

Council of Health Insurance Excellence Award **Guideline**

2023

ضمان
مجلس الضمان الصحي
Council of Health Insurance



Council of
Health Insurance
Excellence Award
2023

About the Award

The Council of Health Insurance is launching the 2nd edition of the Award of Excellence, which rewards excellence and innovation in the healthcare sector and private health insurance. The award aims at encouraging professional creativity and innovation, creating a prevention-oriented regulatory environment, empowering stakeholders and achieving transparency, integrity, quality and efficiency, in addition to enhancing cooperation between healthcare sector players to provide access to high quality and efficient services for beneficiaries.

The award includes three main tracks, which include; health insurance companies, medical providers, and industry associates. The winners will be selected through an assessment by a jury committee comprising impartial judges and experts according to specific criteria and well-defined procedures.

Objectives



Innovation

Promoting a culture of innovation in the health insurance and healthcare industry in the Kingdom of Saudi Arabia.



Encouragement

Providing encouragement and support for the development and achievement of quality and transparency in the health insurance and healthcare sector.



Motivation

Working to create and enhance competitiveness among entities to provide services with the highest standards of creativity and quality.



Recognition

To highlight the distinguished from the working bodies with the highest standards of quality and excellence in health insurance.





CHI Excellence Award Stages

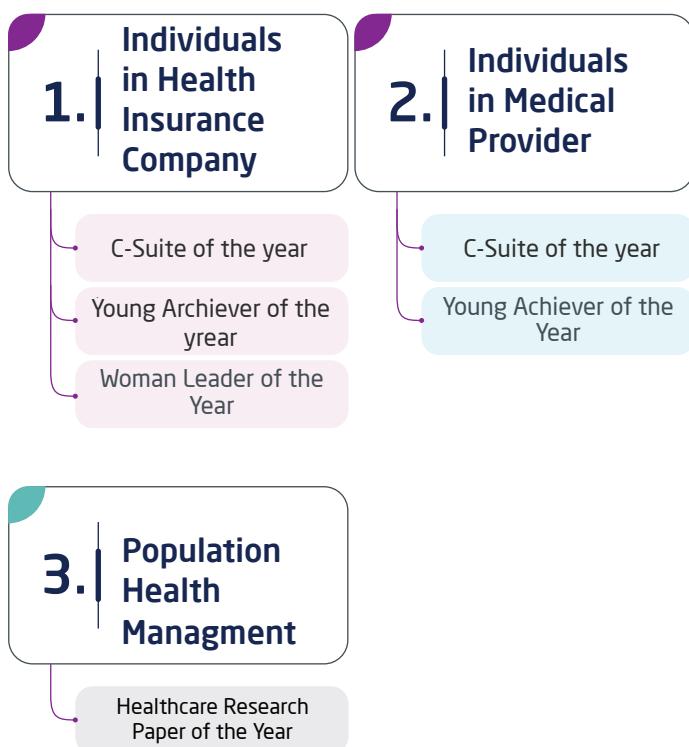


Awards Categories

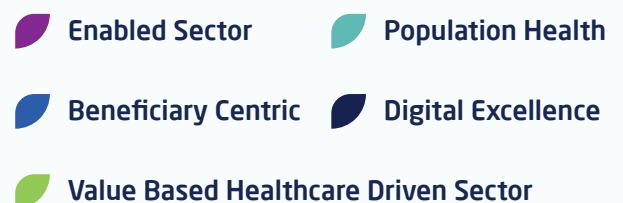
Organization Level



awards categories for Individual



Strategic Pillars



Health Insurance Companies

Health Insurance Company of the Year for Large Companies

Awarded for market leadership in customer service, unmatched leadership in claim handling/facilitation, business growth, active promotion of the importance of health insurance, product innovation and Corporate Social Responsibility .

This award will be based on the classification of Insurance Companies:

- Awarded to Large size health insurance companies.
- Market share of company in the market (number of insured).

Level

Organization Level

Who is this for

Health Insurance Companies

Health Insurance Company of the Year for Mid/Small Companies

Awarded for market leadership in customer service, unmatched leadership in claim handling/facilitation, business growth, active promotion of the importance of health insurance, product innovation and Corporate Social Responsibility .

This award will be based on the classification of Insurance Companies:

- Awarded to Mid/Small size health insurance companies.
- Market share of company in the market (number of insured).

Level

Organization Level

Who is this for

Health Insurance Companies

C-Suite of the Year Award

This award will be presented to the C-Suite of an insurance company who has made an outstanding contribution in the last 12 months through the advancement of the company that employs him and the wider health insurance industry.

Level

Individual Level

Who is this for

Health Insurance Companies

Young Achiever of the Year Award

Award will recognize the professionals under the age of 35 who have made significant advancement in their professional development and has made mark outside their employer organization.

Level

Individual Level

Who is this for

Health Insurance Companies

Woman Leader of the Year Award

Award will honor a woman who has achieved public achievement in the health insurance industry and has helped raise the profile of the sector as a profession for women by serving as a role model.

Level

Individual Level

Who is this for

Health Insurance Companies

Medical Provider

Medical Provider of the Year for Large Hospitals

The award will recognize medical providers which have made an impact in the healthcare sector through major investment, partnership, business deal in the last year and introduced innovative initiatives that made a positive impact on its customer satisfaction and healthcare industry.

- Awarded to Large size healthcare providers (based on the number of beds)

Level

Organization Level

Who is this for

Medical Providers

Medical Provider of the Year for Pharmacies

The award will recognize Pharmacies which have made an impact in the healthcare sector through major investment, partnership, business deal in the last year and introduced innovative initiatives that made a positive impact on its customer satisfaction and healthcare industry.

