

13th Current Issues Seminar on Health Care Insurance (CIHCI)

2nd Aug 2019

Insights on Health Insurance - India

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About Us



RELX Group is a global provider of information and analytics for professional and business customers across industries. The Group serves customers in more than 180 countries and has offices in about 40 countries.

It employs approximately 30,000 people of whom almost half are in North America. www.relx.com

RELX Group operates in four major market segments:

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Institute of Actuaries of India

Our Solutions

Our solutions help our customers across industries to solve their daily business challenges such as identity authentication, fraud defense, streamlining workflows and due diligence, and increased productivity and revenue.



Identity Management

Our Identity solutions let you validate and authenticate identities with confidence by quickly leveraging the deepest and most accurate information in the market so you can better understand who you are doing business with.



Fraud Defense

Increase your ability to detect and prevent fraud with technology, data and analytics. By leveraging over 82 billion public records with LexID® linking, access the most reliable and current information about people, businesses and assets to uncover hidden connections or patterns and stop fraud in its tracks.



Compliance

With an ever-changing regulatory landscape, our compliance solutions will help you be nimble and adapt so you can reduce financial and reputational risk by complying with evolving regulations and streamlining due diligence.



Investigation

Our Investigative solutions help you discover links between people, assets, and locations. So whether you are trying to pinpoint suspects, criminals, debtors, or just suspicious behavior, you have access to the relevant information you need.



Data Management

We help you be proactive with your data management strategy by providing robust data sources and powerful linking technology for the clearest, most complete customer view.

Key India Assignments



Life Insurance



Motor Insurance



Health Insurance

Life Insurance - Risk Insights

Risk Insights paints a comprehensive picture of your customer by harnessing the power of contributory data. It enhances your risk assessment process, allowing you to mitigate application fraud & misrepresentation, and improving business efficiencies for more precise underwriting and claims decisions.



Improve Risk Assessment

enable more accurate decisions, using historical policy and claims records, including information related to previously declined applications.



Reduce Fraud, Waste and Abuse

Mitigate fraud and misrepresentations by leveraging industry- wide policy and claims data at the point of underwriting.

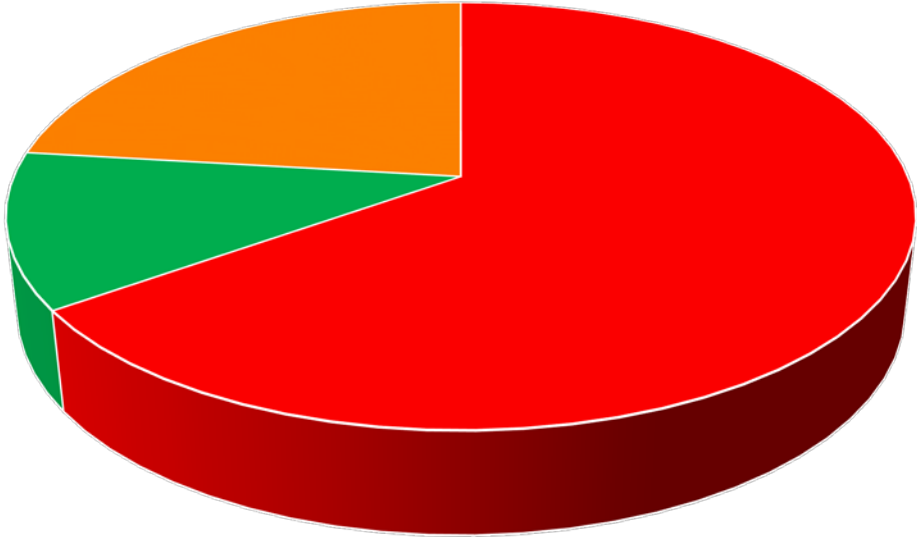


Improve Business Efficiencies

Integrate comprehensive insights into your workflows to reduce errors, shorten turn around time and improve system efficiencies.

