



Institute of Actuaries of India

Statutory body established under an Act of Parliament

Unit No. F-206, 2nd Floor, F Wing, Tower II, Seawoods Grand Central,
Plot no R-1, Sector 40, Nerul Road, Navi Mumbai - 400706
+91 22 6243 3333 +91 22 6243 3322

15th Webinar on Health Care Insurance

Institute of Actuaries of India is pleased to announce the **15th Webinar on Health Care Insurance**, hosted by the Advisory Group on Health Care Insurance.

Date: 19th June 2026, Friday

Time: 3:00 pm to 5:00 pm, IST

Topic: AI in Health Insurance: Strategy, Governance & Smarter Portfolio Management

Abstract: This webinar will explore how artificial intelligence is reshaping the health insurance landscape, from strategic transformation through to operational execution and governance. Through practical examples and industry perspectives, we will discuss how insurers can unlock value from AI while managing associated risks and implementation challenges.

Part 1: AI Strategy for Health Insurers

We begin with a strategic overview of AI across the health insurance value chain and the foundational capabilities required for successful adoption. The session will examine how insurers are embedding AI into core business functions, while also addressing common barriers to implementation, including technology limitations, legacy systems and data-related challenges.

Part 2: Smarter Portfolio Management with AI

The second part of the webinar will provide a deeper dive into the use of AI in portfolio monitoring and management. We will explore how insurers are leveraging AI-driven insights to monitor portfolio performance in near real time and support faster, more informed decision-making.

Key topics will include:

- Use of early warning indicators to identify emerging shifts in claims costs, utilization patterns and portfolio mix before they materially impact results
- Detecting and mitigating fraud, waste and abuse (FWA) through advanced pattern recognition and anomaly detection techniques
- Supporting pricing and portfolio decisions using forward-looking insights, including dynamic segmentation and emerging risk identification
- Embedding AI capabilities into day-to-day portfolio management processes to enable more proactive and confident interventions

Part 3: Broader AI Use Cases and Governance

The final section will broaden the discussion to explore additional AI applications across the health insurance value chain, including underwriting, customer engagement, claims automation and care management.

We will conclude with a practical perspective on AI governance and model oversight, covering:

- Designing effective governance and oversight frameworks for AI-driven decision-making
- Managing model risk, explainability requirements and evolving regulatory expectations
- Practical approaches for model controls, validation and ongoing monitoring

Speakers:

1. Mr. Marc Miller, Senior Director, Insurance Consulting and Technology – Health

- Marc is a Senior Director of WTW's health practice with extensive global expertise in health and medical insurance and healthcare services delivery.
- His most recent corporate role was as Chief Strategy Officer for Medibank Private Limited (ASX:MPL), the largest private health insurer in Australia with >4 million members and substantial healthcare services investments.
- He previously worked as Executive GM, Strategy & Corporate Development for McKesson Asia Pacific (NYSE:MCK).
- Marc has expertise across health insurance functions including segmentation, proposition, product, pricing, distribution, brand, claims management, provider networks and reimbursement, fraud, waste, and abuse, and health management.
- He has experience in medical weight management projects working with Novo Nordisk.
- Marc has unique experience in both the payor and provider domains - he led Medibank's healthcare services strategy encompassing networks in general practice, ambulatory surgery, psychiatric services, telehealth, clinical homecare and care management.

2. Mr. James Haybyrne, Senior Director, Insurance Consulting and Technology - Health

- James is a Senior Director at WTW with almost 15 years of experience in the insurance industry. He has worked on multiple lines of business including, motor, household and pet but currently focusses on Health. He leverages his extensive industry experience to develop and lead WTW's Health insurance proposition within EMEA.
- James started his career with EMB/Towers Watson, specialising in personal lines pricing, then held a range of senior pricing roles at two major insurance groups before returning to WTW in 2023.
- James graduated from Warwick University with a First-Class degree in Mathematics and Statistics and is a qualified Fellow of the Institute and Faculty of Actuaries



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Program Schedule:

Sr. No	Sessions	Speaker	Time
1	Introductory Address	Mr. Sumit Ramani , Secretary, Advisory Group on Health Care Insurance, IAI	3:00 pm to 3:10 pm
2	AI in Health Insurance: Strategy, Governance & Smarter Portfolio Management	Mr. Marc Miller , Senior Director, Insurance Consulting and Technology – Health Mr. James Haybyrne , Senior Director, Insurance Consulting and Technology - Health	3:10 pm to 4:50 pm
3	Closing Remarks & CPD Test	Mr. Krishna Singla , Member, Advisory Group on Health Care Insurance, IAI	4:50 pm to 5:00 pm

Target Audience: Fellows, Associates, Affiliates and Students across domains, Health Actuarial and Insurance professionals.

Registration fees excluding GST (INR)

IAI Students & Associates	IAI Affiliates & Fellows	Non-Members
750	1000	1000

Registration link: <https://actuariesindia.org/upcoming-events>

CPD Credit: as per APS9 (Version 4): 2 hrs. (Technical – Health/General Insurance)

Point of contact- Paresh Shetty | **Email:** paresh@actuariesindia.org

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