ضمان

مجـلـس الضـمـان الصحـي
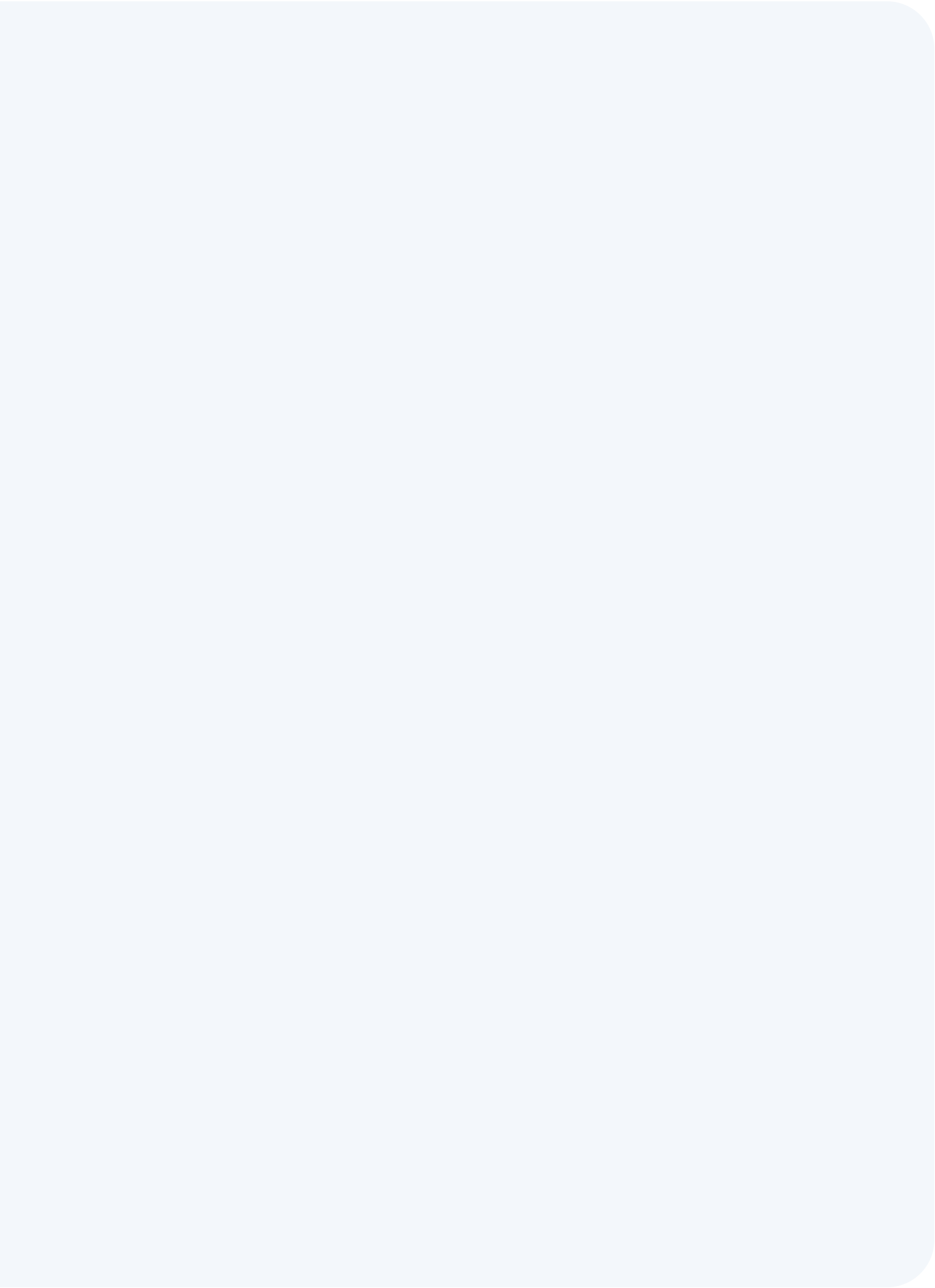**Council of Health Insurance**

Future
Vision

Council of Health Insurance
Annual Report

1444-1445 AH

In the Name of Allah, the most Merciful, the most Gracious

The Custodian of the Two Holy Mosques
King Salman bin Abdulaziz Al Saud
May Allah protect him

❞

Our country is advancing in its developmental renaissance according to Vision 2030 and its ambitious programs, which will, with God's help, keep the Kingdom in continuous progress and provide citizens with the means for a dignified life.

His Royal Highness Prince

Mohammed bin Salman bin Abdulaziz Al Saud

Crown Prince and Prime Minister
May Allah protect him

"

Our nation, which we build together, will only accept to be at the forefront of the worlds countries, through education and qualification, with the opportunities available for everyone, and advanced services, in employment, healthcare, housing, entertainment, and more.

An overview of the Council of Health Insurance

The Council of Health Insurance is a governmental body with an independent legal authority established under Cabinet Resolution No. (71) dated 27/4/1420 AH - 11/8/1999 AD, which stipulated on the establishment of a council with the aim of supervising the implementation of the cooperative health insurance system headed by the Minister of Health and the membership of a representative at the level of undersecretary for the Ministry of Interior, Ministry of Health, Ministry of Labor, Ministry of Finance, Ministry of Commerce, nominated by their authorities. A representative of the Council of Saudi Chambers of Commerce and Industry nominated by the Minister of Commerce, and a representative of cooperative insurance companies nominated by the Minister of Finance in consultation with the Minister of Commerce. A representative of the private health sector, and two representatives of other government health sectors nominated by the Minister of Health in coordination with their sectors. Council members are appointed and their membership renewed by a decision of the Council of Ministers for three years, subject to renewal.

Council of Health Insurance Mandates

Enforcement of mandatory health insurance coverage.

Identification and determination of people eligible for health insurance coverage.

Accreditation, oversight, supervision, and compliance of health service providers for the sector.

Supervision of the Nphies platform (SHIB)

First: Introduction

Chairman and Members of The Council, the Seventh Session

His Excellency Fahd bin Abdul Rahman Al-Jalajel

Minister of Health and Chairman of the Council

His Excellency Dr. Abdullah bin Nasser Abu Thanin

Council member Ministry of Human Resources and Social Development

Dr. Talal bin Abdul Rahman Al-Tuwaijri

Council member Representative of the Ministry of Health

Mr. Faisal bin Mohammed Al-Sharif

Council Member Ministry of Finance

His Excellency A. Abdulaziz bin Saud Al-Dahim

Council Member, Representative of the Ministry of Commerce

His Excellency Dr. Mishary Mishary

Council member, Representative of the National Information Center

His Excellency, Dr. Ahmed bin Muhammad Al-Amiri

Council member, The Governmental Health Sector

His Excellency, Dr. Khaled bin Ali bin Fouda Neil

Council member, Representative of the governmental health of The Governmental Health Sector

His Excellency, Dr. Khaled bin Mukayman Al-Anazi

Representative of the Saudi Chamber of Commerce

His Excellency A. Tal bin Hisham Nazir

Council member, Representative of Cooperative Insurance Companies

His Excellency, Dr. Imad bin Abdulaziz Al-Thukair

Council member, Representative of The Private Health Sector

First:

Introduction

Introduction 1\1

Chairman and Board of Directors´s Message

His Excellency Fahd bin Abdul Rahman Al-Jalajel

Minister of Health and Chairman of the Council

Praise to Allah , the Lord of all worlds, and blessings and peace be upon his trustworthy messenger

