



Mutuals of the Future

**Insights from Uplift Mutual Health
Microinsurance in India**

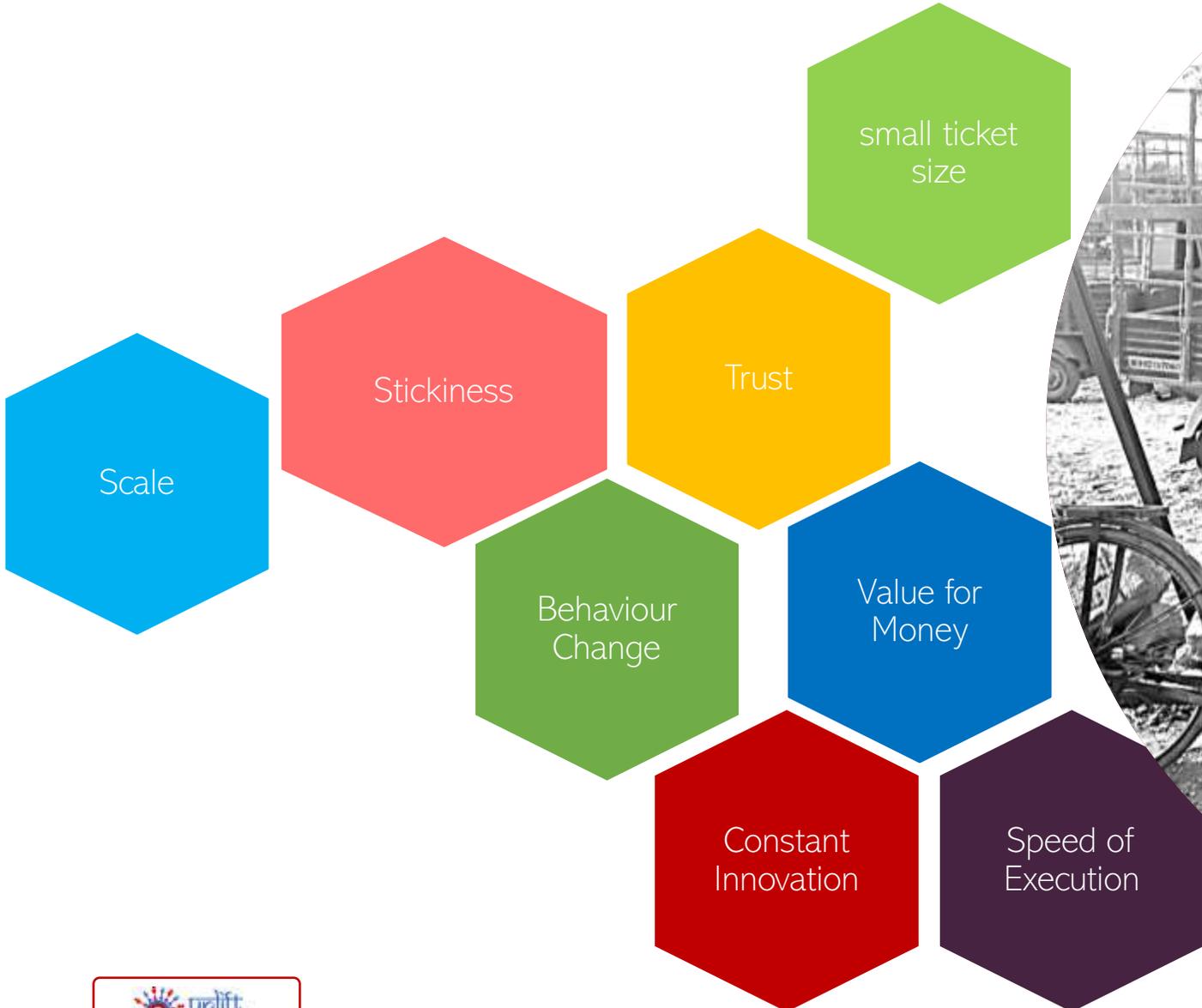
30th August 2018, Kumar Shailabh

THE NEED OF HEALTH PROTECTION , INDIA

- In India every year about 6 million people fall below the poverty line with one incident of hospitalisation
- 70% of health expense is out of pocket -70% on meds and Out patient care
- Financially vulnerable families with 2-6\$ a day in urban slums and rural villages income don't have access to meaningful risk protection- 70% of 1.4 billion Indians.
- Priority is earning livelihood to be able to eat for the day
- They don't easily get convinced by a product where sacrifice (premium) is immediate and reward(claims) unknown
 - Social health insurance schemes cover over 330 million lives but are far away from the desired impact though the Current Government is bringing an ambitious scheme again
 - Non life insurance penetration in India is less than 1%
 - Indian medical market represents a jungle with pvt healthcare leading
 - Experience of grassroot organisations with commercial microinsurance has not been pleasant



