK
12:00 noon – 12:20 pm	KEYNOTE ADDRESS – II Dr Nimisha Kalia – Assistant Professor – Medicine, Johns Hopkins Department of Medicine, Johns Hopkins University



12:20 pm – 1:35 pm	CEO SESSION - INCREASING RELEVANCE OF HEALTH INSURANCE FOR CONSUMERS
	<p><i>Relevance of insurance is about three things: Product, price and place. This panel would debate on Product innovations for better choice; Pricing to increase affordability and target middle of pyramid; Realigning the existing distribution networks and leveraging digital platforms to increase reach.</i></p> <p><u>Chair</u> : Mr G Srinivasan – Chair, FICCI Health Insurance Committee & CMD, The New India Assurance</p> <p><u>Moderator</u>: Mr Girish Rao – Co-Chair, FICCI Health Insurance Committee and Chairman & Managing Director, Vidal Healthcare Services</p> <p><u>Panellists</u>:</p> <ul style="list-style-type: none"> • Mr Antony Jacob – Co-Chair, FICCI Health Insurance Committee & CEO, Apollo Munich Health Insurance • Mr Mayank Bathwal – CEO, Aditya Birla Health Insurance • Mr Ashish Mehrotra – MD & CEO, Max Bupa Health Insurance • Mr Manoj Gopalakrishna – CEO, HCL Healthcare
1:35 pm – 2:20 pm	LUNCH
2:20 pm – 2:30 pm	Presentation on FICCI – EY Knowledge Paper on ‘Value Added Services’ Mr Rohan Sachdev – Global Insurance Emerging Markets Leader, Partner and Leader - Financial Services Advisory, EY
2:30 pm – 3:45 pm	PLENARY SESSION – 1: FUTURE OF HEALTH INSURANCE DISTRIBUTION NETWORKS
	<p><i>Traditional distribution networks i.e. insurance agents and brokers have been the backbone of insurance industry and have served well to drive the growth till date. However, to boost penetration of health insurance further that also by keeping the costs under control, requires innovative distribution models for the industry. As the sophistication of customer rises, direct channels of sales would gain more relevance. So, future of insurance distribution would require organizations to develop multi-channel competence to grow and service their customers. This panel addresses the following questions:</i></p> <ul style="list-style-type: none"> • <i>Is the insurance agent getting outdated?</i> • <i>Consumers are comfortable buying directly from the insurer. How can industry capitalize and find that sales ‘sweet-spot’</i> • <i>What changes are needed in regulations to help the industry get to 40% sales growth for the next 5 years?</i> <p><u>Moderator</u>: Mr Sandeep Patel – CEO & MD, Cigna TTK Health Insurance</p>
	<p><u>Panellists</u></p> <ul style="list-style-type: none"> • Mr N. Eswaranatarajan – Senior Executive Vice President & COO, Kotak Mahindra General Insurance Co. Ltd. • Mr Jayasimha AS - Executive Vice President, HDFC Life Insurance • Ms Vidya Hariharan – Director (Group Strategy), Vidal Healthcare Services • Mr Peeush Jain – SVP – Head Business Partnerships & Transformation, Lakshmi Vilas Bank • Mr Yashish Dahiya – Co-founder & CEO, Policybazaar.com • Mr Shreeraj Deshpande – Head - Health Insurance, Future Generali • Mr Srinivasu MN – Co-Founder & Director, Bill Desk



3:45 pm – 4:05 pm	TEA/ COFFEE BREAK
4:05 pm – 4:15 pm	<p>Presentation on FICCI – IMS Knowledge Paper on ‘Health Insurance in Digital India’</p> <p>Mr Amit Mookim - General Manager (South Asia), QuintilesIMS</p>
4:15 pm – 5:45 pm	<p>PLENARY SESSION – 2: DRIVING EFFICIENCIES & GROWTH THROUGH DIGITIZATION</p>
	<p><i>Technology has been improving healthcare in innovative and never-seen-before ways. The relevance of technology and hence digitization is imperative as we look at newer ways to make healthcare affordable and accessible in our country. Insurance industry in India will not be an exception to digitization and its use is gradually picking up. It is essential to have an appropriate and pragmatic roadmap which can help drive digitization of healthcare insurance in India to leverage its immense potential. This panel will debate on the following –</i></p> <ul style="list-style-type: none"> - “The root cause of lack of digitization efficiency is not technology – it is adoption”? - How can health insurers push for digitization efficiency? - Why should hospitals partner in this? Will they?
	<p><u>Chair</u> : Mr Sunil Sharma – Joint Secretary, Ministry of Health and Family Welfare, Government of India *</p> <p><u>Moderator</u>: Mr Amit Mookim - General Manager (South Asia), QuintilesIMS</p>
	<p><u>Panellists:</u></p> <ul style="list-style-type: none"> • Dr Nandakumar Jairam – Chair, FICCI Health Services Committee & Chairman and Group Medical Director, Columbia Asia Hospitals India • Dr Vikram Chhatwal – Chairman & CEO, Medi Assist India • Ms Malti Jaswal – COO, Health Insurance TPA of India • Dr SB Bhattacharyya – Head - Health Informatics, TATA Consultancy Services • Mr Varun Dua – Co-Founder, Coverfox Insurance Broking • Mr Shashank ND – Co-Founder and CEO, Practo • Mr M Suresh – Member - Group Management Centre, Wadhawan Global Capital • Ms Anika Agarwal – Sr. VP and Head-Marketing, Digital and Direct Sales, Max Bupa Health Insurance
5:45 pm – 5:50 pm	VOTE OF THANKS & CLOSE

***INVITED**