In continuation of the wise leadership's keen interest and utmost care for the healthcare sector, and following the directives of the Custodian of the Two Holy Mosques, King Salman bin Abdulaziz Al Saud, and the support and follow-up from His Royal Highness the Crown Prince, Chairman of the Council of Ministers, Prince Mohammed bin Salman bin Abdulaziz Al Saud - may Allah protect them - the Council of Health Insurance has been committed since its establishment in 1999 to enhancing the quality of services provided and protecting the rights of beneficiaries of private health insurance. It continues to strive for further development in this field, aiming to achieve the targets of the Kingdom's Vision 2030 for the healthcare sector, which is considered one of the most vital sectors in the Kingdom.
This annual report for the year 2023 sheds light on the achievements and challenges faced by the council

during the past year. It has achieved clear successes and managed to bring about positive change in the private health insurance sector, contributing to significant improvements in accessibility to healthcare, quality enhancement, and efficiency improvement to promote the health and well-being of citizens and residents. The council has also continued to enable targeted groups of citizens and residents to obtain mandatory health coverage, witnessing a noticeable increase in the number of beneficiaries from 11.5 million in 2022 to 12 million in 2023. Additionally, there has been a continuous growth in demand for health insurance products, with the number of beneficiaries of health insurance products for visitors to the Kingdom (tourism, Umrah) reaching 15,125,538 million beneficiaries, marking a 47% increase from the previous year, reaffirming the importance of health insurance activity.

The year 2023 witnessed the establishment of the Insurance Authority, a significant step towards enhancing and developing the insurance sector in the Kingdom. In this context, the Council of Health Insurance played a significant role in aligning with this strategic step, supporting the establishment of the authority aimed at enhancing insurance awareness, protecting the rights of beneficiaries, and developing the insurance sector in the Kingdom. This was achieved by transferring all tasks and responsibilities of the health insurance sector to the authority while the council continues its roles related to the implementation of mandatory health insurance, determining those covered by mandatory coverage, accrediting healthcare service providers, and overseeing the Nphies platform.

On this occasion, I can only express my sincere thanks and appreciation to all the staff of the council for their tremendous efforts that have contributed to enhancing the health of beneficiaries and positively impacting partners among beneficiaries and healthcare service providers in the Kingdom.

Introduction 1\1

Council of Health Insurance Secretary-General`s Message

Dr. Shabab bin Saad Al-Ghamdi

Secretary-General of the Council of Health Insurance

Since the launch of the ambitious Vision 2030 by His Royal Highness Prince Mohammed bin Salman, Crown Prince, Deputy Prime Minister, and Minister of Defense - may Allah protect him - all sectors have been working to align efforts to achieve its targets in various sectors.

The Council of Health Insurance seeks to be an integral part of a comprehensive operational ecosystem with other relevant entities, through a series of programs and initiatives, to contribute to the creation of a vibrant society, an ambitious nation, and a flourishing economy.

Furthermore, the council aspires to be a globally leading entity in prevention, quality enhancement, and efficiency

of healthcare services for health insurance beneficiaries. It spares no effort in empowering targeted groups to obtain comprehensive coverage and protection, in addition to enabling the sector to become a quality-driven sector and Progressive Regulator that promotes digital transformation.

From this standpoint, we are pleased to share with you, through the annual report, some of the highlights of the achievements and objectives accomplished by the Council of Health Insurance in the year 2023. During this year, we continued to align efforts with other entities to simulate the goals of the future vision, aiming to enhance the health of beneficiaries through a regulatory environment focused on prevention, empowering stakeholders, achieving transparency, equity and quality, leveraging with our values of excellence, professionalism, creativity, innovation, and cooperation.

As Beneficiary-centric tops our priorities at the Council of Health Insurance, we have succeeded in increasing the compulsory insurance rate to reach, by the grace of Almighty Allah, 90%, compared to 86% in the year 2022. This contributes to protecting the rights of beneficiaries and ensuring comprehensive coverage for them. Efforts continue to reach more than 95% by the end of the year 2024, and we continue ongoing cooperation with our partners, the General Organization for Social Insurance, the Ministry of Human Resources and Social Development, and the National Information Center, aiming to unify data classification, enhance participation frameworks, and improve the measurement of indicators used.

Continuing the council's role in improving comprehensive preventive and curative care for chronic diseases, the council launched the Primary Healthcare Initiative for health insurance beneficiaries in collaboration with

various service providers from different regions of the kingdom. This initiative aims to enhance the efficiency of healthcare services, increase utilization of basic insurance benefits, improve beneficiaries' experience, and increase their satisfaction.

In order to achieve an empowered sector, the Council of Health Insurance has launched numerous initiatives, programs, and strategic partnerships aimed at supporting and enabling the direction towards value-based healthcare and launching a strategy for measuring health outcomes based on assessing health insurance beneficiaries (PROMs), aiming to achieve quality and efficient healthcare.

Towards achieving a quality-driven sector, the Council of Health Insurance has launched the Operations and Artificial Intelligence Center to improve sustainability and innovation, contributing to support data-driven decision-making, improve output quality, and enhance sectoral commitment.

The Council of Health Insurance has looked across a wide horizon of achievements in 2023, within the framework of its efforts to become Progressive Regulator, achieving an institutional performance accomplishment rate of 96.62% by the end of 2023 due to its excellence in implementing several strategic initiatives impacting private health insurance. The council's successes in enhancing the culture of quality and institutional excellence through improving employee knowledge, skills, and capabilities, resulting in on improved work procedures, have led to the council receiving numerous local and international recognitions and awards, including the Innovation Awards

and Beneficiary Experience for the year 2023, and the King Abdulaziz Quality and Institutional Excellence Award for the year 2022, received by the council at the beginning of 2023. We look forward to continuing excellence and receiving the award for this year.

In terms of digital transformation, the Council of Health Insurance has strengthened its series of successes by reaching a coverage rate of the Nphies platform in the healthcare sector to 93%, positively reflecting on enhancing the digital maturity of the health insurance sector, developing data infrastructure and operational capabilities, and supporting efforts to achieve unified medical file targets amidst aspirations for everyone's commitment in 2024.

These illuminating insights briefly highlighted some of the achievements of the Council of Health Insurance in 2023 and through collaborative efforts with other entities, which contributed to the growth of health insurance To reach 59% of the total insurance sector premiums compared to other types of insurance, handing over the baton to colleagues in the Insurance Authority to continue supervising insurance companies.

In conclusion, we thank Allah the Almighty for the achievements realized by His grace and the tremendous support that this vital sector receives from the government of the Custodian of the Two Holy Mosques and His Crown Prince, may Allah protect them, and the efforts exerted by the council's officials, employees, and other relevant entities. We ask the Almighty for further success and guidance.

Terminology 2\1

Definition of Terms

Wherever the terms below are used in the report or its appendices, they have the meanings stated next to them, unless the context requires otherwise

The Term	Definition
The Report	The annual report for the Council of Health Insurance in accordance with Article 29 of the Cabinet Regulations.
The Council	Council of Health Insurance.
Health Insurance	Health insurance determined by the law and its executive regulations, and practiced by licensed cooperative insurance companies, working in the Kingdom in accordance with the insurance companies control system.
Document	It is the basic health insurance document approved by the Council of Health Insurance, which includes specifications, document benefits, exclusions, and general conditions are issued by the insurance company pursuant to an insurance application submitted by an employer (the policyholder).
Parties involved with Insurance	Policyholders, health insurance companies, health insurance claims administration (Third party agreement) companies, and service providers
The Insured Beneficiary	The person for whom coverage is decided under the policy.
Subscriber	A subscriber to health insurance policies. This includes Saudis and Non Saudis whether they were employees or dependents.
Insurance Company	A cooperative insurance company authorized to operate in the Kingdom, and which has been qualified to practice cooperative health insurance business by the Council.
Service Provider	A governmental health facility authorized to provide health services in the Kingdom in accordance with the relevant regulations and rules approved by the Council, for example: a hospital, a diagnostic center, a clinic, a pharmacy, a laboratory, a physical therapy center, or a radiation therapy center.