Present Status

Private market



■ Data onboarding & enquiring ■ Contract discussions ■ Others

Onboarded and signed companies



General Insurance



- Health and Motor Insurance engagement
- Engagement with General Insurance Council and Major insurers
- Concluded a POC on PM-JAY



Our engagements activities for knowing stakeholders



VOC with Insurers



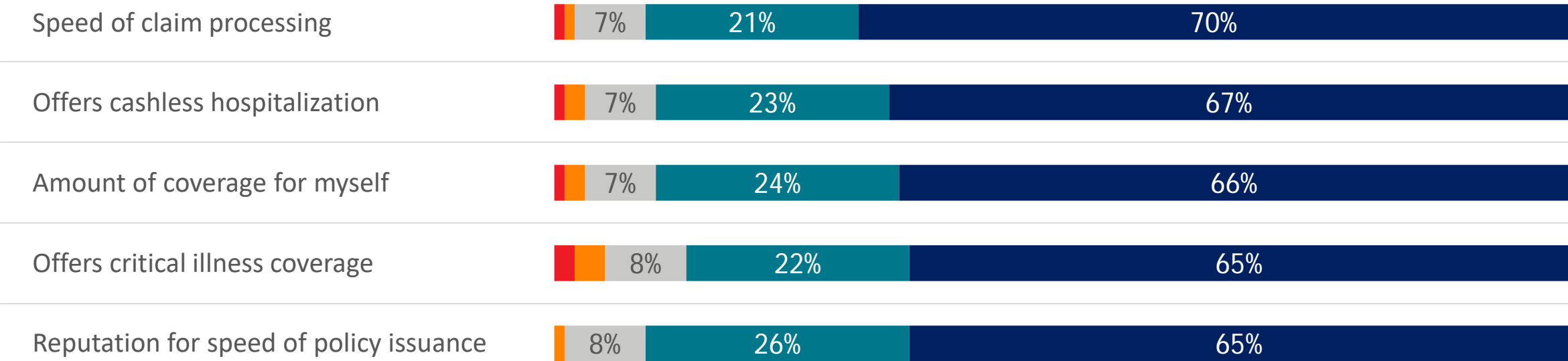
Customer Conferences



Surveys

What customer want




Importance Factors when choosing insurance company



■ Not at all ■ Not very ■ Neutral ■ Somewhat ■ Very

Reasons for porting a Health insurance policy

Most important reasons to port

High cost of premiums	 61%	55%	61%	70%
Slow speed of claims settlement/payment	 56%	55%	55%	58%
Lack of cashless hospitalization coverage	 50%	50%	51%	51%
		25-34	35-44	45-55
			AGE	

What insurer want





Company
Priorities



Customer
Expectations



Automated Decisioning

What is automated Decisioning

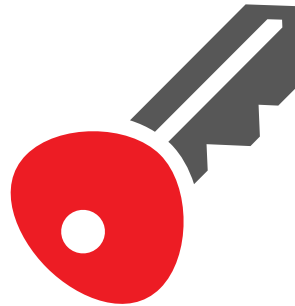
Machine Learning

Artificial Intelligence

Big Data

NLP

Predictive Modelling



Information / Data

Do we have right information?

Data Category	Data Fill Rate				Remarks – Field Names
	Required	Required Conditional	Optional	Total	
Key ID Details	99%	23%	20%	66%	Insurer Insured ID, Family Link ID, Policy Number, Claim Number
Other Details	100%	2%	7%	63%	Enhancements, Addendums
Policy Details	99%	50%	22%	62%	Policy Type, Policy Dates, Policy Status,
Claim Details	97%	56%	12%	41%	Claim Dates, Claim Type, Claim Nature, Claim Status, Claim Amounts
Industry Average	99%	42%	20%	35%	
Bill Break-up Details	NA	NA	35%	35%	Room Rent, Surgery, Consultation, Investigation, Medicine, Misc. Charges
Hospital Details	86%	54%	24%	33%	Hospital Name, Hospital Address, Hospital City, Hospital State, Hospital PIN Code
PII Details	NA	38%	27%	29%	Name, DOB, Address, ID, Contact Details
ICD-PCS Details	NA	NA	29%	29%	Diagnosis Codes, Procedure Codes
Underwriting Details	90%	50%	17%	21%	Gender, Height, Weight, Habits, Medical History, Bonus-Malus
Coverage Details	NA	NA	15%	15%	Coverage Codes, Sum Insured, Deductible

Digital Data

- ◆ Entered by the TPA, Insurer.