CHALLENGES IN REACHING OUT THIS CONSTITUENCY



UPLIFT MUTUAL HEALTH MODEL



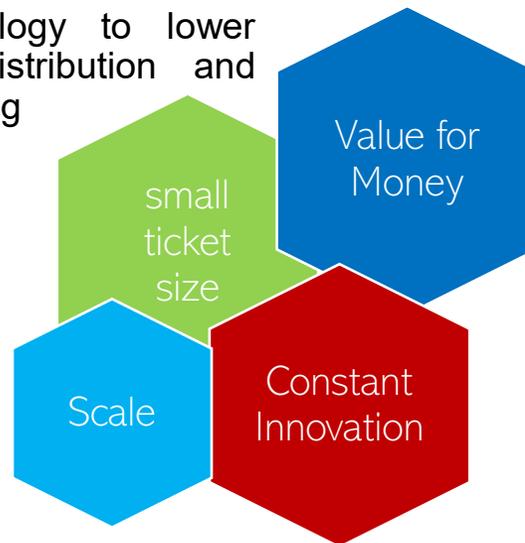
- One of the handful not for profit organisations working in health microinsurance for financially vulnerable families in India
- Adopted the Mutual not for profit model based on contextual learnings in commercial insurance, and health care and working with poor families
- Developed a risk reduction approach to health microinsurance and coupled it with members governance (claims settlement) based on data based decision making
- Perhaps the only one out of the 55 community based schemes to survive and grow
- First phase (2004-2016) of proof of concept saw decentralised risk pools setup across 9 communities with 300,000 members across urban and rural locations
- Second phase (2017 onwards) of scaling up – target of new one million by 2022
- Funded by ICMIF 5-5-5 investments
- Defined by a centralised risk pool, use of technology for efficiency and effectiveness and extended health services

www.upliftmutuals.org

UPLIFT'S TAKE ON TECHNOLOGY



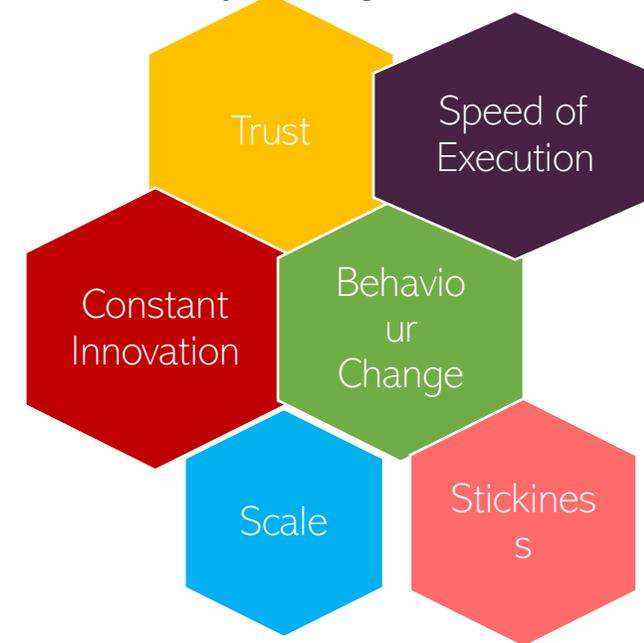
- Use technology to lower costs of distribution and easy servicing



- Use technology to speed up claims settlement, enrolment, SCALE



- Use technology to maintain mutuality as we grow



WHAT ARE WE DOING? FOCUS OF 2017-2019

SPEED UP CLAIMS SETTLEMENT

- Claims are reimbursed, not cashless
- Avg. Claims TAT was 30-45 days till 2017
- Now its 8 hrs
- Working on AI (for claims validation) and Blockchain (for auto claims payment) to see if we can do it in seconds

MEMBER FACING APP

- Perhaps the very first app for financially vulnerable families in India in local language
- Gives them information of how their mutual is performing financially and service wise
- Allows them to register for health services
- Allows them to order for medicines, file claims-check progress
- Allows them to vote , give feedback
- More features to be added including their health records

ECOSYSTEM CHANGES

- In 4 USD one can buy 2 GB of 4G data for 30 days-rates are going down by the day
- Smart phones are becoming cheaper by the day
- India is one of the largest handset and internet data consumption growth markets
- Almost every body has a bank account

Tech Partner
TIETO INDIA







WHAT ARE WE PLANNING FURTHER?

