

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



Training Programme No:
10001387300

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	• Roles of Medical Claims Handler & their predicaments. • Ever raising Claim Cost and its challenges in retaining business. • Basic Claims Statistics & its reference / implication.
2	• 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



CHEW HOCK TEONG

Lead Facilitator

Denzel serves as the key facilitator for the Electric Vehicle (EV) training programme, bringing with him over 20 years of extensive experience in workshops, coaching, training, and business presentations. His passion for helping individuals grow and organizations prosper has made him an invaluable resource throughout the three-level programme in collaboration with stakeholders from China.

With a rich background in conducting training across multiple countries and cultures, that included Malaysia, China, Singapore, Indonesia, Thailand, Brunei, and Vietnam, Denzel has developed a deep understanding of diverse workplaces and business practices. His international exposures allow him to align the programme's objectives with the unique goals of participating corporations.



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	- Marketing - Product Advisory - Product Design and Development - Underwriting Management
Investment and Financial Management	Insurance Claims Processing

Power Skills

Innovation and Delivery	Business Acumen
-------------------------	---

REGISTER NOW

Limited to 30 aspiring participants



Asian Institute of Insurance

197701004772 (35445-H),
Level 6, Bangunan AICB,
No.10 Jalan Dato' Onn,
50480 Kuala Lumpur, Malaysia

For further information, please contact:
Email: sales@aiaasia.org

www.aiaasia.org
[@aiaasiaorg](https://www.instagram.com/aiaasiaorg)