- ◆ Essential for claim processing.

- ◆ Few times, a detailed data entry is needed eg – Hospital name and address, etc

- ◆ Disease coding (Multiple diagnosis)



Example of a “Detailed” data

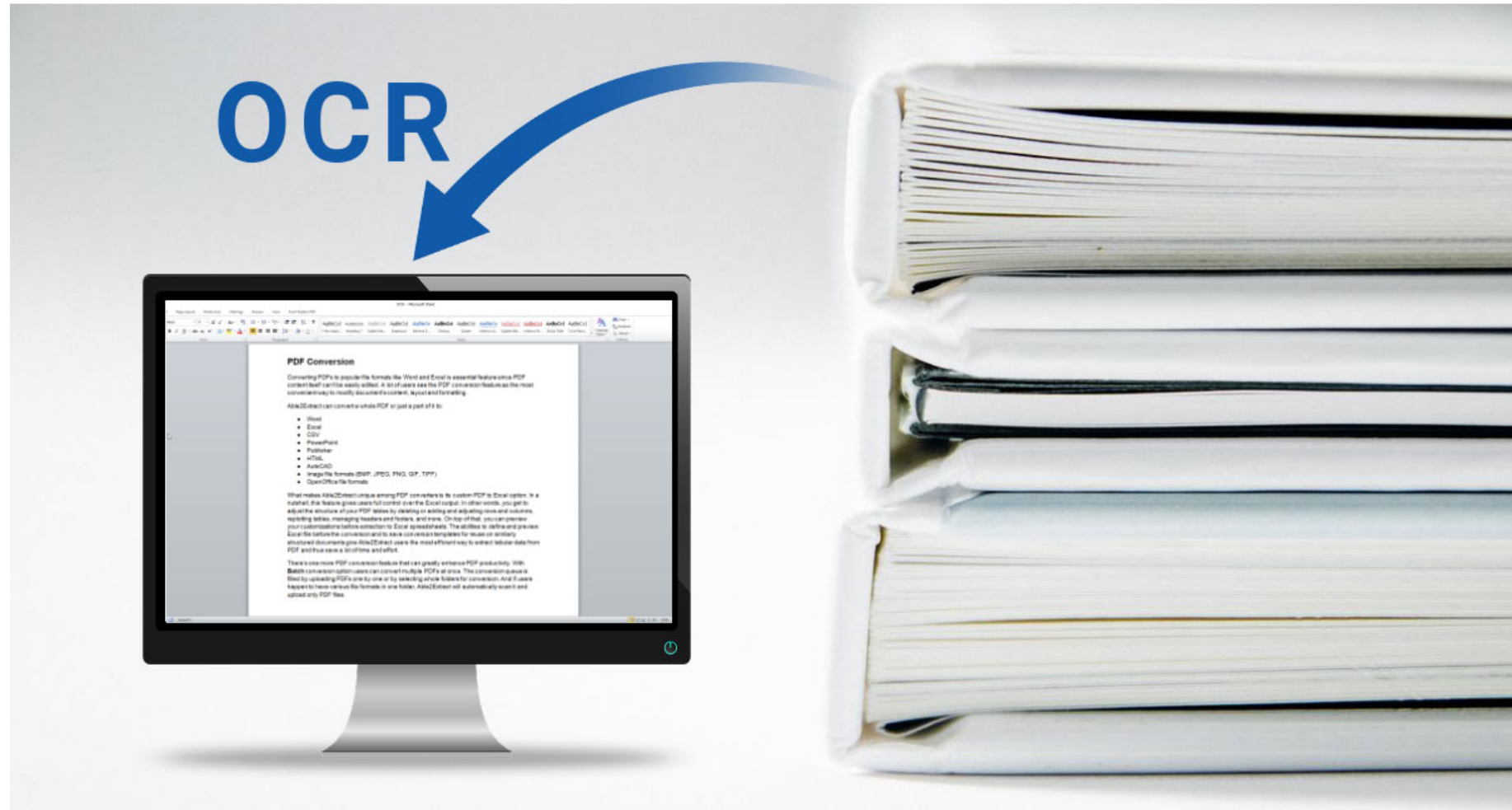
HOSPITAL NAME	ADDRESS
MAX SUPER SPECIALITY HOSPITAL (EAST WING) A UNIT OF DEVKI DEVI FOUNDATION	(EAST WING) DEVKI DEVI FOUNDATION, 2, PRESS ENCLAVE ROAD, SAKET, NEW DELHI - 110017SAKET, NEW DELHI - 110017
MAX SUPER SPECIALITY HOSPITAL (EAST WING) A UNIT OF DEVKI DEVI FOUNDATION	2 PRESS ENCLAVE ROAD
MAX SUPER SPECIALITY HOSPITAL - EAST BLOCK- NEW DELHI	2 PRESS ENCLAVE ROAD SAKET
MAX SUPER SPECIALITY HOSPITAL - WEST BLOCK - NEW DELHI	1 PRESS ENCLAVE ROAD SAKET
MAX SUPER SPECIALITY HOSPITAL SAKET	
MAX SUPER SPECIALITY HOSPITAL SAKET	PRESS ENCLAVE MARG
MAX SUPER SPECIALITY HOSPITAL SAKET WEST	PRESS ENCLAVE MARG