The Term	Definition
Insurance claims management company sanitary (Third party agreement)	Insurance claims settlement companies authorized to operate in the Kingdom which has been qualified to practice management cooperative health insurance claims by the Council.
The system	The cooperative health insurance system applied in the Kingdom.
Insurance coverage	The basic health benefits available to the beneficiary, specified in the policy.
Indicative contract to submit health care services	It is a contract approved by the Council that the parties to the insurance relationship can use to regulate the relationship between the company and the service provider. Taking into account what is stated in the text of Article No. (95) Of these regulations.
Claim	The purpose of replacing the value of health services expenses covered by the policy, and it is accompanied by the financial and medical documents supporting it.
Accreditation application rejected	A procedure that concerns only the accreditation application stage, when it becomes clear to the Council that any of the information provided by the service provider to the Council in order to obtain accreditation is incorrect: such as (forging some of the papers or licenses submitted, or providing information that is not correct).
Accreditation Cancellation	A decision taken as a result of a serious violation of the system and its regulations, committed by the service provider.
Unified National Health Platform (Nphies)	A program that the Council supervises its implementation and aims to exchange information, data, and transactions related to health insurance between service providers, insurance companies, claims management companies, and the Council in accordance with insurance data standards, and in a safe and reliable electronic manner.
Basic information	The data specified by the Secretariat General regarding the policyholder or beneficiary, for example, national identity data / worker's residence data).
Insurance Authority	The body responsible for regulating the insurance sector in the Kingdom of Saudi Arabia, which aims to build a more effective sector.

Table of Content

Table of Content

◧ **Third: An Overview of the Current Status of the Council**   **183**

◧ **Fourth: Conclusion**   **190**

Executive Summary

This report represents a comprehensive summary of the efforts and initiatives undertaken by the Council of Health Insurance during the year2023, within the framework of its strategy directed towards achieving the goals of the Kingdom's Vision 2030 and the Health Sector Transformation Program. The report specifically addresses the initiatives taken by the Council to achieve these goals, and the successes it achieved in this context.

The report provides a detailed analysis of financial and organizational performance, impact and evaluatione.

The report aims to guide health policies and improve the quality of health care provided by the Council. The report contains:

1. **Summary of the strategic objectives:** The report focuses on the contribution of the Council of Health Insurance to achieving the objectives of the Kingdom's Vision 2030 and the National Health Transformation Program in the health sector, by directing its strategy towards aligning these objectives

2. **Successes and achievements:** In this part, the light is shed on the successes achieved by The Council during the year, and how to turn challenges into opportunities for development and progress

3. **Strategic Pillars and initiatives:** The report provides an overview of the strategic pillar that it adopted The Council, and the initiatives it has taken to achieve these pillars, while highlighting the achievements in this context.

4. **Challenges and opportunities:** The report addresses the challenges that the Council faced during the year, and how it invested in them. To achieve new opportunities, while focusing on the efforts made to enhance the role of the health insurance sector in the national development process.

5. **Evaluation and development:** The report includes the evaluation mechanism adopted by the Council, and how to use it. To improve performance and develop programs and initiatives in the coming years.

6. **Statistics and figures:** The report presents statistics and figures that illustrate the developments and challenges witnessed by the sector. Health insurance during the past year, which contributes to evaluating the Council's performance and determining future work directions.

7. **The future plan:** The report is concluded by presenting the Council's future plan, which includes continuing efforts in achieving strategic goals and facing upcoming challenges, in addition to investing in new opportunities and enhancing the role of the health insurance sector in supporting national development.

Second:

The Detailed Report

Introduction 2\1

Introduction

The Council of Health Insurance has prepared this report, which summarizes its most notable achievements for the fiscal year 2023 and reviews the efforts and work it has undertaken during the year, in response to the requirements of Article No. (29) of the Council of Ministers' Bylaws, which stipulates: to: "All ministries and other government agencies must raise to the Prime Minister, within ninety days from the beginning of each fiscal year, a report on the achievements it has achieved compared to what was stated in the General Development Plan during the previous fiscal year, the difficulties it encountered, and the proposals it deems appropriate "The workflow therein is in line with the requirements of the unified guide for annual reports of public agencies prepared by the National Center for Measuring the Performance of Public Institutions "Adaa" and approved by the esteemed Council of Ministers' Resolution No. (233) dated 4/18/1443 AH.

The importance of the goals of the Council of Health Insurance lies in achieving Vision 2030 in implementing mandatory health insurance and determining who is covered by it, in addition to accrediting and qualifying service providers, which contributes to enhancing the quality and efficiency of the health services.

The report also reviews the Council's strategy 2020-2024, the three stages that the Council has incountered in its strategic journey, the goals and achievements that have been achieved, an assessment of the Council's main performance indicators, and the extent of beneficiaries' satisfaction with its services Health insurance, and the most prominent works related to Vision 2030, in addition to The most important awards won by the Council during the year, and a summary of the reality of the health insurance sector supported by numbers and statistics.

In general, the aim of the Council of Health Insurance annual report is to provide a comprehensive and transparent picture of the performance of the private health insurance sector, and to direct efforts towards improving health care and achieving sustainable development in this vital sector. More than one approach was followed in this report.

Report Highlights

Strategic Direction During The Year 2023

Performance Summary

Key Achievements And Accomplishments

Opportunities And Supporting Factors

Highlighted Challenges

A General View Of The Council's Current Status

Council's Strategic Direction 2\2

Strategic Direction

Vision 2030 and the Council's Strategy

The Vision was launched to be a method and road map that all state institutions are obligated to work on, in order to enhance the leading position of the Kingdom, within an integrated framework between the three pillars of the vision (a prosperous economy - a vibrant society - an ambitious nation). The Kingdom's Vision 2030 seeks to make it a model successful around the world in various fields and at all levels.

The goals of the Kingdom of Saudi Arabia 2030 vision the ambition is to achieve a qualitative shift in several sectors various aspects, including health, education, infrastructure, Entertainment and tourism, by improving the quality and efficiency of services and strengthening various economic sectors.

Vision realization programs are the driving force for achieving Saudi Vision 2030, as they work to translate it and turn it into a tangible reality. Each program represents a specific roadmap, which is aligned through approved implementation plans, which is guided by pre-defined objectives and key performance indicators within five years.

With the development of Saudi Vision 2030, some programs were restructured. To meet changing needs, reflect the ambitions and capabilities of the Kingdom, and ensure the full realization of Vision 2030.

The Kingdom's Vision 2030 included a number of executive programs to achieve strategic goals and the general directions of the vision. The Council sought to enhance its contribution to the programs to achieve the vision, as it works on the initiatives of the Health Transformation Program 2030, supports and participates in several programs and initiatives to contribute to achieving the desired vision.

Among the most prominent vision programs that the Council of Health Insurance contributes to supporting the achievement of its goals are (The Health Sector Transformation Program, The Financial Sector Development Program and its connection to the Private Health Insurance Sector).