Health analytics to plan preventive and promotive health programmes for members

Reduce delivery cost

Focus on Member relationship – strengthen Governance

Paperless transactions

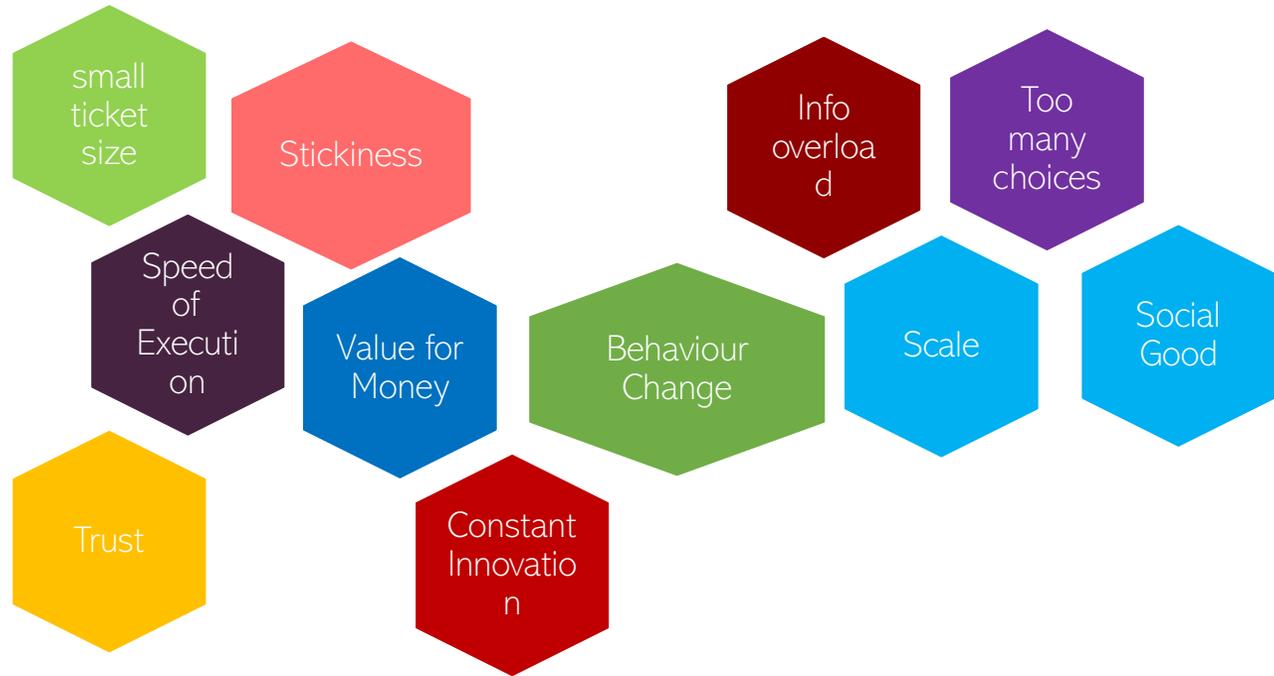
Insurance education through the app

Use technology to drive down costs, drive up uptake and understanding and build a high impact risk protection model

Build partnerships and find resources



MUTUALS OF THE FUTURE?



SIMILAR PROFILE TO MILLENNIALS

MUTUALS OF THE FUTURE

IN THE FUTURE WE FORSEE INSURANCE AS
A SOCIAL CONTRACT SHARED BETWEEN
MILLIONS OF PEOPLE WITH NO OR
HORIZONTAL ORGANISATION

EXPLORING PARTNERSHIPS WHERE WE BUILD
INSURANCE TECH AS A PLATFORM WHERE
PEOPLE, COMMUNITIES CAN BUILD THEIR OWN
RISK POOLS



THANK



YOU