KOKILABEN DHIRUBHAI AMBANI HOSPITAL	RAO SAHEB ACHUTRAO PATWARDHAN MARGFOUR BUNGLOWS
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KOKILABEN DHIRUBHAI AMBANI HOSPITAL	FOUR BUNGLOWS LOKHANDWALA ANDHERI WEST MUMBAI MAHARASHTRA 400 053
KOKILABEN DHIRUBHAI AMBANI HOSPITAL	LOKHANDWALA FOUR BUGLOWS RAO SAHEB ACHUTRAO PATWARDHAN MARG ANDHERI(W)
KOKILABEN DHIRUBHAI AMBANI HOSPITAL	RAO SAHEB ACHUTRAO PATWARDHAN MARG, FOUR BUNGLOWS, ANDHERI WEST,,MUMBAI,MAHARASHTRA
KOKILABEN DHIRUBHAI AMBANI HOSPITAL	RAO SAHEB ACHUTRAOPATWARDHAN MARGFOURBUNGLOWSANDHERI-WEST
KOKILABEN DHIRUBHAI AMBANI HOSPITAL & MEDICAL RESE	A UNIT OF MANDKE FOUNDATIONFOUR BUNGALOWS ANDHERI
KOKILABEN DHIRUBHAI AMBANI HOSPITAL & MEDICAL RESE	RAO SAHEB ACHUTRAO PATWARDHAN MARGFOUR BUNGLOWS
KOKILABEN DHIRUBHAI AMBANI HOSPITAL & MEDICAL RESEARCH INSTITUTE	A UNIT OF MANDKE FOUNDATIONFOUR BUNGALOWS ANDHERI

