Insurance Claims Processing 2008

Driving **Efficiency, Cost Reductions** and **Achieving Excellence** in Service Delivery

Hear from Executive Level Leaders:

Pranav Pasricha, Executive General Manager: Strategy & Technology **QBE**

Mark Jackson, Executive General Manager, Business Solutions & Operations **MEDICARE**

Wendy Scott, Executive Manager: Project & IT Services **RACQ INSURANCE**

Vivek Bhatia, Chief Information Officer **WESFARMERS INSURANCE DIVISION**

Megan Beer, Chief Risk Officer & Acting Chief Executive Officer: Retail Life **TOWER AUSTRALIA**

Melanie Kneale, Chief Operating & Technology Officer **NIB HEALTH FUNDS**

Helen Coyer, Chief Operating Officer **QSUPER**

Gerard McGreevy, Chief Operating Officer **ACCIDENT COMPENSATION COMMISSION (ACC)**

ATTEND THIS IN-DEPTH FORUM TO:

- **DISCOVER** best practice techniques for **greater operational efficiency**, accuracy and speed

- **LEARN HOW** to leverage technology to **reduce cost** and translate IT investment into business benefit

- **GAIN INSIGHT** into innovative and flexible solutions to attain consistency in your approach and delivery

- **OBTAIN** the key **maximisers of customer service delivery**

- **BENEFIT FROM** discussing how others are profiling claims, improving their decision-making capability and driving industry standards

DON'T MISS OUR INTERACTIVE MASTERCLASSES:

Masterclass A:
Extracting Maximum Value from Straight Through Processing (STP) and Automated Claims Management
Facilitated by: **John Williams**, Senior Manager: Business Systems **BT INSURANCE**

Masterclass B:
Streamlining Operations to Achieve Greater Functionality and Improved Business Processes on a Day-to-Day Basis
Facilitated by: **Dave Williams**, Chief Information Officer **BANKWEST & ST ANDREWS GROUP**

Benefit from Hearing from Your Peers:

Richard Poole, National Group Insurance Claims Manager **AIG LIFE**

Garry Toms, Claims Manager Australia & New Zealand **RGA AUSTRALIA**

Neil Borthwick, Claims Team Manager: Life Risk **ASTERON**

Effy Dimos, Head of Claims **BENFIELD GROUP**

John Williams, Senior Manager: Business Systems **BT INSURANCE**

David Joice, National Quality Assurance Manager **ZURICH AUSTRALIA**

Peter Lirantzis, Senior Manager: Claims & Finance. Business Technology Services: Personal Insurance **INSURANCE AUSTRALIA GROUP (IAG)**

Stephen Mcmullan, Assistant Vice President: Claims & Liability Management **SWISS RE LIFE & HEALTH AUSTRALIA**

Paul Ormonde-James, President - The Data Warehouse Institute (TDWI) & Intelligence Institute Australia & Head of Group Intelligence **MBF**

Claims Are The Single Biggest Administration Expenditure for Insurers

Find Out How You Can Dramatically Reduce Your Processing Cost

Benchmark Against Australian Leaders

Dear Claims Professional,

Reducing processing costs and improving efficiency are essential steps in remaining competitive. How are you tackling this challenge?

The integration of new technology, advancement of customer services and transformation of existing claims processes are significant challenges. The need to secure senior management support for technology investment and create trust and deliver excellent service is fundamental in retaining customers and essential business.

Insurance Claims Processing 2008 will look at how your organisation can gain a competitive edge through improved processes. You will discover how differentiating your service through the utilisation of technology will deliver improved customer service agreements, minimise risk and effectively manage workflow.

Join us to benefit from a range of innovative technological and strategic views on technology adoption.

You can evaluate different processing approaches driving the evolution of back-end systems and claims handling.

Attend Insurance Claims Processing 2008 to evaluate your next step and discuss cost-saving techniques with best practice implementers and innovators from across the insurance sector!