- Awarded to Pharmacies

Level

Organization Level

Who is this for

Medical Providers

Medical Provider of the Year for Mid/Small Providers

award will recognize medical providers such as (mid/small hospitals, medical centers, specialized centers, labs and scan centers) which have made an impact in the healthcare sector by major investment, partnership,...etc. in the last year and introduced innovative initiatives that made a positive impact on its customer satisfaction and healthcare industry.

- Awarded to Mid/Small size healthcare providers (based on the number of beds)

Level

Organization Level

Who is this for

Medical Providers

C-Suite of the Year Award

This award will be presented to the C-Suite of medical provider who has made an outstanding contribution in the last 12 months through the advancement of the company that employs him and the wider health insurance industry.

Level

Individual Level

Who is this for

Medical Providers

Young Achiever of the Year Award

Award will recognize the professionals under the age of 35 who have made significant advancement in their professional development and has made mark outside their employer organization.

Level

Individual Level

Who is this for

Medical Providers

Industry Associates

Best Third Party Administrator of the Year Award

Awarded for demonstrating leadership in providing efficient and effective third-party administration services to help health insurers improve the health outcomes of their insured members.

Level

Organization Level

Who is this for

Third Party Administrator

Best RCM Service Provider of the Year Award

Awarded for demonstrating leadership in providing efficient and effective services to help medical providers to manage the paperwork for filing medical claims for medical billing purposes.

Level

Organization Level

Who is this for

Revenue Cycle Management

Customer Experience

Best Customer Experience Award for Payers

Award for demonstrating the Innovations that significantly enhance the way companies engage with customers. These new approaches create value through, for example, seamless and personalized experiences across physical and/or digital channels, new customer management models, artificial intelligence-driven advice, and innovative management of customer loyalty and satisfaction.

Level

Organization Level

Who is this for

**Payers (Insurance Companies
OR Third-Party Administrator)**

Best Patient Coordination Award

Award for the Provider and Payer who have the best combined Beneficiary Experience and lowest rejection rate on both Pre-Authorization and Claims.

Level

Organization Level

Who is this for

For Payers and Providers

Best Customer Experience Award for Medical Providers

Award for demonstrating the Innovations that significantly enhance the way medical providers engage with customers. These new approaches create value through, for example, seamless and personalized experiences across physical and/or digital channels, new customer management models, artificial intelligence-driven advice, and innovative management of customer loyalty and satisfaction.

Level

Organization Level

Who is this for

Medical Providers

Creating Value Based Healthcare Delivery

Best Value Based Care Payment Model Strategy Award

The Value-Based Care Payment Model Strategy Award recognizes insurance companies demonstrating exceptional strategies and initiatives in implementing value-based care payment models. This prestigious award highlights the organization's commitment to transforming healthcare delivery, improving patient outcomes, and promoting cost-effective healthcare practices.

Level

Organization Level

Who is this for

Insurance Companies

Best Value Based Healthcare Strategy Award

The "Value-Based Healthcare Strategy" award for healthcare providers recognizes organizations that have implemented a comprehensive and innovative approach to delivering value-based care. This prestigious award acknowledges providers who have demonstrated exceptional strategies aimed at improving patient outcomes, enhancing care coordination, and optimizing the overall value of healthcare services.

Level

Organization Level

Who is this for

Medical Providers

Population Health

Best Population Health Management Award

The "Population Health Management" award for insurance companies recognizes organizations that demonstrate outstanding efforts and achievements in effectively managing population health. This esteemed award celebrates insurers that prioritize proactive strategies and initiatives to improve the health outcomes and well-being of their covered populations. For example, Chronic care management packages, preventive packages, and adult vaccination programs.

Level

Organization Level

Who is this for

Insurance Companies

Health Care Research Paper of the Year Award

Healthcare 2023 Best Paper Award" for original research and review articles published in Healthcare between 1 January 2021 and 30 June 2023.

Level

Individual Level

Who is this for

Healthcare researchers

Digital Excellence

Digital Excellence of the Year Award for Health Insurance Companies

As insurance industry is shifting to a consumer-centric model and delivering new experiences, this Award is given to the health insurance company that has best harnessed technology and digital solutions to improve customer satisfaction as well as their business over the past 12 months.

Level

Organization Level

Who is this for

Insurance Companies

Digital Excellence of the Year Award for Providers

This Award is given to a medical provider that has best-harnessed technology and digital solutions to improve their business over the past 12 months. The digital innovator award showcases advances in the productivity and potential of business applications as well as technology that contributes significantly to improving efficiency, productivity, and the performance of an organization, or more broadly helps with Fulfilling the Promise of the Digital Age for everyone.

Level

Organization Level

Who is this for

Medical Providers

Digital Platform Adopter (nphies 3.0)

Digital Platform Adopter Award

Awarded for demonstrating leadership in Using only nphies for transactions for insurance services.

Level

Organization Level

Who is this for

Payers

Jury Committee



The jury committee of the CHI Award of Excellence is a key success element for the award. The committee comprises a select of subject matter experts and professionals in various fields who will determine the winning projects and initiatives.



The jury members will evaluate the nominees based on predetermined criteria, in order to ensure fulfilment of the award objectives and promotion of innovation and excellence in all fields. These criteria are motivation, innovation, appreciation, and encouragement.



Assessment of applicants will be based on transparency and fairness. The jury will select the winners according to the performance of projects measured against the pre-defined criteria without any bias in favour or any project or initiative.

Contact and Inquiries



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