Health Sector Transformation Program

The Health Sector Transformation Program is a prominent tool for the Ministry of Health in achieving the vision's goals, given its role in enabling the comprehensive transformation of the sector and restructuring it to be a comprehensive, effective and integrated health system it harmonizes and coordinates all health sector entities, including the Council of Health Insurance. Whose strategy and specific objectives are consistent with the program plans and objectives, the vision realization programs and the relevant government agencies. The program aims to restructure the health sector in the Kingdom in a way that contributes to strengthening its position and activating its components as an effective and integrated health system, focused on the health of the beneficiary, based on the principle of value obtained from the outputs to implement transparency and financial sustainability values by promoting public health and preventing diseases, in addition to applying the modern health care model.

It also seeks to improve access to health services and free insurance for citizens by ensuring coverage of services according to a fair and comprehensive geographical distribution that enables the health care system to reach all regions of the Kingdom, and to expand In providing e-health services and digital solutions, as well as improving the quality of health services by focusing on enhancing satisfaction levels by benefitting from applying and adhering to the best international standards, in addition to enhancing community awareness of traffic safety. The Health Sector Transformation Program will align and coordinate with all health sector entities, programs to achieve the Kingdom's Vision 2030, and relevant government agencies, to link with the strategic national goals during the transformation journey.

Health Sector Transformation Program Strategic Objectives

Improve Quality And Efficiency Of Services

Facilitate Access To Health Services

Strengthen Prevention Against Health Risks

Enhancing Traffic Safety

The Financial Sector Development Program and It's Connection to The Private Health Insurance Sector

Financial Sector Development Program

During the next phase, the financial sector program continues to achieve its vision; Through specific goals, which have been included in its annual plans, increasing the share of cash transactions from 36% in 2019 to 70% by 2025.

The program is considered one of the efforts made to develop the health sector and enhancing access to quality health care services for citizens and residents. This program aims primarily to improve the quality of health services provided and expand their scope. The fourth pivotal initiative of the financial transformation program, imposing compulsory insurance on health insurance, has played a major role in reducing fraudulent practices. It also continues developing the existing insurance sector including written premiums, increasing the volume and reducing the cost ratio.

The program also aims to support and establish the Insurance Authority, the most important of which is to enhance insurance awareness, protect the rights of the insured, and develop the insurance sector in the Kingdom to ensure the provision of high-quality health services to citizens and residents of the Kingdom, and contributes to enhancing the health and well-being of society. It is expected that imposing mandatory health insurance will lead to an increase in health insurance coverage in the Kingdom. Until it reaches 45% in 2025, with an annual increase rate of 2% each year, and to increase the total written premiums to the oil GDP to 2.4% by 2025. The objectives of this program include increasing

private health insurance offers, which aim to stimulate more companies working in the field of private health insurance to provide their services. The program also seeks to enhance transparency and accountability in the private health insurance sector, by setting standards and laws that regulate work and require companies to submit periodic reports on their performance, in addition to expanding access to health services. This is to ensure that all segments of society have access to necessary health care.

Financial Sector Development Program Objectives

Enhancing financial transparency and accountability

Reducing fraudulent practices

Increasing the depth of the insurance market
Gross written premiums to GDP – oil to reach 2.4% in 2025

Council's Strategic Direction 2\2

Aligning the Council's Strategy with the Kingdom's 2030 Vision

The role of the Council of Health Insurance, which is considered an essential component of the health sector strategy, comes within the goals of Vision 2030; The Council of Health Insurance's strategy is based on several basic pillars that are consistent with the goals of Vision 2030, the most prominent of which are:

VISION
2030
KINGDOM OF SAUDI ARABIA

Health Sector
Transformation
Program

Vision Pillars	Level 1 objective	Level 2 objective
A Thriving Economy	**Empowering healthy lives**	**Improving health**
A Vibrant Society		
An Ambitious Nation		**Improving the quality of life in Saudi cities**
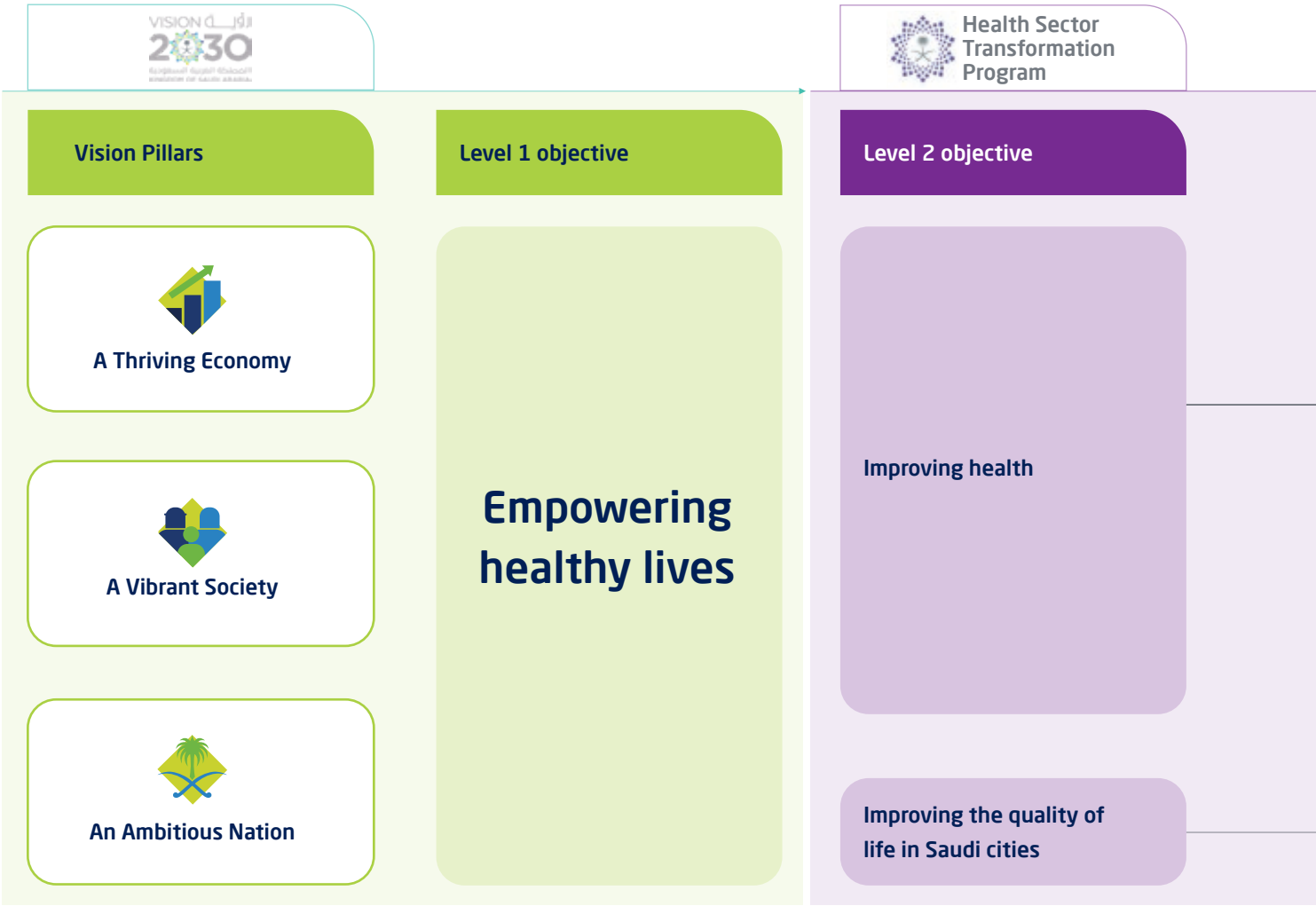
Beneficiary Centric	Ensuring that targeted groups receive full coverage and comprehensive protection
Enabled Sector	Insurance companies and service providers can raise the level of services for beneficiaries by providing advanced systems and policies.
Value Driven Sector	The sector focuses on improving sustainability and innovation
Progressive Regulator	The authority possesses flexibility and the ability to learn
Digital Transformation	The sector is promoting digital transformation.

