

An event produced by
consilient

**INTERNATIONAL
HEALTH INSURANCE FORUM**

Middle East Event

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International Health Insurance Forum 2019 Middle East event

3 - 5 September
ART Rotana Hotel
Manama, Bahrain

Advancement through data and technology

How insurance can evolve to remain a viable health system financing tool



Health Innovation Sponsor



Supporting law firm



Exhibitor

Planned future events!

INTERNATIONAL
HEALTH INSURANCE FORUM
West Africa Event

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28 & 29 November 2019
Labadi Beach Hotel
Accra, Ghana

INTERNATIONAL
HEALTH INSURANCE FORUM
Latin America event

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21 & 22 April 2020
Nassau, Bahamas

INTERNATIONAL
HEALTH INSURANCE FORUM
East Africa event

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28 & 29 May 2020
Radisson Blu Hotel & Convention Centre
Kigali, Rwanda

Welcome to a fresh approach

The art of good conference production

Over the last decade I have attended and spoken at health insurance conferences around the globe. Some were good but many were not so good.

The art of good conference production relies upon relevant content, engaging speakers, first class facilities and ensuring the event not only educates and informs the audience but provides value for money.

Beyond that, it should offer great networking and be an enjoyable experience for all involved.

Insurance conferences in the Middle East have become tired events following the same old format with the same speakers covering the same old topics. We are changing that.

Our format

We believed that a new format was required to breathe life into health insurance conferences in the region. We believe that smaller, more intimate events offer greater, more valuable networking and knowledge transfer opportunities. We have seen this format succeed at a number of events in Europe over the last two years.

Whilst the themes should be relevant to the region, speakers should have global experience to bring insights from other parts of the world.

We have retained the 2-day format on the basis that many of our audience and speakers will be travelling to the forum from overseas. The event needs to offer a breadth of content that would justify the travelling time.

Importantly, this is a “how to do” not “what to do” event.

Our events so far

We produced our inaugural event in Dubai in September last year. This was aimed at both the Middle East and African markets. The success of this first event led us to produce an event in Nairobi, Kenya, in April this year dedicated to the sub-Saharan African health insurance market.

This 2019 Middle East event focuses on attracting speakers and delegates from GCC countries, Lebanon, Jordan and Egypt.

Why Bahrain?

Two of the three health insurance conferences that remain in the region are held every year in Dubai and tend to attract delegates mostly from the United Arab Emirates. A third conference producer moved its long running event from Dubai to Muscat two years ago.

Yet we saw Bahrain as being a far more accessible and attractive venue for delegates from other GCC countries as well as from Jordan, Lebanon and Egypt. We aim to rotate the location of our Middle East Forum between different countries rather than stage it in the same venue every year in order to make it more accessible to a wider audience.

In addition, Bahrain is the focus of attention in the region as it moves forward with its plans for mandatory health insurance.

A different calibre of speaker

Many of our speakers have experience of speaking at conferences around the globe and are generally high level executives who bring their globally acquired experience to our audience.

We can learn from speakers who not only have international experience but who have experience of markets with different challenges. For example, the opportunity for knowledge transfer between speakers from outside the region and Middle Eastern based delegates is enormous.

The audience

We have also aimed to attract an international and senior audience that will provide more valuable networking opportunities rather than those provided by the traditional delegate profile.

I hope our approach inspires you!