Featuring case studies, insights and inspiring presentations from:

- **QBE AUSTRALIA** discussing strategies to manage workflow and consolidate information for increased productivity
- Securing senior management support through a robust business case by **BT INSURANCE**
- **TOWER AUSTRALIA** looking ahead to claims handling transformation
- Driving service excellence with electronic case files at **AIG LIFE**
- **NIB HEALTH FUNDS** leveraging automation technology to realise bottom-line savings
- **ZURICH AUSTRALIA** assessing how to raise standards of practice and service delivery

Book before 20 August 2008 and get **$200 off** the standard registration price.

I look forward to meeting you at Insurance Claims Processing 2008 in October.

Best regards,
Kate Tappin
Conference Director, IQPC

PS. We understand the value of learning in teams. Take advantage of our group discounts when you register a team of 3 or more!

To make sure you don't miss out, call +61 2 9229 1000, fax +61 2 9223 2622 or alternatively email registration@iqpc.com.au or visit www.iqpc.com/au/claimsprocessing today.

Exploit this Excellent Opportunity to Meet and Discuss the Latest Innovation and Developments in Claims Processing with your Peers.

This forum has been specifically developed for Chief Officers, Directors, General Managers, Managers and Heads of:

- Claims Processing
- Process Improvement
- Information and Data Management
- Business Operations
- Information Technology
- Risk Management

DAY ONE AGENDA: Wednesday, 29 October 2008

8:30 Registration and Coffee

9:00 Opening Remarks from the Chair
Margaret Dennis, Manager: Claims Training and Development **ASTERON**

STREAMLINING PROCESSES FOR INCREASED OPERATIONAL EFFICIENCY

9:10 Securing Senior Management Support Through a Robust Business Case
- Communicating the need for process agility and investment to senior management
- Building a business case through proven return on technology investment
- Highlighting the advantages of reduced cost and increased productivity
- Gaining top-level support for IT projects and change management

John Williams, Senior Manager: Business Systems **BT INSURANCE**

9:50 Identifying Key Factors to Reduce Claims Lifecycles and Drive Process Improvement
- Auditing your existing claims cycle to identify sources of error and inaccuracies
- Understanding how the decision-making capability of staff can impact on your business
- Raising standards of practice and service to ensure your claims handling is consistent with the General Insurance Code of Practice
- Looking ahead to claims handling transformation

Megan Beer, Chief Risk Officer & Acting CEO: Retail Life **TOWER AUSTRALIA**
David Joice, National Quality Assurance Manager **ZURICH AUSTRALIA**
Garry Toms, Claims Manager Australia & New Zealand **RGA AUSTRALIA**

Panel Discussion

10:30 Morning Tea and Networking

11:00 Streamlining Processes and Improving Claims Processing Techniques at RGA Australia
- Streamlining operations to dramatically reduce processing times and enhance service delivery
- Outlining the active claims management strategy at RGA Australia
- Ensuring performance, profitability, efficiency and service standards are achieved
- Achieving operational excellence and adding tangible business value to the organisation

Garry Toms, Claims Manager Australia & New Zealand **RGA AUSTRALIA**

Case Study

11:40 Identifying Opportunities for Process Improvement and Strategies for Effective Implementation
- Streamlining internal processes to generate business value
- Realising bottom-line savings that allow you to compete in an evolving insurance market
- Managing your projects with informed planning and project KPIs
- Aligning process development with the strategic business view to secure and sustain senior management support for investment

Wendy Scott, Executive Manager: Project and IT Services **RACQ INSURANCE**

12:20 Lunch and Networking

ALIGNING PEOPLE, PROCESSES AND TECHNOLOGY TO CAPITALISE ON IMPROVED CLAIMS HANDLING

1:30 Overcoming the Technology Challenges in Integrating the New with the Old
This session will explore moving from a mainframe centric insurance processing model to an extended value chain including suppliers.
- Exploring the technology challenges; factoring to extend the realisation of the "insurance promise"
- Managing systems to ensure they are available and stable
- Tackling people challenges - retaining the talent and increasing engagement

