

# Health Insurance Summit

16 - 17 June 2020 | Rydges World Square, Sydney

## KEYNOTE ADDRESSES FROM:



**The Prosthesis List Reform Process: Where are we up to?**  
Professor Terry Campbell, *Chair, Protheses List Advisory Committee*



**Private health insurance: New data on the effectiveness of multiple insurers versus the single payer and the role of incentives**  
Dr Paul Gross, *Former Commissioner, National Hospitals and Health Services Commission*



**Learning the lessons from others**  
John Van Der Wielen, *Chief Executive Officer, HBF*



**Transforming Medibank from a health insurer into a healthcare company**  
David Koczkar, *Group Executive - Chief Customer Officer, Medibank*



**Improving the member experience - "mind the gap" and enabling better care**  
Justin Vaughan, *nib Group Executive Benefits & Provider Relations, nib Group*

## SPEAKERS INCLUDE:



Cindy Shay, *Director, HealthCare Management and Innovation, BUPA*



Jen-Kui Maxwell, *Member Engagement Manager- Member Engagement and Innovation, TAL*



Michael Manthorpe PSM, **Commonwealth Ombudsman**



Peter Kohlhagen, *General Manager - Advice and Approvals, APRA*



John Biviano, *CEO, Royal Australasian College of Surgeons*



Dr Harry Nespolon, *GP, President, RACGP*



Dr Linda Swan, *Chief Medical Officer, Medibank*



Dr Jeannie Yoo, *Clinical Director, Remedy Healthcare*



Scott Williams, *CEO, Police Health*



Dr Chris Dalton, *National Medical Director, Bupa ANZ*



Joanna Green, *Principal, Hive Legal*



David Le Carpentier, *Director Strategic Projects & Development, Sydney Adventist Hospital*

**PRE-CONFERENCE WORKSHOP 15 JUNE 2020 | 2:00PM - 5:00PM**

**Private Health Insurers and Data: What You Can and Can't Do**

Paris Petranis, *Partner, K&L Gates* | Vanessa Baic, *Special Counsel, K&L Gates*

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# Health Insurance Summit

Tuesday 16 June 2020

# DAY 1

8:50 Summit Opening

9:00 **Opening remarks from the Chair**

- What is the role of private health insurance in Australia?
- Key industry pressure points & rethinking the health insurance business in Australia

Joanna Green, *Principal, Hive Legal*

## OVERVIEW OF THE PHI INDUSTRY IN AUSTRALIA

9:15 **OPENING ADDRESS | APRA's view on the state of the PHI industry**

Peter Kohlhagen, *General Manager – Advice and Approvals, APRA*

9:50 **Improving transparency in surgery – An update**

John Biviano, *CEO, Royal Australasian College of Surgeons*

10:25 **What private health insurance customers are complaining about**

Michael Manthorpe PSM, *Commonwealth Ombudsman*

11:00 Networking and refreshment break

## INNOVATION & SOLUTIONS

11:30 **KEYNOTE ADDRESS | Private health insurance: New data on the effectiveness of multiple insurers versus the single payer and the role of incentives**

- Two big holes in PHI, Medicare and Disability Insurance in an era of chronic illness
- New data on the relative effectiveness of four models of health insurance
- Three models of PHI that justify risk-adjusted provider payment methods and wellness incentives

Dr Paul Gross, *Former Commissioner, National Hospitals and Health Services Commission*

12:05 **KEYNOTE ADDRESS | Transforming Medibank from a health insurer into a healthcare company**

- Understanding the needs of our customers to deliver across our dual brands
- Providing more value and choice so when people are in the health-system they can make better decisions
- Increasing focus on preventative healthcare, through the Live Better Rewards Program, primary health advice and innovative health services like Better Knee Better Me

David Koczkar, *Group Executive - Chief Customer Officer, Medibank*

12:40 **KEYNOTE ADDRESS | Improving the member experience – “mind the gap” and enabling better care**

- The importance of giving members certainty about costs by tackling out-of-pocket expenses
- How we're working with surgeons to guarantee our members no gap surgery
- Why we should let insurance cover members wherever they meet healthcare

Justin Vaughan, *nib Group Executive Benefits & Provider Relations, nib Group*

13:15 **How digital tools can drive prevention and optimise treatment pathways**

Rami Weiss, *CEO, HealthShare*

13:35 Lunch and networking break

14:35 **The customer isn't always right: Some key misconceptions driving declining health insurance penetration**

Insights taken from the most recent wave of our biennial consumer perception and behaviour study will show explore:

- Marked changes in how the Australian community feel about different aspects of private health insurance
- Community and patient perceptions of the public and private hospital systems, including recent changes
- Shifting attitudes towards insurers and the drivers of these changes

Dan Pole, *Director,*

*Ipsos Healthcare & Insurance Australia Report*

15:10 **The future of care-Reducing barriers**

Cindy Shay, *Director, HealthCare Management and Innovation, BUPA*

15:45 Networking and refreshment break

16:10 **To merge or not to merge – Is that the question?**

- Our processes in assisting our decision making to answer that question
- Investment/focus on culture as a driver for preparedness
- Overview of the journey, including issues, wins and outcome

Scott Williams, *CEO, Police Health*

16:45 **PANEL DISCUSSION | Patient reviews – Is there a place for patient reviews for clinical service?**

