

PHIIA 2019 Conference Program

0730-1930	Registration desk open Foyer
0830-1020	Session 1 - Building consumer trust and implementing reform Assembly 1 & 2 <i>Chair: Christopher Zinn</i>
0830-0840	Welcome to country Official welcome Troy Sheahan
0840-0900	What if the PC had a proper look at PHI? – Opportunities, challenges and change Shaun Gath
0900-0930	Beyond complaints – How the reforms will change the ways we operate Michael Manthorpe
0930-1000	What needs to happen now – Implementing the reforms and beyond Dr Rachel David
1000-1020	Panel discussion- Building consumer trust and implementing reform Shaun Gath, Michael Manthorpe, Dr Rachel David
1020-1050	Morning tea Foyer
1050-1230	Session 2 - The dilemma and disruption of data Assembly 1 & 2 <i>Chair: Norman Swan</i>
1050-1110	What only we know – Data sharing and the role of comparators in the market Troy Sheahan
1110-1130	How to build consumer trust in a digital marketplace Henriette Rothschild
1130-1150	It's not all bad news – The opportunities the research highlights Daniel Pole
1150-1230	Panel discussion – The dilemma and disruption of data Troy Sheahan, Henriette Rothschild, Daniel Pole
1230-1330	Lunch Foyer
1330-1510	Session 3 - Consumer sovereignty and making better decisions around health cover Assembly 1 & 2 <i>Chair: Norman Swan</i>
1330-1400	Why consumers should not dread sharing their health data – The benefits it can bring us all Mark Fitzgibbon
1400-1420	Are they any good? – The value of service quality information in complex markets Lauren Solomon
1420-1440	Competition, choice and consumers – The challenge for health insurance Sarah Court
1440-1510	Consumer panel – How does comparison help consumers decide and the difference between switching and churning Mark Fitzgibbon, Lauren Solomon, Sarah Court
1510-1540	Afternoon tea Foyer
1540-1700	Session 4 - The big ideas and the future of private health insurance Assembly 1 & 2 <i>Chair: Norman Swan</i>
1540-1610	Leadership and driving change – A shorter talk and longer discussion Dwayne Crombie
1610-1630	The future ways of engaging and empowering the consumer with health insurance Damien Mu
1630-1650	How wearables are changing the ways health insurance works globally Harry Gasiamis
1650-1720	Panel discussion-The big ideas and the future of private health insurance Dwayne Crombie, Damien Mu, Harry Gasiamis
1720-1730	Closing address Norman Swan