

UNLEASHING THE POTENTIAL OF MEDICAL INSURANCE IN KENYA

OBJECTIVES

- Enabling a responsive regulatory framework for medical insurance
- Enhancing quality, affordability, availability, accessibility and sustainability of the medical insurance industry
- Entrenching the role of innovation and technology in the medical insurance industry

Medical insurance remains a key contributor to total insurance revenue in Kenya. However, poor performance, increasing medical inflation, process inefficiencies, and fraud, continue to pose challenges at an industry level. What can be done differently?

Table 1: Contribution of Medical to total Insurance revenue – Kenya

| Country | Year | Medical GWP (KES Billion) | Medical % of total GWP | Medical % of General Business | Claims Ratio |
|---------|------|---------------------------|------------------------|-------------------------------|--------------|
| Kenya | 2022 | 54 | 18% | 32% | 76.4% |
| Kenya | 2021 | 51 | 19% | 34% | 74.4% |

Source: Insurance Regulatory Authority (IRA) Kenya

The 2022 medical insurance dialogue part 1 was the first of its kind made possible by a collaboration between the Association of Kenya Insurers and ZEP-RE Academy. The aim was to delve deep into issues around medical insurance and hear from the experts who understand the disease burden, benefit design, and escalating healthcare costs. It is important that the final consumer has a clear understanding of the benefits they are buying. Can the intermediary selling the policy can be empowered to ensure members buy the insurance cover that will best meet their needs per their age and risk profile?

This year, the Insurance Regulatory Authority of Kenya (IRA), together with AKI and ZEP-RE Academy came together to prepare the second and final instalment of these medical insurance dialogue workshops to continue the dialogue and address contributions from all the stakeholders in the industry including healthcare providers, intermediaries, technology providers, and the insurers themselves.

THIS WORKSHOP IS FREE OF CHARGE.

REGISTRATION

To register for the workshop, please click on the blue tab and fill out the registration form by latest **15th May 2023.**

CLICK HERE TO REGISTER

Workshop is organised in collaboration with the Association of Kenya Insurers (AKI) and the Insurance Regulatory Authority (IRA)

About the Association of Kenya Insurers (AKI): The Association of Kenya Insurers (AKI) was established in 1987 as an independent non-profit making consultative and advisory body for insurance industry. The Association currently has 56 members and 4 associate members. Our role includes: Promoting cooperation among our members, Protecting and promoting our members' common interests, Raising awareness about insurance to the general public, Market research and Industry capacity building.

About the Insurance Regulatory Authority (IRA): The Insurance Regulatory Authority is a statutory government agency established under the Insurance Act (Amendment) 2006, CAP 487 of the Laws of Kenya to regulate, supervise and develop the insurance industry. It is governed by a Board of Directors which is vested with the fiduciary responsibility overseeing operations of the Authority and ensuring that they are consistent with provisions of the Insurance Act.



DATES
17TH-18TH MAY, 2023
 Serena Hotel, Nairobi



UNLEASHING THE POTENTIAL OF MEDICAL INSURANCE IN KENYA

DAY 1: TOPICS OF DISCUSSION

ROLE OF PRIVATE HEALTH INSURERS IN DRIVING UHC

| TIME | ACTIVITY | SPEAKER |
|----------------------|---|---|
| 08h00 – 08h30 | Breakfast | |
| 08h30 – 09h00 | Welcoming Remarks – AKI & ZEP-RE Opening remarks – IRA | ZEP-RE MD/ AKI CEO Godfrey Kiptum, CEO & Commissioner of Insurance |
| 09H00 – 09h45 | Keynote Address: • Understanding the Private Medical Insurance in Kenya, what can we do better? | Dr. Kanyenje Gakombe – Chairman, Kenya Healthcare Federation (KHF) |
| 09h45-10h00 | Q&A | |
| 10h00 – 11h00 | • Summary of the Kenya Demographic & Health Survey (2022) – KNBS • Insights of the Medical Insurance Business - IRA | KNBS – Lucas Sagire (20min) & IRA (40min) |
| 11h00 – 11h20 | Tea Break | |
| 11h20 – 12h00 | Private Medical Insurance – an insurer perspective | Njeri Jomo – CEO, Jubilee Health Kenya |
| 12h00 – 13h00 | Panel Discussion – How can the industry work together to address the challenges? | Moderator: Ezekiel Macharia, CEO, Kenbright Panelists: • Justine Kosgei, AAR Insurance • David Mumo, APA Insurance • Njeri Jomo, Jubilee Insurance • Jeff Ogalloh, Old Mutual Insurance • Fred Ruoro, CIC Insurance • Sandip Bhadury, GA Insurance |
| 13h00 – 14h00 | Lunch Break | |
| 14h00 – 15h30 | Healthcare Leadership & Social determinants of health • UHC, NHIF, private medical insurers, how can they work together • Regulation of providers • Health Information Exchange system | Dr. David Kariuki – CEO, Kenya Medical Practitioners and Dentists Council |
| 15h30- 16h00 | Networking and Afternoon Tea | |