Robin Ali
Head of Program Content
International Health Insurance Forum series

Your program

3 September 2019

- 1930 - 2200 Evening reception
Mingle informally with delegates, sponsors and speakers as you enjoy food and beverages on the terrace overlooking the Dancing Fountain of The ART Rotana Hotel

4 September 2019

0800 - 0900 *Registration and refreshments*

- 0900 - 0910 Chairman's welcome address

- 0910 - 0950 Opening keynote speech: Information systems for universal health insurance
Dr Magdy Bakr

Health System Consultant, World Health Organisation, Egypt

- 0950 - 1020 Health Innovation Sponsor speech: The role of innovation in improving population health and claims cost containment

Dr Husam Majali

Reimbursement & Insurance Associate Director, Merck Sharp & Dohme on behalf of Pharmaceutical Research and Manufacturers Association Gulf (PhRMAG)

Theme 1: Advancement through eHealth, telehealth, mHealth and telemedicine

- 1020 - 1100 Session 1: What are the components of eHealth and how can insurers benefit from them?
Ayman Sharaiha
Co-founder and Chief Operating Officer, Al Tibbi, Jordan

1100 - 1130 *Refreshment break and networking*

- 1130 - 1210 Session 2: What is the current prevalence of eHealth in the Middle East and how can it grow?
Jihad Francis
Chief Business Development Officer, GCC, NEXtCARE, United Arab Emirates
Mahdi Attya
Head of Business Development – Client Relations, GCC, NEXtCARE, United Arab Emirates

- 1210 - 1250 Session 3: WHO Guideline on digital healthcare: how will it affect insurers and providers?
Dr Magdy Bakr
Health System Consultant, World Health Organisation, Egypt

- 1250 - 1330 Session 4: How can we learn from others? Lessons from Africa
Dr Charles Kamotho
Chief Executive Officer, Daktari Africa, Kenya

1330 - 1430 *Lunch and more networking!*

Theme 2: Advancement through member education and patient support

- 1430 -1510 Session 5: How digital services are enhancing employee engagement in lifestyle change programs
Konstantin von Vietinghoff-Scheel
Managing Director, Corporate Counselling Services Sarl, Luxemburg
- 1510 - 1550 Session 6: How to improve health through patient education and support programs
Anas Nofal
MENA Director, Axios International, United Arab Emirates
Lina Albarghothi
Project Leader, Axios International, United Arab Emirates
- 1550 - 1630 Session 7: How some insurers are using information and technology to engage with insured members
Dr Saif Al Jaibeji
Chief Medical Officer, MEA, Optum International, United Arab Emirates
- 1630 - 1645 Chairman's summation and close of the day's session
- 1930 - 2200 Informal dinner
Join fellow delegates, sponsors and speakers after a long but rewarding day to relax, unwind and continue your networking at an offsite or onsite restaurant venue (please note that this will be a self-paying event)

5 September 2019

- 0830 - 0900 Arrival refreshments*
- 0900 - 0915 Chairman's opening
- 0915 - 1000 Health Innovation Sponsor speech: How a Government-Pharmaco-Payer partnership can enhance the sustainability of the healthcare system
Jeffrey Kemprecos
Head of Communication, Government Affairs and Market Access GCC, GlaxoSmithKline on behalf of Pharmaceutical Research and Manufacturers Association Gulf (PhRMAG)

Theme 3: Data and technology in health insurance product design and management

- 1000 - 1040 Session 8: How is health data being used today in underwriting and how will it be used in the future?
Farooq Farid
Chief Underwriting Officer, Now Health International, United Arab Emirates
- 1040 - 1120 Session 9: How can the health insurance sector comply with data protection developments in and affecting the region?
Justin Whelan
Partner, Holman Fenwick Willan, United Arab Emirates
- 1120 - 1140 Refreshment break*
- 1140 - 1220 Session 10: How is health data being used in claims cost containment?
Hasan Kapar
Head of Commercial Excellence and Operations Gulf, GlaxoSmithKline, United Arab Emirates

Theme 4: Data and technology in health insurance product distribution

- 1220 - 1300 Session 11: How will online broking regulations affect distribution? A Bahrain perspective
Speaker to be confirmed
- 1300 - 1400 *Lunch and a chance to rest your brain!*
- 1400 - 1440 Session 12: How are local startups disrupting traditional distribution
Saif Al Jaibaji
Chairman, Sehteq Insurance, United Arab Emirates
- 1440 - 1520 Session 13: How can traditional brokers embrace technology to defend market shares?
Avinash Babur
Chief Executive Officer, AFIA Insurance Brokerage Services LLC, United Arab Emirates
- 1520 - 1600 Panel session: What will the health insurance distribution landscape look like in 3 years' time?
Avinash Babur
Saif Al Jaibaji
- 1600 - 1615 Chairman's summation and close of IHIF 2019 Middle East Event

