

MEDICAL & HEALTH INSURANCE - NON MEDICAL ASPECTS OF CLAIMS



TRAINING PROGRAMME
NO: 10001385724

11 - 12 November 2024
Aii Training Room,
Level 2, Bangunan AICB,
Kuala Lumpur



LEARNING OUTCOMES

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:

- Explain the key terminology / definition and calculate the various.
- Elements of the Hospital & Surgical Insurance benefit structure.
- Match the various expense items to their respective benefit.
- Category and to calculate the amount of admissible and nonadmissible claims.
- Explain the situation where an upgrading of room becomes medically necessary.
- Explain the meaning of specialist, customary and reasonable charges.
- Explain M&H claims procedures and assessment.
- State the various warning signs relating to possible fraud.
- Identify and state the responsibilities of the various parties involved in using, delivering and financing healthcare. explain the key terminology/definition and calculate the various.

TARGET AUDIENCE

Underwriters, claims assessors, sales intermediaries, customer service officers, trainers, product designers and those involved in pricing, healthcare professionals, software programmers, employee benefit professionals and third party administrators and those who are managing medical insurance claims

TRAINER PROFILE



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 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 1

Session 1: Medical Jargons and Abbreviations

DAY 2

Session 2: What is Sickness and Injuries?

Session 3: Congenital Conditions

Session 4: Pre-existing and Long- standing Conditions

Session 5: Waiting Period

Session 6: Medically Necessary

Session 7: Customary and Reasonable Charges

REGISTRATION DETAILS

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

	Aii MEMBER	NON-MEMBER
Early Bird Fee (Register before: 29 October 2024)	Single RM 1,080 / USD 250	Single RM 1,180 / USD 272
Normal Fee (Register closing: 5 November 2024)	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

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