Role of OCR

Optical Character reader

Reads the required things

Helpful ??



OCR for Anaemia

<u>Test Name</u>	<u>Result</u>	<u>Reference Range</u>
Hematology		
Blood Complete Picture		
WBC Count	4,630 /mm ³	4,000 - 10,000
RBC Count	5.57 mil/mm ³	4.5 - 6.0
Hemoglobin	16.6 g/dL	14 - 18
Hematocrit	47 %	40 - 50
MCV	85 fL	82 - 98
MCH	30 pg	27 - 31
MCHC	35 g/dL	32 - 36
RDW-CV	12 %	11 - 16
Platelets	204,000 /mm ³	140,000 - 450,000
Differential Count		
Neutrophils	50 %	40 - 75
Lymphocytes	32 %	15 - 45
Monocytes	17 %	2 - 12
Eosinophils	1 %	2 - 6
Basophils	0 %	0 - 1
Bands	0 %	0-3
Pathologist Comments :		
Relative monocytosis with normal absolute count. Normocytic Normochromic RBCs. Adequate platelets present. Please correlate clinically.		

OCR

Picks Haemoglobin results

Data Matching and sorting

Compares the result with LNRS reference range for Haemoglobin

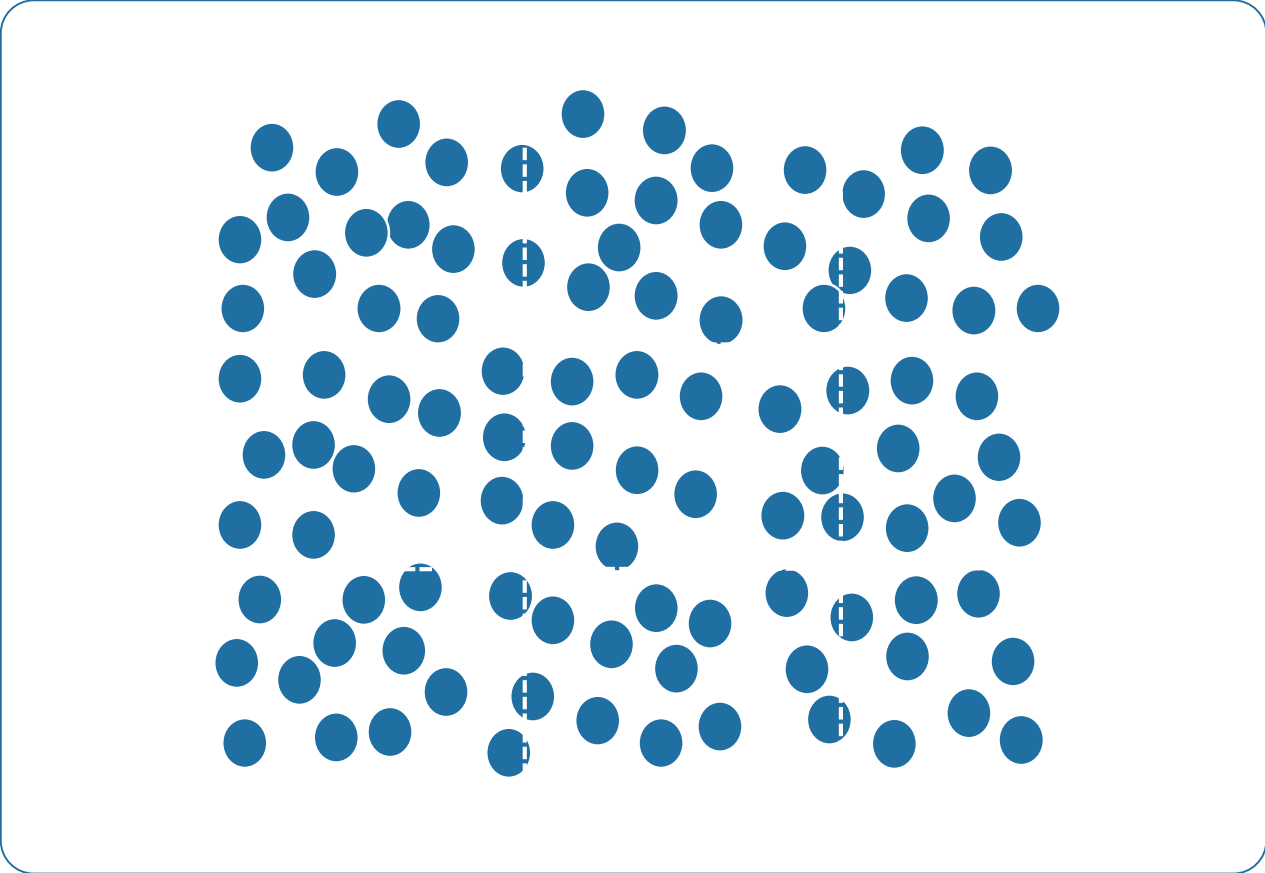
Rules & Analytics

Flag the results if results were within range and still treated for Anaemia

A Normalization Application – Are these comparable?