Health Sector Transformation Program

Level3 objective

- Facilitating Access to Healthcare Services
- Improving the Quality and Efficiency of Health Services
- Promoting Prevention of Health Risks
- Enhancing Traffic Safety

ضمان
مجلس الضمان الصحي
Council of Health Insurance

Strategic objectives of the Council of Health Insurance

- Ensuring effective coverage for health insurance beneficiaries.
- Enabling digital transformation in the sector.
- Implement value-based payment
- Rollout innovative insurance products
- Improve/optimize financial resources
- Improving internal governance.
- Improving employee knowledge, skills and abilities.
- Increasing beneficiary protection.
- Improve Health Insurance Regulations
- Sector Enablement

اللجنة الوزارية للسلامة المرورية
الأمانة العامة
The Ministerial Committee of Traffic Safety
General Secretariat

The council is a key partner and supporter of the National Traffic Safety Committee.

Council's Strategic Direction 2\2

Council of Health Insurance Strategy 2020 - 2024

Our Vision
To be a global leading body in prevention and enhance the quality and efficiency of health services for cooperative health insurance beneficiaries.

Our Message
Enhancing the health of beneficiaries through a regulatory environment that focuses on prevention, empowers stakeholders, and achieves transparency, justice, quality, and efficiency.

Our Values

| Competence | Professionalism | Creativity and Innovation | Cooperation |

Strategic Pillars	Strategic Results	Strategic Objectives
Beneficiary Centric	Enable target population segments to be fully covered and protected	1. Increase Beneficiary's Protection 2. Ensure PHI Effective Coverage
Enabled Sector	Enable payers and providers to improve their services to beneficiaries with progressive policies	3. Improve Health Insurance Regulation 4. Implement Value Based Payment
Value-Driven Sector	Improve the sustainability and innovation in the sector	5. Roll-out Innovative Insurance Products 6. Enhance Market Monitoring
Progressive Regulator	Operate as a reliable, lean and learning regulator	7. Improve/Optimize Financial Resources 8. Improve Internal Governance 9. Improve Employee Knowledge, Skills & Abilities.
Digital Transformation	Catalyze the digital transformation of the sector	10. Enable Digital Transformation

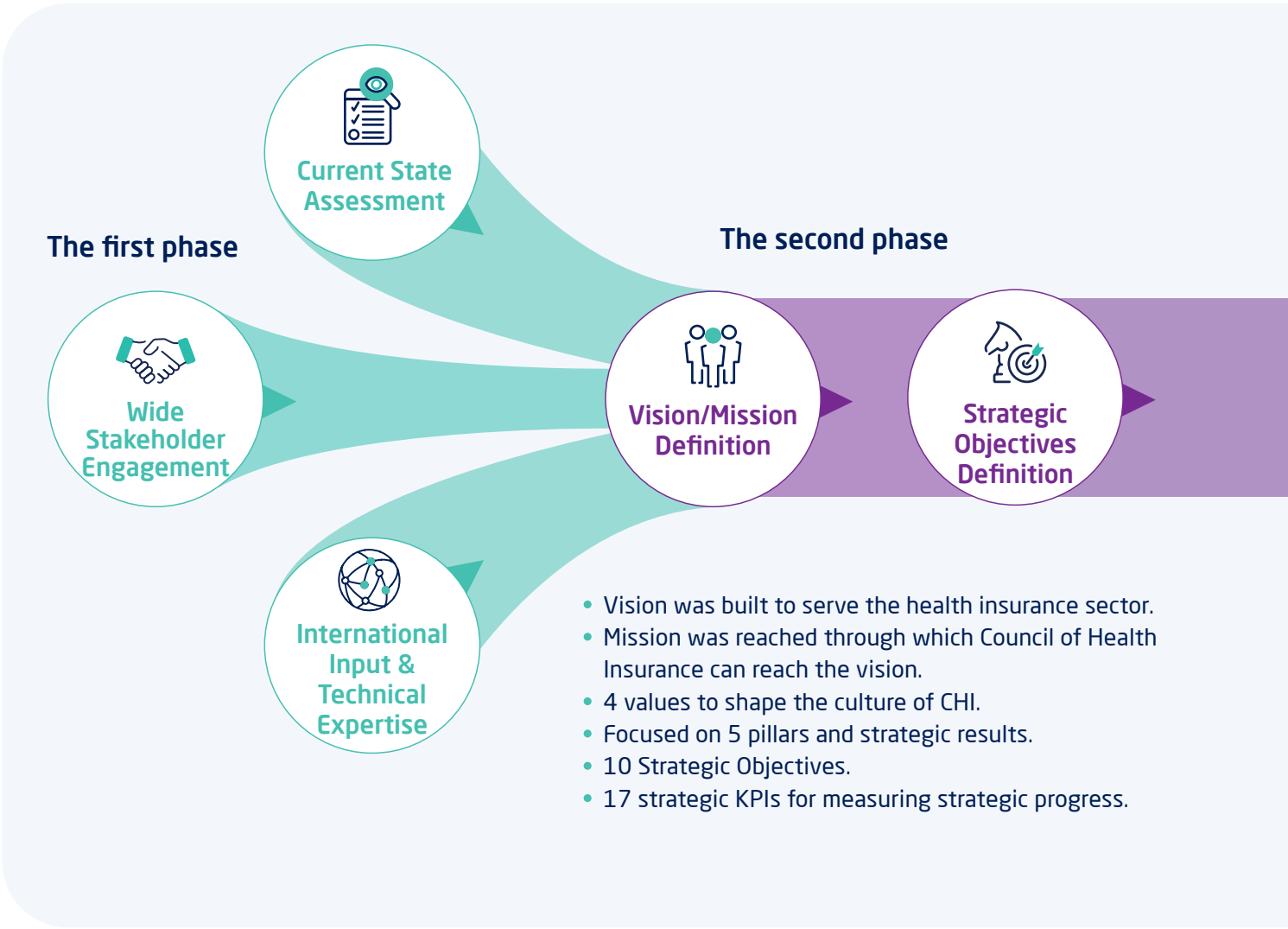| 5 Strategic Pillars | 10 Strategic Objectives | 17 Strategic KPIs |

Strategic KPIs

- 1.1 % Beneficiary Satisfaction Rate
- 2.1.% Of The Daman Fund Utilized
- 2.2. % PHI Coverage Compliance Rate
- 3.1. % HCPs Satisfaction for CHI*
- 3.2. % HICs Satisfaction for CHI*
- 3.3. % of claims paid
- 4.1. % Claims Based On Saudi Billing System
- 5.1. # New Insurance Products
- 6.1. # Published Market Indicators
- 7.1. Cumulative Surplus
- 7.2. Net Return of Investment
- 7.3. Expense Ratio
- 8.1. Employee Engagement Index
- 9.1. # Of Employees Trained
- 10.1. Digital Transformation Index
- 10.2 Data Quality Maturity Index (DQMI)
- 10.3 Cybersecurity Index