Your Forum Producer and Chairperson



Robin Ali
Owner
The Consilient
Consultancy
United Arab Emirates

Robin Ali is a highly qualified and experienced insurance professional having served the industry in diverse roles for 30 years, the last 13 being in the Middle East. He began his career in the UK where he worked with Standard Life, Eagle Star and Zurich Insurance companies.

In mid-2016 he stood down from a full-time role with Dubai Health Authority where over a period of 3 years he developed and implemented on behalf of Dubai Government an insurance regulatory framework in support of the 2013 Health Insurance Law of the Government of Dubai.

Robin founded The Consilient Consultancy, an independent advisory services practice based in Dubai, at the end of 2015. Since he joined IQVIA, the human data science company formerly known as IMS Quintiles, as an Associate Client Relationship Director in July 2019, The Consilient Consultancy now focuses purely on producing the International Health Insurance Forum series of events.

Prior to establishing Consilient and his work with DHA, Robin worked for Ernst & Young's Middle East Insurance Advisory Services practice advising international and regional insurers, reinsurers and regional regulatory authorities.

Disenchanted with the quality of health insurance events, Robin decided that The Consilient Consultancy could provide a fresh approach...so here we are!

Your speakers



Dr Magdy Bakr
Health System
Consultant
World Health
Organisation
Egypt

Magdy Bakr, a medical doctor, graduated from Cairo University. He started in 1988 working in hospital management then progressed into national health system in 2000. From 2000 to 2007 he served as member of the European Commission Technical Assistance Team providing support to Egypt's government health sector reform program.

Magdy joined WHO and from 2008 till 2017 served as WHO focal person for health system strengthening, then working until the present time as health system consultant for WHO and WB.

His main areas of expertise are health policy and planning, health system governance and institutional reform, human resources policies, healthcare delivery particularly Family Practice models, health insurance, information and medical records management.

For the last eighteen months he has taken a principal role in providing technical support to Egypt's government in planning and implementing the new universal health insurance scheme mandating major transformation of the entire health system.



Dr Husam Majali
Reimbursement &
Insurance Associate
Director
Merck Sharp & Dohme
United Arab Emirates

Dr Husam obtained an MD degree from University of Jordan in 1990.

Gynaecology Specialty Board from Jordan Medical Council

Master of Health Economics from Barcelona school of management.

He worked in Saudi BUPA Arabia Insurance Company as Medical Manager from 1999- 2009

Dr Husam is currently working with MSD pharmaceuticals as Insurance Associate Director for GCC with the role of creating an environment of collaboration and partnership between health insurance & pharma industries towards better health outcomes and sustainability of health insurance models in the region.

He has been a speaker in major regional and global health insurance conferences and workshops.



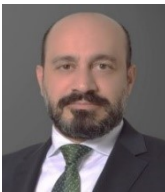
Ayman Sharaiha
Co-founder and Chief
Operating Officer
Al Tibbi
Jordan

Ayman is the Co-Founder and Chief Operating Officer at Altibbi, the leading Middle East digital health provider. His domain covers Operations, Marketing, Business Development & Business Intelligence to assist the company's growth and sustainability.

Prior to his Co-Founder role at Altibbi, Ayman was a Vice President at IMENA Group, an internet investor and operator. His area of focus was corporate development, which revolved around fund raising on the investment side; strategy, business intelligence and monetization on the operations side.

Ayman also founded his own telehealth company in the US in 2011. The company aimed at bridging the gap of healthcare quality between the US and the rest of the world through its global telehealth platform.