Peter Lirantzis, Senior Manager: Claims & Finance. Business Technology Services: Personal Insurance **INSURANCE AUSTRALIA GROUP (IAG)**

2:10 Safeguarding Against High Error Rates, Inaccuracies and Inconsistency
This session facilitates interactive group working and provides learning points on the key challenges and solutions to assist in better information and data management.
- How can we achieve claims process transparency and effectively manage workflow?
- Which techniques improve the claims cycle time and speed to market?
- Where do quality issues arise and how can reducing data entry points minimise business risk?
- How to meet compliance requirements and accountability

Facilitated by the Chair

Group Brainstorm

2:50 Afternoon Tea and Networking

OPTIMISING SERVICE DELIVERY TO REALISE COMPETITIVE ADVANTAGE

3:20 Providing a Strategic View on the State of the Insurance Industry and KPIs for Customer Service Success
- Keeping pace with a service-oriented and increasingly customer-centric industry
- Evaluating the changing face of insurance claims processing
- Taking the next step towards twenty-first century customer service delivery
- Aligning people, processes and technology to exploit innovation and extract maximum business benefit

Helen Coyer, Chief Operations Officer **QSUPER**

4:00 Dispelling the Myth of Conflict Between Customer-Centricity and Good Risk Management
The claims experience is increasingly important - how should claims departments adapt?
- Focusing on customer propositions
- Exploring customer benefits from profiling
- Optimising speed in the claims experience
- Enhancing communication

Neil Borthwick, Claims Team Manager: Life Risk **ASTERON**

4:40 Improving the Claims Experience with Efficient On-line Claiming at Medicare
- Providing customers with the tools and access to accurate information within an efficient and secure framework
- Identifying data quality issues to minimise errors and business risk
- Delivering exceptional customer service and rising to meet customer expectations
- Deriving business benefit from your customer communication strategy

Mark Jackson, Executive General Manager: Business Solutions & Operations **MEDICARE AUSTRALIA**

Case Study

5:20 Closing Remarks from the Chair   **5:30**   Close of Conference Day One

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DAY TWO AGENDA: Thursday, 30 October 2008

8:30 Registration and Coffee

9:00 **Chair's Welcome Back**

Wendy Scott, Executive Manager: Project and IT Services RACQ INSURANCE

FOCUSING ON CUSTOMER SERVICE

9:10 **Developing Client Relations to Deliver in 'The Moment of Truth'**
- Being proactive in meeting the needs of the customer
- Maintaining a brand profile across disparate sites and mainframes to retain consistency and integrity
- Investing in an inclusive approach to the market and delivering on customer service
- Achieving outstanding customer retention levels

Gerard McGreevy, Chief Operating Officer ACCIDENT COMPENSATION CORPORATION (ACC)

9:50 **Transforming the Client Interface to Provide Real-Time Claims Monitoring Facilities**
- Driving service excellence with electronic case files at AIG
- Exploiting on-line technology to communicate through various channels for maximum exposure and service delivery
- Evaluating the impact of investing in a web presence for claims management

Richard Poole, National Group Insurance Claims Manager AIG LIFE

10:30 Morning Tea and Networking

REDUCING PROCESSING COST WHILST MAXIMISING DELIVERY

11:00 **Evaluating Practices and Techniques to Profile Available and Innovative Cost-Saving Solutions**

Reducing expenditure is an ever present business concern increasingly in times of economic downturn. Techniques to streamline claims processing are available but identifying how to unlock the full potential and harness the cost advantages are a growing challenge.

Key topics include:
- Deploying techniques to accelerate claims processing, improving performance and reduce cost
- Strategies to manage workflow and consolidate information for increased productivity
- Overcoming the challenge of legacy systems to achieve data consolidation and eliminate information silos
- Can outsourcing be an effective cost-saving solution in the long-term?