22 Strategic Programs

Strategic Initiatives/Programs

- 1.1 Excellence in customer service
- 1.2. EBP Reforms
- 1.3. Promote Population Health Adoption
- 2.1. Dhaman CSR program to cover beneficiaries
- 3.1. Enhance Payer Qualification & Provider Classification
- 3.2. Streamline Regulatory Environment
- 4.1. Value Based Payments
- 5.1. Develop Health Insurance Products
- 6.1. Performance of Health Insurance Sector
- 7.1. Improve Financial Resources
- 8.1. Operational excellence
- 8.2. Strategic partnerships
- 9.1. Improve employee knowledge, skills and ability
- 10.1. Cyber security portfolio
- 10.2. Enhance The Digital Maturity of the Health-Insurance Sector
- 10.3. Digitalize CHI's External Service Offering
- 10.4. Build CHI's Organization Internal Digital Capabilities
- 10.5. Enable The Sector To Develop Digital Offerings
- 10.6. Launch Nphies Platform
- 10.7. Develop The Data Infrastructure And Operational Capabilities
- 10.8 Establish Single Authoritative Source Of Truth
- 10.9. Derive Knowledge From Data And Information

80+ Operational Projects

Council's Strategic Direction 2\2

The Council of Health Insurance's 2020-2024 strategy was built according to a governed methodology in three stages:

The first phase

The second phase

Current State Assessment

Wide Stakeholder Engagement

International Input & Technical Expertise

Vision/Mission Definition

Strategic Objectives Definition

- Vision was built to serve the health insurance sector.
- Mission was reached through which Council of Health Insurance can reach the vision.
- 4 values to shape the culture of CHI.
- Focused on 5 pillars and strategic results.
- 10 Strategic Objectives.
- 17 strategic KPIs for measuring strategic progress.

The third phase

Transformation Plan

- 22 strategic programs.
- Operational plans for executive departments.
- The strategy is implemented throug.h
- +80 operational projects.

Council's Strategic Direction 2\2

Council of Health Insurance Strategy Roadmap

The Council's strategy for the period extending from 2020 to the end of 2024 is based on three basic Phases: Each Phase aims to achieve specific goals.

First Phase
Building Capabilities
Develop the essential measures required for the successful implementation of value-based healthcaree.

Second Phase
Enabling and Enhancing Quality
Continue launching initiatives will generate early outcomes

2020

- Develop human and digital capabilities
- Beneficiary Care
- Establishment and launch of Dhaman CSR program to cover beneficiaries
- The launch of The Essential Benefit Package
- Update The Classification and Accreditation of Service Providers and Determining The Qualification Criteria For Insurance Companies
- Governance, data management and privacy

2021

- Launch Unified Platform "NPHIES"
- Develop New Identity
- Implementation Operational Model
- Saudi billing system
- Applying Unified Coding Standards
- Classification Approval For Service Providers
- Launching the Beneficiary Coverage Program

2022

- Launching the Health Excellence Award
- Publication of KPIs' benchmarking
- Launching the primary care strategy
- Determine the minimum data for medical expenses and claims
- Activating strategic partnerships
- Activating operation excellence and obtaining local and international awards

Annual Strategic Meeting

The Council of Health Insurance held its annual strategic meeting, directing its focus towards reviewing and updating the general strategy of the Council. This meeting, which brought together sector experts and strategic advisors, witnessed in-depth discussion about opportunities for development and enhancing competencies within the framework of the Council's work. During the sessions, the proposed work plans for the coming period were reviewed, with an emphasis on innovation and continuous improvement of the services provided to health insurance beneficiaries, which ensures raising the level of health services and ensuring excellence in the sector's performance

Second Phase
Enabling and Enhancing Quality
Continue launching initiatives will generate early outcomes

Third Phase
Evaluation and Alignment
Launching initiatives of Value-Based Healthcare

2023

- Alignment with the Health Sector Transformation Program
- Enhancing the quality and efficiency of health services (VBHC): Shadow Billing DRG Grouper Value Based Payments Initiative PROMs
- Promote Digital Transformation and cyber security
- Meet regulatory requirements and enhance data protection
- Adopting health programs for health insurance beneficiaries 5 * 5
- Supporting the Development of Primary Health care In The Private Sector
- National Efficient Pricing
- Challenges Facing SMEs & Big Investors in Health Sector Study Project

2024

- Launching new payment models (Bundle Payment)
- Universal Health Coverage (UHC)
- Continuing to work to Align CHI's strategy with the vision and Health Transformation Program 2030-2025

Performance Summary

◢ Vision 2030 and the Council's Strategy

The Strategic Performance Summary is considered and evaluation comprehensive overview of how the council achieves its strategic objectives in the long term. As this evaluation includes an analysis of the council's performance in achieving its specific strategic goals and principles

Overall achievement of the council's performance indicators for the year 2023

96.62%
Overall achievement

95.4%
Beneficiary Centric

Acting as a leading regulatory body. Ability to be flexible and learn.

95.7%
Progressive Regulator

Empowering insurance companies and providers services by raising the level of their services for beneficiaries with organizations and advanced policies

97.8%
Enabled Sector

Enabling insurance companies and service providers to raise the level of their services to beneficiaries through the presence of advanced regulations and policies.

98.1%
Digital Transformation

Stimulating digital transformation in the sector.

96.7%
Value-Driven Sector

Improving sustainability and innovation in the sector.

Council's Annual Calendar

Model No. 1: The main performance indicators of the entity according to the report issued by the National Center for Measuring the Performance of Instruments for the agency for the fiscal: 2023 AD / 1444 - 1445 AH

Strategic Pillars			Strategic goals			Key indicator	
The strategy	Completion rate. Who is targeted?	Strategic objective	Detected	The legend	Indicator	Completion rate. Who is targeted?	The legend
Beneficiary Centric	95.4%	1.1 Increased protection beneficiary	95.1%	🟢	1.1 Beneficiary satisfaction rate	95.1%	🟢
		1.2 Guarantee of coverage effective for beneficiaries health insurance	95.8%	🟢	1.2.1 using a program Coverage for beneficiaries	100%	🟢
					1.2.2 Compliance rateFor health coverage Insurance beneficiaries	93.7%	🟡
Enabled Sector	97.8%	2.1 Developing legislation. Health insurance private sector	96.7%	🟢	2.1.1 Health care providers' satisfaction with the council	100%	🟢
					2.1.2 Satisfaction of the health insurance companies with the council	86.7%	🔴
		2.2 Launch cost in exchange for quality and efficiency	100%	🟢	2.1.3 Paid claims	100%	🟢
					2.2.1 Claims on the basis of the Saudi billing system	100%	🟢
Value-Driven Sector	96.7%	3.1 Launching services and insurance products. Innovative health	100%	🟢	3.1.1 Insurance products	100%	🟢
		3.2 Enhanced monitoring sector	93.3%	🟡	3.2.1 Market indicators published	93.3%	🟡
Progressive Regulator	95.7%	4.1 Resource development finance	100%	🟢	4.1.1 Cumulative surplus	100%	🟢
					4.1.2 Net revenues investment	100%	🟢
		4.2 Improving governance interior	82.8%	🔴	4.1.3 Ratio of expenditures over revenue	100%	🟢
		4.3 Improve knowledge, the employee and their skills and abilities	100%	🟢	4.2.1 Interaction Indicator Employee	82.8%	🔴
					4.3.1 Employees who have been trained	100%	🟢
Digital Transformation	98.1%	5.1 Enable Digital transformation	98.1%	🟢	5.1.1 Shift indicator	97.8%	🟢
					5.1.2 Data quality maturity index	94.7%	🟡
					5.1.3 Cyber security Index	*	*

* According to the policies of the National Cybersecurity Authority, this indicator after its measurement is not publishable.

🟢 Target Achieved   🟡 Target Partially Achieved   🔴 Target Not Achieved

Strategic Performance Summary 2\3

The following tables show the status of the Council's key performance indicators, divided into the pillars and the strategic objectives within each pillar..

