

The Future of Employee Healthcare Management Through A Connected Ecosystem

Objective

- To train human resources personnel automation processes in managing medical benefits
- To understand the importance of Industrial Revolution in handling benefits for employee
- To empower human resources personnel to be able to handle employee benefit in a systematic manner

Course Overview:

This course will assist the participants to understand the healthcare management in an in-depth manner through data analytics and technology. The course will demonstrate the step by step guide for them to manage the healthcare benefits for their organisation. Based on these data, it will help them to make informed choices that will improve employee's health and wellness, as well as enhancing productivity through technology and digitalisation.

Learning Outcomes:

- To understand the healthcare management through application of technology and systematic ways of data analysis
- To apply four (4) basic steps to manage and track healthcare benefits for your organisation in a more efficient manner

Time	Curriculum	Details
30 minutes	Introduction	<ul style="list-style-type: none">• Attendees introduction• Attendees job role and function• Importance of creating a collective ecosystem for corporate goals• Introduction of HealthMetrics
30 minutes	The Future of Human Resource Management	<ul style="list-style-type: none">• Challenges facing HRs• Digitalisation changing the landscape of Human Resource Management• What the future holds for human resource management• How will data and technology impact the HR function and job role• The shift towards becoming a strategical partner within the company• Understanding importance of automation and digitalisation for human resources processes• Strategies to manage employee benefits• Tools to utilize in handling employee benefits management
30 minutes	Getting Familiar with HealthMetrics Portal	<ul style="list-style-type: none">• Logging in to the portal• Understanding your corporate dashboard & terminologies• Understanding invoices & generating statements• Understanding tickets & digital MCs• Submitting manual ticket• Overwriting ticket information & view historical changes

		<ul style="list-style-type: none"> • Walk-through of portal tabs & features
30 minutes	Setting up your account	<ul style="list-style-type: none"> • Understanding your benefits policy structure & setting up benefit groups • Real-case scenarios of how other companies set their benefit groups • Setting up subsidiary, departments & notification settings • Importing employee listings in bulk • Creating, editing & deleting employees • Adding or removing dependents • Employee management settings & pro-rating benefits automatically through employee start date
30 minutes	Portal Administrative Roles	<ul style="list-style-type: none"> • Understanding types of administrative roles & permission settings • Creating new portal users & assigning roles • Editing & deleting portal users • Additional user management settings • Setting up email notifications
30 minutes	Setting up your Panel Access Policy	<ul style="list-style-type: none"> • Understanding panel access policy settings • Real-case scenarios on how the panel access policy can be set up
30 minutes	Reviewing data & reports	<ul style="list-style-type: none"> • Searching & filtering information throughout the portal • Understanding employee profiles • Understanding & generating reports
30 minutes	Introduction to data analytics	<ul style="list-style-type: none"> • Introduction to data analysis of corporate employee medical data • Monthly medical expenditure and MC days • Trends and threats • Corporate account review
30 minutes	Employee Self-Service & Experience	<ul style="list-style-type: none"> • Employee mobility & mobile workforce • Employee mobile app features • How to search for approved panels • How to read employee profile • How to seek cashless treatment • How to check past claims • Tools to onboard your employees • Best practices for employees
30 minutes	Customer Support & Customer Success	<ul style="list-style-type: none"> • Accessing the knowledge base • Ways to get assistance • Difference between customer support & customer success
30 minutes	How to Effectively Manage Outpatient Specialists and Issuing of GLs	<ul style="list-style-type: none"> • How to set-up and manage outpatient specialist treatments for different benefit groups • Company policy overview • Issuing of GLs

		<ul style="list-style-type: none"> Employee roadmap and process for accessing outpatient specialist treatment
30 minutes	Extending your reach & flexibenefits: How to Manage Employees' Pay-and-Claims	<ul style="list-style-type: none"> Company policy overview based on employee reimbursement processes Best practice for reimbursement Employee roadmap and process for reimbursement Non-medical flexi benefits
30 minutes	Strategies on How to Reduce Future Medical Costs	<ul style="list-style-type: none"> Bell-curve pricing and implementing price parameters Managing employee medical expenditure per clinic visit Implementing a co-payment policy Data-driven & targeted wellness programs Managing long-term medication (LTM) costs Inpatient & insurance cost management strategies
30 minutes	Integration with HR Information Systems	<ul style="list-style-type: none"> Workflow automation to reduce double entries Managing information flow between systems Thing to consider when integrating with external systems
30 minutes	Summary and conclusion	<ul style="list-style-type: none"> - Recap of learning outcomes for the day - Reiterate automation as one of preparation to face Industrial Revolution 4.0 - Highlighting the importance of wellness for employee wellbeing and company's performance