Facilitated by: Joanna Green, *Principal, Hive Legal*

John Biviano, *CEO, Royal Australasian College of Surgeons*

Dr Chris Dalton, *National Medical Director, Bupa ANZ*

Matt Donnellan, *Managing Director, Whitecoat*

Dr Ben Hurst, *CEO, HotDoc*

17:30 Closing remarks from the Chair

17:35 Networking Function

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## VENUE DETAILS

Rydges World Square, 389 Pitt St, Sydney NSW 2000

**Phone: (02) 8268 1888, [www.rydges.com/Sydney/Hotels](http://www.rydges.com/Sydney/Hotels)**

8:50 Day Two Opening

9:00 **Opening remarks from the Chair**

9:15 **KEYNOTE ADDRESS | The Prosthesis List Reform Process: Where are we up to?**

- The MTAA Agreement with the Government
- The Industry Working Groups set up as a condition of that Agreement
- Progress and hurdles with applying Health technology Assessment to the PL

Professor Terry Campbell, *Chair, Prosthesis List Advisory Committee*

9:50 **Public Hospital Funding: 2020 and beyond**

- What's new in IHPA's work program in 2020
- Where are hospital funding models headed
- What are the challenges ahead for IHPA

James Downie, *CEO, IHPA*

10:25 Networking and refreshment break

10:55 **KEYNOTE ADDRESS | Learning the lessons from others**

- What responsibility rests with insurers for the decline in coverage, the struggle to attract younger members and the jaded attitude of Australians towards PHI?
- The Royal Commission into Australia's banks is already fading from view- What are the lessons PHI should take from the crises others have experienced?
- Are insurers guilty of chasing profit at any cost?
- What it will take to restore trust and goodwill in private health insurance?

John Van Der Wielen, *Chief Executive Officer, HBF*

11:30 **The integrated economics of holistic member care for hospital avoidance**

- Evidence from global studies on the efficacy and effectiveness of holistic, integrated care in helping reduce hospitalisation
- Insights into behavioural change, mental health support and physical therapies in the home versus in hospital
- Evidence from Remedy Healthcare of clinical outcomes, economic outcomes and member satisfaction

Mike Hutton-Squire, *Executive General Manager, Remedy Healthcare*

Dr Jeannie Yoo, *Clinical Director, Remedy Healthcare*

11:55 **PANEL DISCUSSION | Care outside of the hospital**

- Reducing barriers to out of hospital care
- Hospital substitution, hospital avoidance
- Early intervention and prevention

Facilitated by: Dr Linda Swan, *Chief Medical Officer, Medibank*

Cindy Shay, *Director, HealthCare Management and Innovation, BUPA*

Dr Harry Nespolon, *GP, President, RACGP*

Scott Williams, *CEO, Police Health*

John Van Der Wielen, *Chief Executive Officer, HBF*

12:40 **Patient & member experience**

Dr Avnesh Ratnanesan, *Founder @Energisse, Thought Leader on Patient Experience & Consumer Engagement*

13:00 Lunch and networking break

14:00 **Predictive modelling of the comorbidity of multiple chronic diseases using health insurance claim data**

Dr Shahadat Uddin, *Senior Lecturer, Complex System Research Group, Faculty of Engineering, The University of Sydney*

14:35 **CASE STUDY | The life insurance approach to health innovation and digital disruption**

- Life insurance in the 21st Century: The evolving climate, challenges and customers within the life insurance industry
- The member engagement and innovation approach at TAL: From business problem to digital delivery
- Innovation in action: Improving health, wellbeing and the customer experience at TAL

Jen-Kui Maxwell, *Member Engagement Manager- Member Engagement and Innovation, TAL*

15:10 **CLOSING ADDRESS | Swaddle: A game changer for patients and private healthcare**

Australia's first private end to end maternity package offering full obstetrician led care, Swaddle wraps up all the typical services used throughout pregnancy. It is the result of collaboration between the Sydney Adventist Hospital and its clinicians, diagnostic service providers and not for profit health insurer HCF. Swaddle is the result of a focus on delivering patient centred services but has important takeaways for the industry and many of the issues impacting us all.

David Le Carpentier, *Director Strategic Projects & Development, Sydney Adventist Hospital*

15:45 Closing remarks and key event take-aways summary

16:00 End of Summit

## PRE-CONFERENCE WORKSHOP

MONDAY 15 JUNE 2020 | 2:00PM - 5:00PM

### Private Health Insurers and Data: What You Can and Can't Do

- Importance of getting privacy compliance right given the amount of data health insurers generally collect and hold in relation to members and the high incidence of data breaches in the health sector
- Outline the key privacy concepts that health insurers need to be familiar with including:
  - How health insurers can use data
  - How health insurers can share data including with its health-related businesses (such as dental clinics)
- Recent developments including the new APRA Prudential Standard on Information Security
- Identify privacy compliance issues common in the health insurance industry including case studies
- Provide tips on how to minimise the risk of these privacy compliance issues occurring
- Outline what to do if there is a data breach
- Provide a framework to establish a privacy compliance plan so that health insurers can get privacy compliance right

Workshop leaders:

Paris Petranis, *Partner, K&L Gates*

Vanessa Baic, *Special Counsel, K&L Gates*

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Hospital & Govt Rate – Two Day Conference plus Workshop	\$2595	\$259.50	\$2854.50	\$400	\$2995	\$299.50	\$3294.50
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