The first strategic pillar :Beneficiary-centric

Name of the performance indicator	the weight	Annual Investigator for the year 2023	The Target 2023	Completion rate	Indicator for Polarity	Measurement periodicity	Indicator status
The first objective: increasing beneficiary protection, Description of the objective: Enhancing comprehensive coverage and protection for health insurance beneficiaries by raising their level of insurance awareness.							
Beneficiary satisfaction rate	15%	75%	71.3%	95.1%	Ascending	Quarterly	🟢
The second objective: What is the coverage treatment for beneficiaries? Who is healthy?							
Description of the objective: Ensuring medical coverage for beneficiaries through the Cooperative Health Insurance Fund program, with the aim of covering medical conditions for those who exceed the upper limit of the Unified policy for the insured.							
Use the TG program for your Beneficiaries.	5%	85%	100%	100%	Descending	Quarterly	🟢
Compliance rate with health insurance	10%	95%	89%	93.7%	Ascending	Quarterly	🟡

The second strategic pillar: Enabled Sector

Name of the performance indicator the weight	The weight	Annual Investigator for the year 2023	Target for the year 2023	Completion rate	Indicator for Polarity	Measurement periodicity	Indicator status
Third objective: Developing legislation for the private health insurance sector, Description of the objective: To enable insurance companies and service providers to raise the level of their services to beneficiaries through the presence of advanced regulations and legislation.							
Health Caregiver satisfaction about the Council	2.5%	75%	80.2%	100%	Descending	Annual	🔴
Health and Insurance company's satisfaction about the council	2.5%	75%	65%	86.7%	Descending	Annual	🔴
Paid claims	5%	85%	91.36%	100%	Descending	Quarterly	🟢
Fourth objective: Release cost versus quality and efficiency Description of the objective: All planned activities and their implementation methodology within the framework of the quality system that provides confidence in the efficiency of the product or service and that it will meet with quality requirements. Claims based on the Saudi billing system							
Claims based on the Saudi billing system	5%	93%	95%	100%	Ascending	Quarterly	🟢

🟢 > 95%   🟡 90% - 95%   🔴 < 90%

The third strategic pillar : Value-Driven Sector

Name of the performance indicator	the weight	Annual Investigator for the year 2023	Target for the year 2023	Completion rate	Indicator polarity	Measurement periodicity	Indicator status
Fifth objective: Launching innovative health insurance services and products, Description of the objective: Providing the best high-quality services and health insurance products that meet the needs of beneficiaries in accordance with the Vision 2030 Executive Program. (National Transformation) related to improving the quality and efficiency of health services, and the Council's strategic vision.							
Insurance products	5%	9%	15%	100%	Descending	annual	🟢
Sixth objective: Strengthen sector monitoringDescription of the objective: Strengthen and improve the monitoring of insurance products by the Council and support the sector in adopting health insurance indicators.							
Market indicators published	5%	21%	15%	93.3%	Descending	annual	🟡

The fourth strategic pillar : Progressive Regulator

Name of the performance indicator	the weight	Annual Investigator for the year 2023	Target for the year 2023	Completion rate	Indicator polarity	Measurement periodicity	Indicator status
Seventh objective: Resource development a Finance, Description of the objective: A continuous and organized process that involves various scientific procedures, such as planning, organizing, directing, controlling, and monitoring the use of current and future financial resources.							
Cumulative surplus	6%	7%	10%	100%	Ascending	Quarterly	🟢
Net investment income	2%	2%	6%	100%	Ascending	Quarterly	🟢
Rate of expenses over revenues	4%	71%	65%	100%	Ascending	Descending	🟢

🟢 > 95%   🟡 90% - 95%   🔴 < 90%

Council of Health Insurance

Strategic Performance Summary 2\3

The fourth strategic pillar : Progressive Regulator

Name of the performance indicator the weight	The weight	Annual Investigator for the year 2023	Target for the year 2023	Completion rate	Indicator for Polarity	Measurement periodicity	Indicator status
Eighth objective: improving internal governance, Description of the objective: Improving the effectiveness of administrative procedures to raise the level of control and transparency by achieving operational excellence and concluding strategic partnerships.							
Interaction index	5%	72%	85%	82.8%	Ascending	Annual	🔴
The ninth objective : Improving knowledge of Employee, his skills and abilities Description of the objective: Developing employees and reshaping their skills to achieve the council›s objectives and mission, by creating successful training programs to nurture talents, align with sector needs, and enhance competitiveness.							
Employees who they were trained	3%	186	200	100%	Ascending	Quarterly	🟢

The fifth strategic pillar : Digital Transformation

Name of the performance indicator the weight	The weight	Annual Investigator for the year 2023	Target for the year 2023	Completion rate	Indicator for Polarity	Measurement periodicity	Indicator status
Tenth objective: Enabling digital transformation Objective, Description of the objective: Stimulate the implementation of digital transformation by enabling digital governance of the sector; In fulfillment of the Council's strategy to adopt digitization, apply digital technology, and enhance cyber security, in order to achieve digital maturity For the health insurance sector, by building digitization capabilities and adopting reliable sources of data.							
Digital Transformation Index	10%	90%	88.02%	88.02%	Ascending	Annual	🔴
Quality maturity indicator data	5%	95%	90%	94.7%	Ascending	Quarterly	🟡
Cyber security Index	10%	*	*	*	Ascending	Quarterly	*

* According to the policies of the National Cybersecurity Authority, this indicator after its measurement is not publishable.

🟢 > 95%	🟡 90% - 95%	🔴 < 90%

◤ Status of Strategic Initiatives

The strategic initiatives aim to enhance the capabilities of the Council of Health Insurance and improve its performance to achieve its future goals, and include five strategic Pillars: Beneficiary-centric, an empowered sector, a quality-driven sector, an advanced regulatory destination, and digital transformation. By following up on the initiatives of the previous Pillars, their progress and the Council's commitment to the agenda are ensured. A specific time frame to achieve the specified goals, so that the status of the strategic initiatives reflects the Council's commitment to achieving transformation and continuous development, and enhances its ability to provide high-quality health services in accordance with international best practices.

The first strategic pillar : Beneficiary-centric

The initiative	Description of the initiative	Initiative Status	Actual completion percentage
First objective: Increase beneficiary protection, Description of the objective: Enhancing comprehensive coverage and protection for health insurance beneficiaries by raising their level of insurance awareness.			
Excellence in customer service	Accessing private health insurance services to the highest levels of integration between all parties The relationship with the private health insurance sector, and improving its communication channels with these parties through Comprehensive service center within a framework of measurable governance.	🟢	98%
Guarantee document development and construction program	Council capabilities The initiative aims to develop a beneficiary protection regulation, the basic benefits package, coverage limits, and the insurance medicine guide to ensure the benefit to the beneficiaries.	🟢	100%
Health of health insurance beneficiaries	Promoting comprehensive coverage and protection for beneficiaries, in order to preserve their physical and mental health and activate ways to prevent diseases and promote health.	🟡	72.25%
Second objective: Ensuring effective coverage for health insurance beneficiaries, Description of the objective: Ensuring medical coverage for beneficiaries through the Daman Social Responsibility Program to cover beneficiaries with the aim of covering medical conditions for those who have exceeded the upper limit of the unified policy for the insured. It also aims to enhance comprehensive coverage and protection for beneficiaries, in order to preserve their physical and psychological health and activate ways to prevent diseases.			
Coverage program for health insurance beneficiaries:	Launching and operating a social responsibility guarantee program, and designing and operating a support fund Daman beneficiaries.	🟢	100%