Pranav Pasricha, Executive General Manager: Strategy & Technology QBE AUSTRALIA
Vivek Bhatia, Chief Information Officer WESFARMERS INSURANCE DIVISION
Richard Poole, National Group Insurance Claims Manager AIG LIFE
Stephen Mcmullan, Assistant Vice President: Claims & Liability Management
SWISS RE LIFE & HEALTH AUSTRALIA

11:40 **Making Cost-Efficiency Savings that Affect and Deliver Key Business Outcomes**
- Leveraging automation technology to minimise processing expenditure on labour-intensive tasks
- Embedding decisioning capabilities in your strategy
- Realising bottom-line savings that allow you to compete in an evolving market
- Outlining lessons learnt from selecting and implementing automisation technologies

Melanie Kneale, Chief Operating and Technology Officer NIB HEALTH FUNDS

12:20 Lunch and Networking

EMBRACING CHANGE AND PROCESS MODERNISATION

1:20 **From Data to Decision, the Source to Solution Continuum**
- Exploring the role and applicability of predictive analytics for claims processing
- Mitigating risk through a complete view of the customer
- Utilising business intelligence to understand claims processing and link to strategic intent
- Measuring success - performance measurement & management with dashboards

Paul Ormonde-James, President: The Data Warehouse Institute (TDWI) & Intelligence Institute Australia & Head of Group Intelligence MBF

2:00 **Claims and the Importance of Delivering on the Broker's Promise**
- Developing a pro-active approach
- Mitigating exposures and finding alternative solutions
- Investing in accuracy and reliability
- Improving our customers' bottom line

Effy Dimos, Head of Claims BENFIELD GROUP

2:40 Afternoon Tea and Networking

3:10 **Building Green IT and Sustainable IT Practices into Your Process Improvement Strategy**
- Understanding how sustainability, climate and information technology can impact on today's operations
- What should be on your wish list for a green IT policy?
- Reducing your carbon footprint - real examples, real savings achieved at IAG
- Pitching the case - it's not just about being green

Greg Rowntree, Manager Technical Support Services: Technology Services
INSURANCE AUSTRALIA GROUP (IAG)

3.50 Closing Remarks from the Chair **4:00** Close of Conference

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5 Reasons Why Insurance Claims Processing 2008 Is The Best Value For Your Marketing Spend:

1 Complete exposure to Senior Decision Makers from claims, IT and operations functions from leading insurance organisations.

2 We actively maintain a reduced vendor ratio, which creates a more intimate environment for networking and knowledge sharing.

3 14+ confirmed industry speakers. At Insurance Claims Processing 2008 the majority of professionals participating have first-hand experience of the issues under discussion.

4 Extensive networking opportunities, allowing for face-to-face interaction with the heads of your target market.

5 Our delegates have already made a significant investment by attending our conference to network with key industry advisors – make sure they meet you on site!

To secure premium exhibition opportunities, contact Mike Adams on +61 (0) 2 9229 1083 or mike.adams@iqpc.com.au

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POST-CONFERENCE WORKSHOPS: Friday, 31 October 2008

A

9:00am - 12:00pm

Extracting Maximum Value from Straight Through Processing (STP) and Automated Claims Management

Reducing processing times by automating claims management across the business

With any back-end process from application to settlement, it is extremely challenging to achieve STP across the entire claims value chain. This interactive tutorial will review best practice for insurance claims processing STP and the automation of processes. You will explore:
- How can STP be utilised in back-end processing today?
- Building on existing technology with automated low-worth, high-volume process solutions
- Achieving claims process transparency and effectively managing workflow
- How will STP and automated claims revolutionise your business?

About your executive workshop leader:

John Williams, Senior Manager: Business Systems
BT INSURANCE

John has almost 40 years experience in general insurance. He has worked with variety of insurers in Australia, New Zealand, Europe and South East Asia, specialising in IT projects for the past 20 years.

