

B.A. (VS) Insurance Management
Semester VI
DISCIPLINE SPECIFIC CORE COURSE (DSC- 6.1)
Underwriting & Claims Management

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course Title & Code	Total Credits	Lectures	Tutorial	Practical	Eligibility criteria	Pre-requisite of the course
Underwriting & Claims Management DSC – 6.1	4	3	1	-	Pass in class 12th	-

Learning Objectives: The course aims to familiarize students with the concept and practice of insurance underwriting for life and non-life insurance products. It also covers the claim settlement process and the regulatory framework applicable to insurers.

Learning Outcomes: After completion of the course, learners will be able to:

1. describe the fundamentals of underwriting, both in life and general insurance products.
2. discuss actuarial principles and various risk classes and their assessment factors in individual assurance underwriting.
3. describe the claim process in insurance, especially in general insurance.
4. explain the regulatory norms and redressal procedure for disputed claims.

Unit 1: Introduction to Underwriting **12 Hours**

Meaning, & fundamentals, importance, underwriting philosophy & guidelines, actuarial principles, sources of underwriting information, underwriting and pricing of product, assessment & management of exposure, other contingency risks to solvency, underwriting of life insurance and general insurance.

Unit 2: Risk & underwriting decisions **11 Hours**

risk classes & risk assessment factors in individual assurance underwriting, group underwriting and renewal cases, underwriting regulations & requirements, field underwriting, tele-underwriting, making an underwriting decision, numerical rating system, issue of policy, postponement, declinature of proposal, technology in underwriting, common underwriting lapses and their impact.

Unit 3: Claim Management **11 Hours**

Concept, importance, and classification of claims, claim management procedure and system for different types of claims, role of the insured & insurer, claim settlement & significance, the importance of investigations and the role of Investigators.

Unit 4: Regulatory framework

11 Hours

Regulatory and legal impact on claims management, the relevance of different claim documents, disputed and complicated claims, Litigation & Arbitration, third party liability claim, and grievance redressal mechanism, importance and uses of claims information, including the underwriting file, uses and importance of claims reserving, indemnity for a personal lines claim, and the process for disputed declined personal lines claims.

Suggested Readings:

- Birds J., Lynch B., Paul S., (2022). *MacGillivray on insurance law: relating to all risks other than marine*. 15th ed. Sweet & Maxwell (unit3)
- Kenneth. B. and Skipper H (2003). *Life and Health Insurance*, (13th Edition), Pearson (Indian Economy Edition).
- Rejda. G., McNamara. M., (2016). *Principles of Risk Management and Insurance*. Pearson Education
- Trieschman, Gustavson and Hoyt. (2000). *Risk Management and Insurance*, Western College, Cincinnati, Ohio.
- S. Heubner (LBRARO Life Insurance,).
- Claims Management, ICFAI Vol. I & II.
- Life Insurance Underwriting by I.I.I.
- Life Insurance volume I, II & III by ICFAI

Notes:

- 1. Suggested readings shall be updated and uploaded on the college website from time to time.**
- 2. Examination scheme and mode shall be prescribed by the Examination branch, University of Delhi from time to time.**

B.A. (VS) Insurance Management
Semester VI
DISCIPLINE SPECIFIC CORE COURSE (DSC- 6.2)
Strategic Management

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course Title & Code	Total Credits	Lectures	Tutorial	Practical	Eligibility criteria	Pre-requisite of the course
Strategic Management DSC – 6.2	4	3	1	-	Pass in class 12th	-

Learning Objectives: The course aims to familiarize students with the concept and implementation of strategies. The course also provides basic understanding of the business environment and different strategies that can be adopted to manage competitors.

Learning Outcomes: After completion of the course, learners will be able to:

1. describe the components of strategic management
2. examine business environment of any industry through the use of models studied
3. critique the use of alternative models and grand strategies for businesses with multiple product units
4. develop a strategy for any company in view of its structure, leadership, culture and impact of technological changes

Unit 1: Introduction

12 Hours

Concept and significance, process, components of strategic management model, mission, vision and objectives (Balanced score card).

Unit 2: Business Environment

11 Hours

Scanning the external environment, Industry Analysis, Opportunities and threats analysis; Internal Environment-core competencies, SWOT Matrix Porter's Five Forces Model, McKinsey's 7s framework, PEST analysis with reference to the insurance industry

Unit 3: Strategic alternatives

11 Hours

BCG and GE Models, Concepts of Synergy, Corporate, Business and Functional Level Strategies, Generic (Overall cost leadership, Focus and differentiation) and Grand Strategies, Growth strategies (Diversification and integration), Turnaround strategy, Outsourcing/external service providers.

Unit 4: Implementation & Control

11 Hours

Impact of Structure, power, politics and leadership, culture, Managing change (impact of technological advances with special focus on the Insurance sector)

Guiding and evaluating strategy – role of board of directors, planning and resource allocation, compliance with regulation, risk management, stress and scenario testing, corporate governance.

Exercises:

The learners are required to:

1. make presentation on the components of strategic management of any insurance or other company of your choice (Unit1).
2. make a group project applying a model of your choice to study the business environment in India or globally for any insurance company. (Unit2).
3. create a case study of growth/grand strategies adopted by the top ten insurance leaders for class presentation (Unit3).
4. make a group to develop a strategy for any less profitable company to turnaround the situation, keeping view its structure, leadership, culture and impact of technological changes(Unit4).

