

A. Channel Partner Engagement

“Distributors and advisors have an enormous impact in terms of sales volume and wallet share. They act as the key links between the brand and the customers and are often the sole link.”

Effectively managing the performance of distributors/advisors and addressing their concerns in a timely fashion are key components to the experience of the channel partners and consequently the end consumers.

Apollo Munich Health Insurance is looking for startups in this space to:

1. Create an easy/instant feedback mechanism for channel partners for quick resolution of their issues/concerns.
2. Provide solutions which can enable channel partners engagement throughout the year.
3. Assess healthcare providers quality and pricing transparency.

B. Customer Onboarding Experience

“Seamless onboarding experience is the key to lasting customer relationship for every organization. In a complex industry like insurance, health questionnaires & insurance policies are complex documents with multiple benefits which are often misunderstood by customers.”

Apollo Munich Health Insurance is looking for solutions that can enable users to have frictionless and seamless experience during the onboarding process across different channels while ensuring data sufficiency/authenticity from a risk management & underwriting point of view.

Apollo Munich Health Insurance is looking for startups in this space to:

1. Enable access to all the health-related information about the customers in a non-intrusive manner.
2. Leverage data or real-time insights to reimagine the policy issuance process.
3. Enable better understanding of insurance products for the customer.

C. Augmenting Customer Engagement

“Customer engagement in the insurance sector has always been restricted to prompt claim settlement at best, thereby restricting the engagement touch points to a handful interaction. However, with technology, there is an opportunity to be more consumer-centric by providing value for the consumers on a need to know basis at the click of a button.”

Apollo Munich Health Insurance is looking at solutions that will adopt a proactive approach towards customer engagement and increase the number of touch points during the policy lifecycle across different channels.

Apollo Munich Health Insurance is looking for startups in this space to:

1. Provide personalized/contextual services across different channels.
2. Assist customer with suggestions/guidance during the entire policy lifecycle especially during emergencies.

D. Claims Management

“Claims function is probably the most important function from a customer perspective and often determines customer loyalty. Customer experience during this process is an important factor while renewing/discontinuing a policy.”

Apollo Munich Health Insurance is looking for solutions that will enable them to adopt a seamless claim settlement process for the customers ultimately leading to substantial reduction in customer queries.

Apollo Munich Health Insurance is looking for startups in this space to:

1. Reduce manual intervention in the claims process to eliminate human errors & quicker claim payout across different products.
2. Enable a near-real-time claim settlement process for cashless claims.
3. Enable a faster claim settlement process for reimbursement claims.
4. Leverage historical data/real-time insights to predict claims.

E. New-Age Risk Management Solutions

“Core to insurance as a business is the underwriting and associated risk management process. The bulk of the business processes dictates data collection right from the time of customer onboarding to claim settlement; there is always an enormous emphasis to assess risk, be it health-related risks, operational risks or fraud.”

Apollo Munich Health Insurance is looking for new-age risk management solutions that can assess customer risk during the onboarding and claim settlement processes in a non-intrusive manner – essentially enabling seamless collection of relevant data points, running algorithms in parallel, and creating feedback loops to augment the ability to assess & manage risks.

Apollo Munich Health Insurance is looking for startups in this space to:

1. Enable creation of customer risk profiles for personalized premium.
2. Leverage historical data/real-time insights to identify fraudulent cases at an early stage.

F. Operational Efficiencies

“Effectiveness and Efficiencies in operational processes are key to cost optimization and it can also transcend to direct customer experience.”

Apollo Munich Health Insurance is looking for startups to provide solutions for:

1. Digitization of physical records across different processes.
2. Quick & accurate resolution of customer queries via call center operations.

G. HR Tech

“AMHI truly believes that employees are its greatest assets and that effective, actionable insight into an employee’s performance and their satisfaction level becomes a critical parameter for the success of the organization.”

Apollo Munich Health Insurance is looking for startups in this space to:

1. Leverage external data/behavioral data to identify the ‘right hire.’
2. Provide solutions to lower attrition (e.g. predict an employee’s resignation).
3. Provide an expense management system for internal employees.

H. Cybersecurity

“Cybersecurity is a combination of processes, technologies & practices that together safeguard a network and the contained data, programs, and IPs from unauthorized access, attack or damage. Some of the key drivers are strengthening, evolution & adaptability of existing technologies and the emergence of new capabilities like artificial intelligence, machine learning, data lakes, and Hadoop.”

AMHI is looking for solutions which address vulnerabilities and limitations of the system by developing cybersecurity frameworks and ensuring a safer and more secure digital experience for their users, minimizing the chances of a data breach and mitigating the impact in case one does occur.