

Indian healthcare insurance products

Objective

To provide knowledge and understanding of the fundamental principles and practices relating to healthcare insurance in India.

Summary of learning outcomes	Number of questions in the examination*
1. Understand the history and structure of the Indian healthcare insurance market	10
2. Understand healthcare product types	20
3. Understand the different roles and responsibilities of intermediaries and insurers	15
4. Understand and apply risk assessment, rating and underwriting considerations	20
5. Understand and apply claims management	20
6. Understand the legal and regulatory considerations	15

*The test specification has an in-built element of flexibility. It is designed to be used as a guide for study and is not a statement of actual number of questions that will appear in every exam. However, the number of questions testing each learning outcome will generally be within the range plus or minus 2 of the number indicated.

Important notes

- Method of assessment: 100 multiple choice questions (MCQs). 2 hours are allowed for this examination.

1. Understand the history and structure of the Indian healthcare insurance market

- 1.1 The history of the Indian healthcare insurance market
- 1.2 The organisation and function of:
 - Insurance companies
 - Agents
 - Third party administrators
 - Government schemes
 - Reinsurers of healthcare products
- 1.3 The main distribution channels and marketing methods used in the healthcare insurance market.
- 1.4 The organisation, advantages and disadvantages of:
 - Direct sales methods
 - Intermediated sales methods

2. Understand healthcare product types

- 2.1 The main features and benefits of the following core products and services:
 - Individual healthcare insurance products: hospitalisation expenses (mediclaime), travel, personal accident and critical illness insurance
 - Group insurance products
 - life insurance
 - personal accident/disability insurance
 - pension
 - healthcare insurance (including small and medium enterprise schemes and large group schemes)
 - critical illness insurance

3. Understand the different roles and responsibilities of intermediaries and insurers

- 3.1 Fact-finding for individuals and corporate customers;
 - Fact-finding process
 - Health questioning
 - Obtaining quotations
- 3.2 The role and responsibilities of the insurer:
 - Assessing the risk
 - Completing the quotation
 - Accepting risk for the cover
 - The on-going administration of cover
- 3.3 The role of third party administrators.
- 3.4 The features and operation of policy renewals, customer loyalty mechanisms and switching for:
 - Individual customers
 - Small and medium enterprise customers
 - Corporate customers

4. Understand and apply risk assessment, rating and underwriting considerations

- 4.1 The main risk considerations and general underwriting principles of healthcare insurance with specific reference to:
 - General exclusions and exceptions
 - Medical conditions and procedures
 - Acute and chronic conditions
 - Cancer
 - Experimental treatments
 - Excesses and co-payments
 - Analytical tools available for underwriting health insurance policies
- 4.2 The ratings and underwriting considerations for the core healthcare products specific to:
 - Corporate schemes
 - Small and Medium Enterprises schemes (SMEs);
 - Individual plans

5. Understand and apply claims management

- 5.1 The principles of claims assessment applied to core healthcare insurance products.
- 5.2 Interpreting policy conditions.
- 5.3 The processes involved in a claim.
- 5.4 The elements of and the factors that contribute to healthcare claims costs.
- 5.5 The main methods by which claims costs may be managed.
- 5.6 The role of the Dispute Resolution Mechanism proposed by the Confederation of Indian Industry study group.

6. Understand and apply the legal and regulatory considerations

- 6.1 Insurance Regulatory and Development Authority of India (IRDAI) initiatives in the health insurance field.
- 6.2 Government initiatives in the health insurance field.
- 6.3 The taxation implications for both holders and corporate purchasers of healthcare insurance.

Reading list

The following list provides details of various publications which may assist you with your studies.

Note: The examination will test the syllabus alone.

The reading list is provided for guidance only and is not in itself the subject of the examination.

The publications will help you keep up-to-date with developments and will provide a wider coverage of syllabus topics.

CII/PFS members can borrow most of the additional study materials below from Knowledge Services. CII study texts can be consulted from within the library.

New materials are added frequently - for information about new releases and lending service, please go to www.cii.co.uk/knowledge or email knowledge@cii.co.uk.

CII study texts

Indian Healthcare insurance products. London: CII. Study text IN7.

Books

Health insurance in India – a Review. Dr Rakesh Agarwal. Published by The Insurance Times.

Indian insurance industry: transition and prospects. D.C.Srivastava (ed). New Delhi: New Century Publications, 2011.

Insurance law in India. K.B Agrawal, Vandana Singh. Alphen aan den Rijn: Kluwer Law International, 2012.

The game is changing: insurance reloaded. K.C.Mishra. Hyderabad: ICFAI University Press, 2005.

Reports

Health insurance in India – K. Sujatha Rao, Secretary, National Commission on Macro Economics and Health, Government of India. Available online at www.who.int.

Reference materials

Dictionary of insurance. C Bennett. 2nd ed. London: Pearson Education, 2004.

Concise encyclopedia of insurance terms. Laurence S. Silver, et al. New York: Routledge, 2010. Also available online through Discovery via www.cii.co.uk/discovery (CII/PFS members only).

Websites

Insurance regulatory and development authority of India: www.irdai.gov.in.

Health insurance India: www.healthinsuranceindia.org.

Examination guides

An examination guide, which includes a specimen paper, is available to purchase via www.cii.co.uk.

If you have a current study text enrolment, the current examination guide is included and is accessible via Revisionmate (www.revisionmate.com). Details of how to access Revisionmate are on the first page of your study text.

It is recommended that you only study from the most recent versions of the examination guides.

Exam technique/study skills

There are many modestly priced guides available in bookshops. You should choose one which suits your requirements.

The Insurance Institute of London holds a lecture on revision techniques for CII exams approximately three times a year. The slides from their most recent lectures can be found at www.cii.co.uk/iilrevision (CII/PFS members only).