

# Medical Claims & Cost Containment

**DATE:**

12 & 13 October 2026

**TIME:**

9.00 am - 5.00 pm

**VENUE:**

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

**CPD HOURS:**

14 Hours

**PROFICIENCY LEVEL:**

Intermediate



16 Prime Skills  
7 Power Skills



**Training Programme No:**  
10001387300

## OVERVIEW

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.

## LEARNING OUTCOMES

By the end of this programme, participants will be able to:

1. Provide a better understanding of medical claims management and cost containment.
2. Gain insight into the impact of uncontrolled medical insurance claims on the insurance industry.
3. Comprehend types of medical claims fraud commonly committed by medical & health insurance claimants and medical providers.
4. Appreciate and understand claims case studies.
5. 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"> <li>Roles of Medical Claims Handler &amp; their predicaments.</li> <li>Ever raising Claim Cost and its challenges in retaining business.</li> <li>Basic Claims Statistics &amp; its reference / implication.</li> </ul>
2	<ul style="list-style-type: none"> <li>Finding Reasons for high loss ratio.</li> <li>Claims measures &amp; controls.</li> <li>Dealing with difficult claims.</li> <li>Roles of Third-Party Administrators (TPAs).</li> <li>How claims management helps in retaining business.</li> </ul>

## WHO SHOULD ATTEND

This programme is ideal for :

- 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



**Registration:**

[https://aia4u.org/  
ilms/user/login](https://aia4u.org/ilms/user/login)

	Aii Member	Non - Member
Normal Fee (Register closing: 01 October 2026)	Single RM 1,500 / USD 345	Single RM 1,700 / USD 390
	Group of 3 RM 1,400 / USD 320	Group of 3 RM 1,600 / USD 365

**Note:**

Fee is inclusive of 8% SST

## ABOUT THE TRAINER



### **Denzel Chew Hock Teong**

*Key Facilitator*

Denzel Chew is a dynamic trainer, coach, and speaker with over 25 years of experience delivering workshops, coaching, and business presentations across Malaysia, China, Singapore, Indonesia, Thailand, Brunei, and Vietnam. Renowned for his ability to engage diverse audiences—from CEOs and corporate leaders to sales teams, executives, and technical staff—he works closely with senior management to enhance performance, boost productivity, and drive profitability, often through organizational diagnostics and the development of key performance indicators.

Fluent in English, Mandarin, and Bahasa Malaysia, his interactive, energetic style blends professionalism with humor, creating impactful learning experiences. A Certified RPL Assessor (2014) and Certified Master Performance Coach (2018), Denzel has been engaged by major corporations, including a foreign bank in Malaysia, to deliver intensive coaching for peak sales performance and management effectiveness, leveraging his cross-cultural expertise and deep passion for helping individuals and organizations achieve lasting growth and success.



### **Chan Wei Fay**

*Facilitator*

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

## ALIGNMENT TO THE FUTURE SKILLS FRAMEWORK



16 Prime Skills  
7 Power Skills  
**Proficiency Level:**  
Intermediate

### Skills Developed by Attending this Programme

#### Prime Skills

Customer Experience Management	<ol style="list-style-type: none"> <li>1. Customer Experience Design</li> <li>2. Customer Relationship Management</li> </ol>
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Financial Products and Services	<ol style="list-style-type: none"> <li>3. Demand and supply analysis</li> <li>4. Pricing strategy</li> <li>5. Product advisory</li> <li>6. Product design and development</li> <li>7. Product performance management</li> <li>8. Quality assurance</li> <li>9. sales strategy</li> <li>10. Underwriting management</li> </ol>
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Growth and Partnership	<ol style="list-style-type: none"> <li>11. Continuous improvement and process re-engineering</li> <li>12. Disruption management</li> <li>13. Global perspectives</li> <li>14. Market profiling</li> <li>15. Partnership management</li> </ol>
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Investment and Financial Management	<ol style="list-style-type: none"> <li>16. Insurance Claims Processing</li> </ol>
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#### Power Skills

Innovation and Delivery	<ol style="list-style-type: none"> <li>1. Adaptability and resiliency</li> <li>2. Business acumen</li> <li>3. Change management</li> <li>4. Critical thinking</li> <li>5. Innovative thinking</li> <li>6. Problem solving</li> <li>7. Sustainability awareness</li> </ol>
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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/wp-content/uploads/2022/07/HRD-Corp\\_SBL\\_Grant-Helper.pdf](https://hrdcorp.gov.my/wp-content/uploads/2022/07/HRD-Corp_SBL_Grant-Helper.pdf)

#### 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.
- The company shall bear full responsibility for the programme fee balance if the HRDC claim is not approved or claimable for any reason.

For more information and updates on HRDC, please refer to its official webpage at [www.hrdcorp.gov.my](http://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](mailto:ithelpdesk@hrdcorp.gov.my)

#### Application Process:





# REGISTER NOW



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