

Medical & Health Insurance - Non Medical Aspects of Claims

DATE:

November 3-4, 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 & Proficient



5 Prime Skills
1 Power Skill



Training Programme No:
10001385724

OBJECTIVE

This program provides participants with a comprehensive understanding of medical insurance benefits and healthcare procedures. By course end, attendees will proficiently navigate key areas, including benefit structures, expense categorization, medical necessity upgrades, and cost assessments. They will also grasp specialist charges, claims procedures, fraud awareness, and stakeholder responsibilities. This program equips participants with essential knowledge for informed decision-making in the healthcare industry.

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

- State the types medical & health insurance
- Explain the potential of medical & health insurance in Malaysia and how it is marketed
- State the principles of medical & health insurance
- Explain the common features and benefits covered under hospital & surgical insurance
- Explain the common policy exclusions in the hospital & surgical insurance
- State the roles and responsibilities the mega team:
 - Policyowner and person insured
 - Insurance companies
 - Healthcare providers
 - Third party administrators/ managed care organisation
 - Ombudsman

ABOUT THE TRAINER



TAN ENG BEE

SRN, ANZIIF (Senior Associate), PCS, ARA, AIRC, ASRI, FLMI, FAHM, FLHC, MBA, CFP

A state registered nurse who ventured into the world of insurance, Eng Bee has since held various senior management positions in leading multinational and national insurance companies. Besides marketing of corporate life insurance, she was actively leading and managing the life insurance operations: new business, underwriting and claims team.

A fervent believer in staff development and the betterment of the life insurance industry, Eng Bee is a lecturer/ trainer in life, health and disability insurance and has assisted in insurance textbook reviews. Eng Bee was also a technical advisor to a leading assistance company in Malaysia for 15 years and is now the special representative of a global life insurance association

COURSE CONTENT

Day	Content
1	1. Introduction to Medical & Health insurance • Principles of Medical & Health Insurance • Types of Medical & Health Insurance • Differences between Individual and Group Insurance 2. The Potential and Sales of Medical & Health Insurance in Malaysia
2	3. Common Features and Benefits of Hospital & Surgical Insurance and how benefits are calculated 4. Sickness & Injuries and Common Exclusion in Hospital & Surgical Insurance 5. Roles and Responsibilities of the Mega Team

WHO SHOULD ATTEND

- Those who have undergone the fundamental and intermediate courses in Hospital & Surgical Insurance.
- Those with more than two years of experience in the Medical & Health Claims division.

REGISTRATION DETAILS

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

	Aii Member	Non - Member
Early Bird Fee (Register before: 13 October 2025)	Single RM 1,080 / USD 250	Single RM 1,180 / USD 272
Normal Fee (Register closing: 27 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:
Intermediate & Proficient

Skills Developed by Attending this Programme

Prime Skills

Financial Products and Services	1. Marketing 2. Product Advisory 3. Product Design and Development 4. Underwriting Management
Investment and Financial Management	5. Insurance Claims Processing

Power Skills

Innovation and Delivery	1. 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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50480 Kuala Lumpur, Malaysia

For further information, please contact:
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