Normalized Data Leads to Actionable Insights



It can make difference in



Underwriting

- Improve Risk Assessment
- Stop Premium Leakages
- Enhance TAT



Claims

- Faster Claim Settlement
- Focus on suspicious cases only
- More informed decisions



Frauds

- Reduce Frauds
- Abuse - clinical frauds, over stay, over charge etc
- Leakage on the claim processing

Impact area



Right Pricing



**New Product
Developments**



Profitability

Our AIM

Immediate Steps

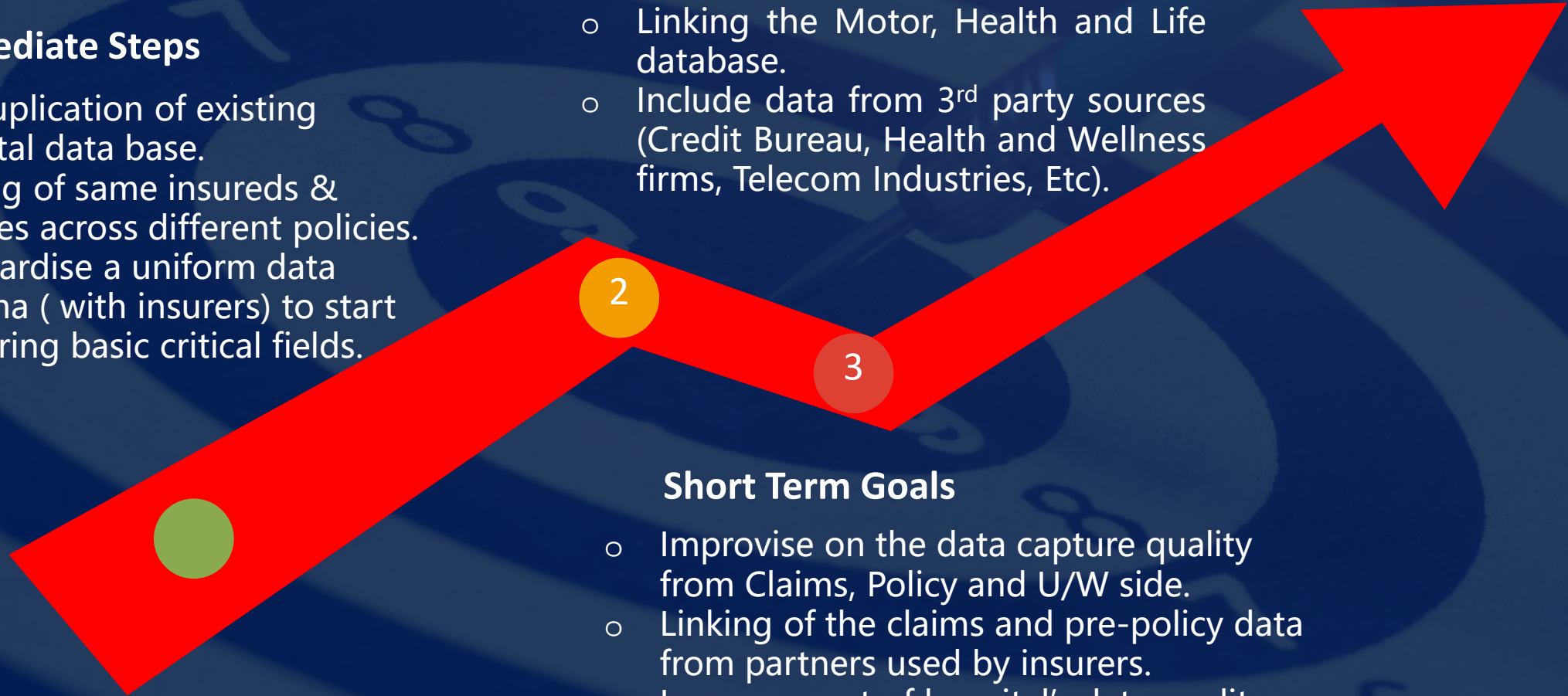
- De-duplication of existing hospital data base.
- Linking of same insureds & families across different policies.
- Standardise a uniform data schema (with insurers) to start capturing basic critical fields.

Long Term Goals

- Linking the Motor, Health and Life database.
- Include data from 3rd party sources (Credit Bureau, Health and Wellness firms, Telecom Industries, Etc).

Short Term Goals

- Improve on the data capture quality from Claims, Policy and U/W side.
- Linking of the claims and pre-policy data from partners used by insurers.
- Improvement of hospital's data quality.





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