



**DATES**  
**26<sup>TH</sup>-28<sup>TH</sup> SEPTEMBER, 2023**  
Venue: Four Points by Sheraton, Kigali

# INTERNATIONAL MEDICAL INSURANCE WORKSHOP

## ABOUT THE WORKSHOP

The 2023 International Medical Insurance Workshop is part of ZEP-RE Academy's training programs, which are designed to enhance insurance and reinsurance skills in the COMESA region and the wider African continent. This workshop is specifically focused on medical insurance and aims to provide participants with valuable knowledge and practical insights in this specialized field.

The workshop presents a valuable opportunity for learning, exchanging experiences, viewpoints and ideas on integrating best practices into various operational areas of medical insurance. These areas include underwriting, claims management, systems, provider management, and member management.

Medical insurance remains an important class of business in terms of contribution to overall Gross Written Premium (GWP) across the region as shown in table 1.1 below.

Country	Year	Medical GWP (USD Million)	Medical % of Total GWP	Medical % of General Business GWP
Kenya	2022	457.4	18%	32%
Tanzania	2022	62.6	15%	18%
Uganda	2022	86.4	22%	36%
Rwanda	2022	29.7	16%	19%
Burundi	2022	3.1	11%	20%

Table 1.1: Contribution of Medical to overall GWP – Select EA Countries

However, the medical insurance industry continues to record poor performance, attributable to fraud, process inefficiencies, low adaption of technology, high treatment costs, medical inflation, and price undercutting. The workshop will delve deep into these performance drivers and discuss fundamental risk management tools, including appropriate underwriting and claims management controls, adequate pricing, member and provider management, digital transformation, and data analytics.

## TARGET AUDIENCE

Medical Insurance underwriting managers, claims managers, case managers, actuarial analysts, and brokers with at least 3 years of work experience.

## REGISTRATION FEE

The workshop is free of charge. However, participants traveling from other countries to meet their own cost of travel, accommodation, and upkeep.

## REGISTRATION DEADLINE

To register for the workshop, please click on the blue tab and fill out the registration form by latest **1st September, 2023.**

[CLICK HERE TO REGISTER](#)

**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.



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## COURSE CONTENT

DAY 1	
<b>Medical Insurance Overview</b>	<ul style="list-style-type: none"> <li>Emerging trends</li> <li>Performance Drivers and Key Challenges</li> <li>Analytics – Insights from data</li> </ul>
DAY 2	
<b>Risk Management in Medical (Re)insurance</b>	<ul style="list-style-type: none"> <li>Identifying the risks</li> <li>Risk management tools</li> <li>Case Study/Group Work</li> </ul>
DAY 3	
<b>Reinsurance</b>	<ul style="list-style-type: none"> <li>Fundamentals of reinsurance</li> <li>Focus on medical reinsurance</li> <li>Reinsurance accounting</li> </ul>

## WORKSHOP PROGRAM

DATE	TIME	ACTIVITY
<b>Tuesday 26 Sept 2023</b>	08h30 – 09h30	Arrival, registration & welcome tea Opening remarks
	09h30 – 11h00	Medical Insurance Overview – Performance, Emerging Trends, and Lessons from other markets (Global and Regional) Part 1
	11h00 – 11h30	Tea Break
	11h30 – 13h00	Medical Insurance Overview – Performance, Emerging Trends, and Lessons from other markets (Global and Regional) Part 2
	13h00 – 14h15	Lunch
	14h15 – 15h30	Introduction to Risk Management in Medical (Re)insurance
<b>Wednesday 27 Sept 2023</b>	08h30 – 09h30	Arrival, registration & welcome tea
	09h30 – 11h00	Risk Management in Medical Insurance - Part 1
	11h00 – 11h30	Tea Break
	11h30 – 13h00	Risk Management in Medical Insurance - Part 1
	13h00 – 14h15	Lunch
	14h15 – 15h45	Group Work
<b>Thursday 28 Sept 2023</b>	08h30 – 09h30	Arrival, registration & welcome tea
	09h30 – 11h00	Medical Reinsurance Part 1 i. Fundamentals of reinsurance. ii. Deep-dive into reinsurance treaties applicable for Medical. iii. Optimizing Medical Reinsurance.
	11h00 – 11h30	Tea Break
	11h30 – 13h00	Medical Reinsurance Part 2 i. Reinsurance accounting ii. Data requirements iii. Importance of Integrated Systems
	13h00 – 14h15	Lunch
	14h15 – 16h00	Group Discussions & Presentations
	16h00 – 18h30	Vote of Thanks, Award of Certificates and Cocktail