

Medical Claims & Cost Containment

DATE:

October 8-9, 2025

TIME:

9.00 a.m. - 5.00 p.m.

VENUE:

Aii Training Room, Level 2,
AICB Building, Kuala Lumpur

CPD HOURS:

14 Hours

PROFICIENCY LEVEL:

Intermediate



5 Prime Skills
1 Power Skill

OBJECTIVE

Medical Claims & Cost Containment is a comprehensive course designed to provide a deep understanding of the intricacies involved in processing medical claims and implementing effective cost containment strategies. This course delves into the fundamental principles of medical billing, coding, and documentation – knowledge and skills required of insurance professionals to navigate the complex landscape of healthcare reimbursements. With a focus on accuracy, efficiency, and compliance, this course empowers professionals in the healthcare industry to proactively manage medical claims while ensuring sustainable and cost-effective healthcare practices.

At the end of the programme, participants should be able to:

- Provide a better understanding of medical claims management and cost containment.
- Gain insight into the impact of uncontrolled medical insurance claims on the insurance industry.
- Comprehend types of medical claims fraud commonly committed by medical & health insurance claimants and medical providers.
- Appreciate and understand claims case studies.
- Share and discuss medical and health insurance claims issues faced by the medical and health insurance fraternity.

COURSE CONTENT

Day	Content
1	<ul style="list-style-type: none"> • Roles of Medical Claims Handler & their predicaments. • Ever raising Claim Cost and its challenges in retaining business. • Basic Claims Statistics & its reference / implication.
2	<ul style="list-style-type: none"> • Finding Reasons for high loss ratio. • Claims measures & controls. • Dealing with difficult claims. • Roles of Third-Party Administrators (TPAs). • How claims management helps in retaining business.

ABOUT THE TRAINER



CHAN WEI FAY

Mr Chan holds a Bachelor of Science majoring in Mathematics and Statistics from the University of London. He also has the Associateship of Australian Insurance Institute.

He has more than 30 years of experience in the management of the Medical Insurance business – ranging from Underwriting, Claims, Policy wording, Product Development, Marketing/Service & General.

Management of the portfolio. Currently, he is the General Manager of an International Insurance Company writing a profitable Medical Insurance Business.

WHO SHOULD ATTEND

- Insurance Associations, i.e. LIAM/PIAM/MTA
- Insurance Agents from Life/General/Takaful Operators
- Life/General/Takaful Operators Personnel, i.e. Life & Medical Claim Assessors, Life and Medical Underwriters, Risk Management Personnel, Actuarial Personnel, Employee Benefits and Medical & Health Insurance Marketers
- Insurance Brokers/Adjusters
- Owner/Employer of employee benefits scheme
- Anyone who wishes to gain insight into Medical Claim Management and Cost Containment

REGISTRATION DETAILS

To register, please log in to www.mii4u.org/ilms

	Aii Member	Non - Member
Early Bird Fee (Register before: 18 September 2025)	Single RM 1,080 / USD 250	Single RM 1,180 / USD 272
Normal Fee (Register closing: 1 October 2025)	Single RM 1,180 / USD 272	Single RM 1,280 / USD 300
	Group of 3 RM 1,030 / USD 240	Group of 3 RM 1,080 / USD 250

FUTURE SKILLS FRAMEWORK



5 Prime Skills
1 Power Skill
Proficiency Level:
Proficient

Skills Developed by Attending this Programme

Prime Skills

Financial Products and Services	<ol style="list-style-type: none"> Marketing Product Advisory Product Design and Development Underwriting Management
Investment and Financial Management	<ol style="list-style-type: none"> Insurance Claims Processing

Power Skills

Innovation and Delivery	<ol style="list-style-type: none"> Business Acumen
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HRD Claim Application

Asian Institute of Insurance (Aii) courses have been granted the status of Approved Training Programme (ATP) under the Human Resources Development Act 1992. Based on Training Providers Circular No. 3/2021, PSMB has imposed a requirement that training providers need to register their training programme under the HRD Corp Claimable Course Scheme to offer training to the employers who are registered under the Human Resource Development Corporation (HRD Corp).

1. What is HRD Corp Claimable Courses?

HRD Corp Claimable Courses formerly known as SBL Khas is a scheme to assist registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements. Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1st April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer.

2. How are Training Providers or Employers to submit for HRD Corp Claimable Courses?

Asian Institute of Insurance (Aii) will submit their Courses registration via the HRDC e-Tris system. Once course is approved as Claimable Course (previously known as SBL Khas course), the approved course will appear in the HRDC e-Tris system.

Employers will need to access the e-Tris system to select the course and submit to HRDC for grant approval. The total claimable amount is subject to the approval of each Employer individual grant application, Once HRDC approves Employer grant, the company must provide the approved grant code to Asian Institute of Insurance (Aii).

After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary documents to ensure HRDC settlement of Asian Institute of Insurance (Aii) invoice.

Asian Institute of Insurance (Aii) will submit the invoice directly to HRDC with the approved grant code for each participant or Employer.

3. How to submit the grant application?

Please click on link for information on training grants application: <https://hrdcorp.gov.my/employer-guidelines/>

4. What are the supporting documents required?

Please click on link for information on training grants application:
<https://hrdcorp.gov.my/skim-bantuan-latihan-khas-sbl-khas-2/>

Important Notice

- Effective **1st August 2019**, training programmes must commence within six (6) months from the date of training grant applications are made and training claim submissions must be made not more than six (6) months from the date the training programmes are completed.
- Application must be submitted by employers before training date commencement.

For more information and updates on HRDC, please refer to its official webpage at www.hrdcorp.gov.my. Should you have any problem in accessing your e-Tris account, kindly forward the issue to HRDC IT Help Desk at ithelpdesk@hrdcorp.gov.my

Application Process



REGISTER NOW

Limited to 30 aspiring participants



Asian Institute of Insurance

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