About ZEP-RE: ZEP-RE (PTA Reinsurance Company) is an institution of the Common Market for Eastern and Southern Africa (COMESA), with a key mandate to promote and develop the insurance industry in the region by fostering the development of the insurance and reinsurance industry in the COMESA region, promoting the growth of national and regional underwriting and retention capacity and supporting sub-regional economic development.

About ZEP-RE Academy: The ZEP-RE Academy was established in 2016 to deliver the founding mandate of ZEP-RE (PTA Reinsurance Company) of training insurance and reinsurance industry personnel in the sub-region. The Academy is a thought leader in professional skills development, conducting research and development to contribute to innovation and new product offerings, developing underwriting manuals, articles and publications and mentorship of young leaders. ZEP-RE Academy partners with Insurance Institutes & Insurance Training institutions in the region to respond to each market's local needs and requirements.





DATES
17TH-18TH MAY, 2023
Serena Hotel, Nairobi



UNLEASHING THE POTENTIAL OF MEDICAL INSURANCE IN KENYA

DAY 2: TOPICS OF DISCUSSION

ROLE OF TECHNOLOGY IN ENHANCING AVAILABILITY, ACCESSIBILITY, AFFORDABILITY OF MEDICAL INSURANCE

| TIME | ACTIVITY | SPEAKER |
|----------------------|--|--|
| 08h30 – 09h00 | Day 1 recap | ZEP-RE Academy |
| 09h00 – 10h00 | <ul style="list-style-type: none">• What is role of the providers in driving outcome-based/value-based healthcare?• How can providers and payers (insurers) enhance their partnership?• Challenges and role of technology | Kenya Healthcare Federation – KHF |
| 10h00 – 10h30 | <ul style="list-style-type: none">• Role of the intermediary/ MIP – How can they help to increase penetration?• How can intermediaries help to improve performance of the health insurance industry? | The Association of Insurance Brokers of Kenya – AIBK |
| 10h30 – 11h00 | Tea Break | |
| 11h00 – 12h20 | Role of technology – presentation by Safaricom <ul style="list-style-type: none">• Leveraging on technology, Safaricom experience• Big data, Artificial Intelligence, Internet of Things. How these technologies can help in enhancing the customer experience | Presentation from Safaricom PLC |
| 12h20 – 12h45 | Q&A | |
| 12h45 – 13h45 | Lunch Break | |
| 14h00 – 15h30 | Tech Panel Discussion <ul style="list-style-type: none">• Moderated by Elias Omondi, FSD• Role of Technology and Innovation• Member identification and e-claim switching• Medical insurance administration• Data Sharing | Moderator: Elias Omondi, FSD Panelists: <ul style="list-style-type: none">• Moses Kuria, MTIBA• Dr. John Muthee, Savannah Informatics• Andrew Masila, Safaricom PLC• Priscilla Muhiu, MYDAWA• Collins Ngeno, Smart Applications Group |
| 15h30 – 15h45 | <ul style="list-style-type: none">• Key takeaways/ Resolutions to implement• Closing remarks & Vote of Thanks | ZEP-RE Academy |

About ZEP-RE: ZEP-RE (PTA Reinsurance Company) is an institution of the Common Market for Eastern and Southern Africa (COMESA), with a key mandate to promote and develop the insurance industry in the region by fostering the development of the insurance and reinsurance industry in the COMESA region, promoting the growth of national and regional underwriting and retention capacity and supporting sub-regional economic development.

About ZEP-RE Academy: The ZEP-RE Academy was established in 2016 to deliver the founding mandate of ZEP-RE (PTA Reinsurance Company) of training insurance and reinsurance industry personnel in the sub-region. The Academy is a thought leader in professional skills development, conducting research and development to contribute to innovation and new product offerings, developing underwriting manuals, articles and publications and mentorship of young leaders. ZEP-RE Academy partners with Insurance Institutes & Insurance Training institutions in the region to respond to each market's local needs and requirements.