Ayman holds an MBA from The Wharton School of Business and an MPA from the Harvard Kennedy School. He is passionate about entrepreneurship, he speaks Arabic natively and Spanish proficiently and enjoys playing squash on a regular basis



Jihad Francis
Chief Business
Development Officer
GCC
NEXtCARE
United Arab Emirates

Jihad Francis joined NEXtCARE in July 2018 as the Chief Business Development Officer. Jihad is a Senior Management and Leadership Professional with over 24 years of experience in the Insurance industry.

During his career journey, Jihad held various senior positions in Management, Claims, Underwriting and Distribution with a keen focus on Business Development. He built a reputation for developing distribution strategies and incubating multiline business models for Local, Regional, and Multinational Insurance Companies.

His primary role at NEXtCARE consists of spearheading the company's local and regional business strategies and developing new opportunities in the Market.

Jihad graduated from Saint Joseph University – Beirut, with a Bachelor of Insurance Science. He also holds a High Tech Degree in Business Informatics from Pigier – France.



Mahdi Attya
Head of Business
Development – Client
Relations, GCC
NEXTCARE
United Arab Emirates

Mahdi Attya joined NEXtCARE in 2017 as Head of Business Development and Clients Relation. Mahdi is a qualified Senior Insurance Executive with over 17 years of experience in the field; he brings a wealth of expertise in various disciplines (strategic business planning, underwriting, claims management, operations with a clear focus on business development).

Over the last decade and a half, he held several leadership roles in various multi-national insurance companies and led successful business development and sales strategies with a track record of achievements across the region. He is passionate about innovation and disruptive thinking and has developed a particular interest in new technologies and their application to the insurance industry.

Mahdi heads business development and clients' relations function within NEXtCARE across the GCC, with a clear focus on new revenue streams.

Mahdi holds a Higher Diploma in Leadership from University College Cork – Ireland

He also holds a Bachelor in Business Management and Cert. CII – Chartered Insurance Institute.



Dr Charles Kamotho
Chief Executive Officer
Daktari Africa
Kenya

Dr. Kamotho is a Consultant Physician and Cardiologist with a passion for innovation. He is the Founder and CEO of Daktari Africa, a digital health company, and Director of The International Clinic, a medical consultancy in Nairobi and Thika.

A graduate from the University of Navarre, Spain, Dr. Kamotho interned at the Kenyatta National Hospital, then studied at the London School of Hygiene and Tropical Medicine, and returned for his Residency in Internal Medicine at the Kenyatta National Hospital. He was then appointed as Physician at the Thika Level 5 Hospital (then Thika District Hospital) where he trained medical officers, interns and others, and pioneered ECG services, among other initiatives. He trained further in Cardiology in Japan on a JICA scholarship.

Dr. Kamotho attended the Strathmore Business School Managing Healthcare Businesses Executive Program, where he was elected Class President. In 2017 Dr. Kamotho was invited by KPMG to their 2nd Annual Insurance Conference as a panellist on the use of telemedicine to help improve the health insurance sector.

Dr. Kamotho is the holder of a Vision 2030 Award and a National Innovation Award.

He is married with three children, speaks five languages, and enjoys outdoor sports and live jazz.



Konstantin von
Vietinghoff-Scheel
Managing Director
Corporate Counselling
Services Sarl
Luxemburg

Konstantin currently is a member of the Institute of Occupational Safety and Health (International and EMEA section) and chair of the “Occupational Health & Safety” committee at the AEB (European Business Association) in Moscow.

Konstantin has an MSc in Clinical Psychology (summa cum laude), Brussels University. He further holds a Certificate in Human Resource Management (EHSAL) and is a Certified Employee Assistance Professional (CEAP). Next to German he is fluent in English, French and Dutch.