John currently manages all general insurance applications for BT Insurance (Westpac's insurance arm). He is responsible for all application support and development and most recently worked to select and implement an automated claims system.

B

1.00pm - 4.00pm

Streamlining Operations to Achieve Greater Functionality and Improved Business Processes on a Day-to-Day Basis

Evaluate how your organisation can achieve process optimisation

The desire to optimise business processes inevitably leads to questions surrounding which solution: automation technology, outsourcing etc. will best fit your organisation. This interactive workshop will cover how to introduce customer-focused process improvement to the organisation, identify process leakages, define process performance metrics and identify technology enablement opportunities. Given that the integration of new technology with legacy systems can prove costly and time-consuming. Avoid making the wrong decision by joining in-depth workshop where we will explore proven techniques to decide which option suits the needs of your organisation with an open and frank look at the various service offerings. You will leave equipped with the in-depth understanding of how to proceed with process re-engineering and modelling that's right for your organisation.

About your executive workshop leader:

Dave Williams, Chief Information Officer
BANKWEST & ST ANDREWS GROUP

Dave is Chief Information Officer for Bankwest & St Andrews Group - Australian subsidiaries of HBOS – one of the 10 largest financial services companies in the world, and the largest mortgage lender in the UK. Dave has more than 25 years experience in banking/IT in the UK and Europe and significant experience of the BPM world including:
- Responsibility for establishing the largest Business Process Management implementation in the UK
- Rapid development of large scale character recognition systems – 15 billion Characters in 10 weeks
- Integration of BPM into complex technical environments

Insurance Claims Processing 2008

To speed registration, please provide the priority code located on the mailing label or in the box below.

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☐ **REGISTER ME:** for INSURANCE CLAIMS PROCESSING 2008

PLUS for WORKSHOP: ☐ A   ☐ B

PACKAGES	EARLY BIRD *Register & Pay by 20 August 2008*	STANDARD PRICE *Register & Pay by 1 October 2008*	LATE BOOKING *Register & Pay After 1 October 2008*
CONFERENCE ONLY	SAVE $200 $2799 (incl. GST $3078.90)*	$2999 (incl. GST $3298.90) *	$3299 (incl. GST $3628.90) *
BRONZE PACKAGE Conference plus 1 Workshop	SAVE $200 $3598 (incl. GST $3957.80)*	$3798 (incl. GST $4177.80)*	$4098 (incl. GST $4507.80) *
SILVER PACKAGE Conference plus 2 Workshops	SAVE $200 $4297 (incl. GST $4726.70)*	$4497 (incl. GST $4946.70) *	$4797 (incl. GST $5276.70)*

Registrations received without payment or a Government PO will incur a processing fee of $99+GST = $108.90 per registration
* Payment must be received by IQPC prior to 5pm AEST on the cut-off date.

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TEAM DISCOUNTS

IQPC recognises the value of learning in teams. Take advantage of one of these special rates:

Register a team of 3 to the conference at the same time from the same company and receive $500 discount

Register a team of 4 to the conference at the same time from the same company and receive a FREE pass for a 5th delegate

Ask about multi-event discounts. Ring + 61 2 9229 1000 for more details
Please note: Only one discount applies

Airfare & Accommodation

Eventscentral is the official booking agent for the Insurance Claims Processing 2008 conference. Eventscentral has access to discounted rates at a range of hotels for all attendees of this event.

To take advantage of these great rates or to book your air travel please go to www.eventscentral.com.au/iqpc.html or email iqpc@eventscentral.com.au

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NOTE: PAYMENT IS DUE WITHIN 7 DAYS FROM REGISTRATION TO SECURE YOUR PLACE. Registrations received without payment or a Government PO will incur a processing fee of $99+GST = $108.90 per registration. Payment prior to the conference is mandatory for attendance. Payment includes lunches, refreshments, a detailed conference documentation CD or workbook and all meeting materials. If payment has not been received two weeks before the conference, a credit card hold will be taken and processed. This card will be refunded once alternate payment has been received.

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