Suggested Readings:

- Pearce J.A., Robinson Jr. B.R., Mital A. (2017) Strategic Management formulation, implementation and control, Tata McGraw Hill, New Delhi.
- Pearce A.J., Robinson B.R., Mital A. (2018) Strategic Management: Planning for Domestic and global competition. Tata McGraw Hill, New Delhi.
- Srinivasan. R. (2020). *Strategic Management: The Indian Context*. Prentice Hall India.
- Thomson. A.A., Peteraf A. M., Gamble E.J., Strickland. III.A.J. (2021) *Crafting and Executing Strategy, The Quest for Competitive Advantage: Concepts and Cases* (22nd edition, SIE).

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B.A. (VS) Insurance Management
Semester VI
DISCIPLINE SPECIFIC CORE COURSE (DSC- 6.3)

Health Insurance

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course Title & Code	Total Credits	Lectures	Tutorial	Practical	Eligibility criteria	Pre-requisite of the course
Health Insurance DSC – 6.3	4	3	1	-	Pass in class 12 th	-

Learning Objectives: The course aims to offer an integrated approach to the understanding of the concept of health, healthcare delivery system, and the Indian insurance scenario.

Learning Outcomes: After completion of the course, learners will be able to:

1. explain the concept of health, health insurance and the Indian health insurance sector
2. compare the various health insurance products.
3. develop skills to process health insurance claims settlement.
4. demonstrate the concept of actuarial models for health insurance.

Unit 1. Introduction

10 Hours

Concept and determinants of health outcomes, healthcare delivery system and current status of healthcare in India. Concept of health insurance, meaning, need, salient features and importance of health insurance. Health economics and its role in health care financing. Indian scenario and players, and issues in health insurance in India. Global health insurance environment.

Unit 2. Health Insurance Products

12 Hours

Scope of health insurance. Types of benefits, policy term, monetary benefits and service benefits, policy conditions.

The individual perspective: the need for health insurance, individual cash flows, the time profile of health care costs, risk transfer via insurance, temporary insurance covers, a lifelong insurance cover, financing health-related expenses. Group indemnity plans. Mediclaim policy. Overseas medical insurance. Floater plans. Comprehensive coverage plans. Long term care insurance (LTCI). Travel insurance. Micro health insurance. Health insurance plans for senior citizens. Disease management plans. Critical illness insurance, types of benefits, multiple critical illness benefits. Social security insurance schemes and their effectiveness.

Unit 3. Health insurance claims

12 Hours

Claim procedure and documentation. In house claim settlement and third-party administrators (TPA's). IRDA's Regulations for TPA. Role and Responsibilities of TPA. Network Hospitals and Cash Less Facility. Special policies for critical illnesses. Top up cover.

Claim settlement. tackling inflated and fraudulent claims. Cost control by insurers through preventive health care and customer responsiveness. Loss of income and other expenses covers. Health insurance riders. Tax benefits for health insurance. Health insurance Portability.

Unit 4. Actuarial aspects of health insurance

11 Hours

Introduction to actuarial aspects, technical features of premium calculation. Health insurance underwriting: significance and process. One-year covers, notation and assumptions, from equivalence premiums to gross premiums, statistical estimation, risk factors and rating. Classes premium calculation, multi-year covers, reserves.

Risks inherent in the random life time. The individual life time, the longevity dynamics managing the longevity risk. The problem of moral hazard and adverse selection in health insurance

Exercises:

The learners are required to:

1. gather information about key health insurance players and prepare a report on the growth of health insurance in India (Unit1).
2. compare and contrast the health insurance products of any three health insurers and prepare a report (Unit2).
3. make a group presentation on different types of health insurance claims (Unit3).
4. Solving numerical problems related to health insurance premiums (Unit4).

Suggested Readings:

- A, S., & Thomson, S. (2016). *Voluntary Health Insurance in Europe: Country Experience*. WHO Regional Office for Europe.
- Black, K., & Skipper, H. D. (2000). *Life & Health Insurance*. Pearson Education.
- Mahendran, T. (2008). *Health Insurance Sector in India*. Abhijeet Publications.
- McGuire, T. G., & Van Kleef, R. C. (2018). *Risk Adjustment, Risk Sharing and Premium Regulation in Health Insurance Markets: Theory and Practice*. Elsevier Science.
- Medicine, I., Services, B. H. C., & Uninsurance, C. C. (2002). *Care Without Coverage: Too Little, Too Late*. National Academies Press.
- Morrisey, M. A. (2020). *Health Insurance*. Health Administration Press.
- Patukale, K. (2021). *Medicclaim and Health Insurance: Bestseller Book by Kshitij Patukale: Medicclaim and Health Insurance*. Prabhat Prakashan.
- Pitacco, E. (2014). *Health Insurance: Basic Actuarial Models*. Springer International Publishing.
- Rice, T. (2021). *Health Insurance Systems: An International Comparison*. Elsevier Science.

- Thomson, S., Sagan, A., Mossialos, E., & North, J. (2020). *Private Health Insurance: History, Politics and Performance*. Cambridge University Press.

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