His experience in strategic development, consulting and training has covered a large number of different countries including the Middle East. He has worked for over 12 years as a trainer and special assignment consultant with the Center for Creative Leadership, responsible for the development of the Executive Coaching practice. Later he worked with Duke Corporate Education and further was responsible for Leadership development at 2 major ‘Magic Circle’ Law Firms. Clients are from oil & gas industries, consumer goods, industrial manufacturing groups, insurance, financial and pharmaceutical industries. Projects have included risk assessment, application of assessment strategy, developing workplace health promotion and running training and management education programs.

As the driving force behind CCS, an international consultancy working in 27 countries in the field of HR development and Health Management in the Workplace with a team of several hundred professionals he has acquired significant leadership experience.



Anas Nofal
MENA Director
Axios International
United Arab Emirates

Anas Nofal is the MENA Director at Axios International where he is responsible for business development, client relationships and project management. He oversees the design and implementation of access programs with 9 of the top 20 global pharmaceutical companies. A Certified Lead Auditor, Anas works with governments, public and private companies and charities to implement global best practices.

Prior to Axios International, Anas was Senior Health Official at the Academy Abu Dhabi, Manager of the Male Geriatric ICU Unit in the UAE Ibrahim bin Obied Hospital, Nursing Lecturer at the Vinayaka Missions University Campus, and Clinical Instructor at the International Academy for Health Sciences (Saudi Arabia) and at Al-Balqa Applied University (Jordan).

Fluent in Arabic and English, he holds a Master’s in Business Administration from Vinayaka Missions University (India), a Bachelor of Nursing (BN) from the University of Jordan, and a Lead Auditor Certificate from IRCA.



Lina Albarghothi
Project Leader
Axios International
United Arab Emirates

Lina Albarghothi is a Project Leader at Axios International (Dubai, UAE) where she supports the operation and implementation of healthcare access programs, liaising directly with patients, physicians and other key stakeholders.

Prior to Axios International, Lina was a Senior Pharmacist at Life Pharmacy where she supervised the operations of the pharmacy, liaised with doctors and nurses, and advised patients on medication.

Fluent in Arabic and English, she holds a Bachelor of Pharmacy (B.Pharm) and a Master of Clinical Pharmacy from the Dubai Pharmacy College. Lina is a certified Pharmacist.



Dr Saif Al Jaibaji
Chief Medical Officer,
MEA, Optum
International
Chairman, Sehteq
Insurance
United Arab Emirates

Saif Aljaibaji is Global Chief Medical Officer at Optum, the technology and service arm of UnitedHealth Group and focuses on payers and multinational employer businesses.

Prior to this role, he was regional CEO for Middle East and Africa at UnitedHealth Group.

Saif worked with Aetna, AXA- Green Crescent and Daman in the past. He also worked with Dubai Health Authority on mandatory health insurance law and implementation.

Saif is Co-founder and Chairman of Sehteq, a digital health insurance platform based in Dubai.



Jeffrey Kemprecos
Head of Communication,
Government Affairs and
Market Access GCC
GlaxoSmithKline
United Arab Emirates

Jeffrey P. Kemprecos, BA, MA, MIBS, is Director of Communications, Government Affairs & Market Access at GSK, a globally-leading healthcare company.

Mr. Kemprecos is based in Dubai, United Arab Emirates, where he leads GSK's policy advocacy across a wide range of health and pharmaceutical industrial issues.

The scope of this work includes healthcare reform, intellectual property and trade-related issues, access to innovative medicines and vaccines, and regulatory harmonization. Policies and legislation affecting competition, investment and innovation in the pharmaceutical sector constitute a primary focus. Public policy work comprises two complementary missions—advocating legislation, regulations and policies that advance human health and strengthen the innovative medicines sector.

Mr. Kemprecos has worked in the innovative biopharmaceutical industry across a variety of countries and regions for more than 25 years, including the Eastern Europe, Middle East, Africa, Latin America and Asia/Pacific regions, leading teams responsible for up to 140 countries.

Mr. Kemprecos is currently serving in his second term as Chairman of the Intellectual Property Committee for the Pharmaceutical Research & Manufacturers Association in the Gulf (PHRMAG), and is a member of the U.K. Business Council's Healthcare and Life Sciences Working Group

Mr. Kemprecos is a native of Massachusetts. He speaks Arabic, English and Turkish. He is the father of 3 vivacious daughters and an avid fan of vintage automobiles. father of 3 vivacious daughters and an avid fan of vintage automobiles.



Farooq Farid
Chief Underwriting
Officer
Now Health
International
United Arab Emirates

Farooq is an actuary, a risk management professional, strategist and a data scientist. He has worked for the top insurers globally, covering all areas from Non-life, Health and Life. He is well-versed with the current insurance regulations and participates actively as a speaker and panelist in international insurance conferences as well as working party committees formed by the regulator.

As a key member of the management team, Farooq has been instrumental in helping to develop and institute international best practices for underwriting, actuarial pricing, reserving and valuation, product development, reinsurance optimization, management information systems, database structuring and formulating business strategy plans.

He is currently working as Chief Underwriting Officer for Now Health International, an award-winning International Health Insurance provider; responsible for managing global underwriting and actuarial practice across Europe, Asia Pacific, Middle and Africa.

Prior to that Farooq has worked for Oman Insurance Company (OIC), ADNIC, TPL; where he has headed functions ranging from underwriting, actuarial, technical, pricing, strategy and risk management.



Justin Whelan
Partner
Holman Fenwick Willan
United Arab Emirates

Justin is an insurance partner in the HFW Abu Dhabi office. His practice area covers insurance and reinsurance claims, policy coverage advices and subrogated recoveries within the property, construction and professional indemnity arenas. He has developed expertise in cyber security and cyber insurance and spoken widely on these issues to risk carriers and policy holders.

Justin has acted for a number of global insurers, facultative reinsurers and treaty reinsurers. He has advised a wide range of blue chip international insureds from a variety of industries. His work encompasses complex, multi-party disputes across an extensive span of subjects and he has significant expertise in matters involving fire and escapes of water. He has extensive experience in dealing with insured public liability/employer's liability and property damage claims within the aircraft manufacturing, travel and ground control sectors. He has acted for a number of carriers and has particular knowledge regarding the manufacture of commercial aircraft wings, the contractual risk-sharing arrangements involved in such manufacture, and in mid-size corporate jets.

Justin is well versed in commercial litigation in the Courts of England & Wales and in the UAE. He has conducted numerous mediations and is experienced in other forms of Alternative Dispute Resolution.



Hasan Kapar
Head of Commercial
Excellence and
Operations, Gulf
GlaxoSmithKline
United Arab Emirates

Hasan is the Head of Commercial Excellence and Operations at GSK for the Gulf region where he is responsible for Customer engagement, Business intelligence and Selling excellence as well as all commercial trade and tender operations.

Prior to his current role, Hasan had been leading Management Consulting of IQVIA in Middle East and Africa, engaging with a broad spectrum of healthcare stakeholders, including policy makers, payers, life sciences companies and investors. During his 15+ years in the industry, he advised global and local clients on strategic issues with actionable recommendations. He has led more than a thousand projects across various topics, including, emerging market strategy, market assessment, commercial design and brand excellence,

Since he moved from London to Dubai in 2014, he set up the Management Consulting practice for the Middle East and Africa region. He published articles and delivered speeches on public policy, pricing and market access, commercial strategy and implementation. He has worked across all major disease areas, with specialization on diabetes, respiratory, osteoporosis, immunology and oncology. He has a particular interest in Health Economics for which he holds a Master's degree from City University of London.



Avinash Babur
Chief Executive Officer
AFIA Insurance
Brokerage Services LLC
and insurancemarket.ae
United Arab Emirates

Avinash is Chief Executive Officer of AFIA Insurance, where, with the support of his team of over 250 employees, he manages retail, SME, corporate and life insurance units that currently serve over 100,000 policyholders, making AFIA the largest personal lines insurance brokerage in the UAE.

He is also Founder and Chief Executive Officer of InsuranceMarket.ae™ - the market-leading digital-first insurance platform for retail and SME clients, now with over 7000 Google Reviews and a 4.9/5 star rating.

He is also in the process of setting up AFIA Ventures, an in-house incubator for InsurTech startups and host of a new YouTube talk show 'Time Out with Avinash' about entrepreneurship, tech, finance and insurance in the Middle East.

He holds an Honours degree in Management from the University of Warwick, UK and is an ACII holder from the Chartered Insurance Institute, UK.

Health Innovation Sponsor



The Pharmaceutical Research and Manufacturers Association Gulf (PhRMAG) represents the region's leading innovative biopharmaceutical research companies, which are devoted to discovering and developing medicines that enable patients to live longer, healthier and more productive lives.

PhRMAG is committed to partnering with policy makers that support innovative medical research, yield progress for patients today and provide hope for the treatments and cures of tomorrow in the Gulf Region.

Our mission is to conduct effective advocacy for public health and Pharmaceutical industrial policies that encourage access to innovative and important medicines for patients introduced by research-based companies. To accomplish this mission we are dedicated to focus on achieving these goals.

PhRMAG member companies invest billions in the research and development of new medicines. They are pioneers in innovation, ushering in a new era of treatment for patients in the region and focus on:

- Promoting the value of the industry in GCC
- Addressing market distortions in GCC
- Nourishing partnerships with industry stakeholders

Supporting law firm



The HFW Middle East insurance and reinsurance team is recognised by our clients and commentators as a market leading practice. Over the past 25 years we have advised on some of the most significant insurance and reinsurance related issues and claims affecting the Middle East insurance market.

Our dedicated insurance team has considerable international and regional experience and is supported locally by specialist Arabic insurance lawyers. We have considerable experience in handling matters in the local courts and arbitration centres, as well as in the DIFC and other courts and forums around the world. During our 25 years in the region we have nurtured high-end working relationships with government departments, regulatory bodies and independent experts.

We provide the insurance market with a seamless end-to-end service across our international and regional offices. Whether your requirements are global or local, we have your needs covered.

Exhibitor



Established in 1999, the company specializes in providing complete health insurance management and administration services to healthcare payers including self-insured employers. Having regional presence with a global reach, NEXtCARE provides its clients with the perfect balance between unrivalled customer service and maximum cost optimization. This is further asserted through being a member of the renowned Allianz Partners, the international leader in insurance and assistance services.

NEXtCARE prides itself on its ability to administer custom-designed healthcare plans in response to the clients' unique requirements, providing them with a competitive advantage while supporting the ever-changing legislative landscape of the private health insurance market. The company is able to mix and match various services with the aim of providing an innovative "Plug & Play" concept which efficiently complements existing products.

NEXtCARE drives efficiency through its large platforms that runs one of the region's first 24/7 medical and multilingual call centre for a direct and partner network. Operations in the company are supported by strong IT, Compliance, Legal, Communications, Business Management, Market Management, Quality Assurance and Auditing teams that ensure smooth and outstanding performance. Risk Management and Mitigation is crucial for the company which invests greatly in creating Disaster Recovery and Contingency Sites that extend peace of mind and tranquility to its clients.

Notes and contacts to pursue

The Consilient Consultancy is licensed by Dubai Department of Economic Deelopment under Professional License No, 753116
23rd Floor, Boulevard Plaza Tower Two, Mohammed Bin Rashid Boulevard, Burj Khalifa District, Dubai, United Arab Emirates

www.consilient.ae

The **International Health Insurance Forum** series of events is a personal brand of Robin Ali dedicated to the production of events
in the support of the growth and sustainability of universal healthcare in developing countries

www.ihif2019.com