The second strategic pillar : Enabled Sector

The initiative	Description of the initiative	Initiative Status	Actual completion percentage
Third objective: Developing legislation for the private health insurance sector, Description of the objective: To enable insurance companies and service providers to raise the level of their services to beneficiaries through the presence of advanced regulations and legislation.			
A program for classifying and accrediting service providers, qualifying insurance companies, and managing claims	Classification and accreditation of service providers, qualification of insurance companies, management of claims, preparation of standards and relative weight requirements, and activation of new qualification requirements for insurance companies, in addition to classification requirements for health care service providers.	🟡	63.66%
Effectiveness of the regulatory environment	Updating the system and regulations and submitting them for approval, activating the new governance model, in addition to providing legal support for the SHIB contract and digital transformation contracts. Providing legal support to the Executive Management of Legal Affairs, providing legal services for TD&T contracts related to acquisitions, and working to align the proposed governance model with relevant parties.	🟡	70.25%
Fourth objective: launch cost versus quality and efficiency, Description of the objective: Supporting the sustainability of the health system by improving payment systems for health care and raising the quality of health services, which contributes to raising the quality of life for beneficiaries.			
Payment for quality and efficiency	The initiative aims to support the sustainability of the health system by improving payment systems for health care, and raising the quality of health services, which contributes to raising the quality of life for beneficiaries.	🟡	65.75%

🟢 On the track, the difference is 5% or less.   🟡 Behind track, more than 5% to .51%   🔴 Very behind track more than 51%

Strategic Performance Summary 2\3

The third strategic pillar : Value-Driven Sector

The initiative	Description of the initiative	Initiative Status	Actual completion percentage
Fifth objective: Launching innovative health insurance services and products **Description of the objective:** Providing the best high-quality services and health insurance products that meet the needs of beneficiaries in accordance with the Vision 2030 Executive Program. (National Transformation) related to improving the quality and efficiency of health services, and the Council's strategic vision.			
Launching innovative health insurance services and products	Supporting innovation in health insurance services to ensure the provision of new products that enhance quality and efficiency in the sector.	🟢	95.40%
Sixth objective: Strengthen sector monitoring, Description of the objective: Strengthen and improve the monitoring of insurance products by the Council and support the sector in adopting health insurance indicators.			
Strengthening sector oversight	Formulating a policy of private health insurance market behavior, based on private health insurance indicators in the Kingdom, which enhances transparency and competitiveness to achieve quality in health care.	🟡	72%

The fourth strategic pillar : Progressive Regulatory

The initiative	Description of the initiative	Initiative Status	Actual completion percentage
Seventh objective: developing financial resources **Description of the objective:** A continuous and organized process that includes many scientific procedures, such as planning, organizing, directing, controlling and monitoring the use of financial resources. Current and future.			
Develop financial resources	Support and develop financial resources in accordance with the Council's financial regulations	🟢	100%
Eighth objective: improving internal governance, Description of the objective: Improving the effectiveness of administrative procedures to raise the level of control and transparency by achieving operational excellence and concluding strategic partnerships			
Operational excellence	The Operational Excellence Initiative undertakes projects aimed at raising the level of quality in the services provided by the Council by working to raise internal governance and supporting the development of human resources.	🟡	90.17%
Strategic partnerships	Because partnerships are important in harmonizing, coordinating, and integrating work between the Council and the business And other entities, the Strategic Partnerships Initiative comes as an umbrella for developing and activating partnerships In all executive departments.	🟡	62%
Ninth objective: Improving the employee's knowledge, skills, and abilities **Description of the objective:** Develop employees and reshape their skills to achieve the Council's goals and mission, by building successful training programs to develop talent, align with the sector's needs, and enhance competitiveness.			
Improving employee knowledge, skills and abilities	Improving employee knowledge, skills, and abilities through a set of guidance programs to hone employee skills, in addition to aligning the organizational requirements of the structure, and implementing a talent development program.	🟢	100%

🟢 On the track, the difference is 5% or less.   🟡 Behind track, more than 5% to .51%   🔴 Very behind track more than 51%

The fifth strategic sector pillar : Digital Transformation

The initiative	Description of the initiative	Initiative Status	Actual completion percentage
Tenth objective: Enabling Digital Transformation **Description of the objective:** Stimulate the implementation of Digital Transformation by enabling digital governance of the sector; In fulfillment of the Council's strategy to adopt digitization, apply digital technology, and enhance cyber security, in order to achieve digital maturity for the health insurance sector, by building digitization capabilities and adopting reliable sources of data.			
Cyber security portfolio	Business continuity and risk assessment, establishing a center for managing cyber security operations, developing operational projects for protection and defense, assessing compliance, developing cyber security maturity and requirements, and other related services.	🟢	96%
Enhancing the digital maturity of the sector	Launching several initiatives to enhance digital maturity in the private health insurance sector, such as launching An indicator for measuring the digital maturity of insurance companies and health service providers.	🟡	90%
Private health insurance	Innovating and developing the digital services provided by the Council to all stakeholders in the sector. Building and developing technical capabilities, including human resources and tools, which contribute to achieving the vision and goals of the Council.	🟢	98%
Digitization of services provided to the sector	A platform concerned with facilitating the exchange of health information for patients and sharing financial and administrative data that provides vision and transparency for all beneficiaries.	🟡	88.33%
Building the technical capabilities of the Council	Supporting the sector by facilitating the conclusion of strategic partnerships and initiatives with leading bodies and institutions locally and globally to empower the digital sector.	🟢	100%
Launching the Nphies platform Empowering the sector digitally through partnerships and initiatives	Upgrading the infrastructure of servers, networks and databases in terms of absorption, storage and processing capacity to achieve the greatest possible extent of data analysis and transforming it into information and knowledge that benefits the final beneficiary.	🟡	92%
Develop data infrastructure and operational capabilities	Unifying the data source with a unified reliable source for data dissemination, review and governance to be consistent with compliance with the legislation of the Saudi Data and Artificial Intelligence Authority to control and monitor data to reach those who deserve it.	🟡	80%
Create a reliable source of data Inferring knowledge from data and information	Relying on data analysis and visualization processes to benefit from them in making decisions that help empower the insurance sector and ensure its continuity and development to achieve the greatest degree of quality, effectiveness and speed of response.	🟢	100%

🟢 On the track, the difference is 5% or less.   🟡 Behind track, more than 5% to .51%   🔴 Very behind track more than 51%

Strategic Performance Summary 2\3

Key Initiatives Achieved In 2023

The launch of services and products

A program for classifying and accrediting service providers, qualifying insurance companies, and managing claims.

The Launch Of The National Health Platform "Nphies"

Coverage program for health insurance beneficiaries

Strategic partnerships

Effectiveness of the regulatory environment

Strengthening sector oversight

Improving employee knowledge, skills and abilities

The extent of beneficiaries' satisfaction with the services provided:

The Council of Health Insurance aims to protect the rights of private health insurance beneficiaries, raise their level of insurance awareness, and preserve and protect the rights of beneficiaries, which is what the Council's work mechanism included by following up on complaints, verifying them, and taking action Necessary actions; The Council also worked on a customer service excellence program to achieve the first strategic pillar (Beneficiary-centric).

The strategy was developed by studying customer journey maps and analyzing them.

It studied the feedback and challenges faced by the beneficiaries, and studied the benchmark comparisons that included development projects to improve the beneficiaries' experience. The Council also provides direct services to the beneficiaries through direct communication, service centers, or electronic platforms via the centre of communication, whose work revolves around providing communication and marketing services through various available channel. Including telephone, whether outgoing or incoming, and email.

The Insurance Coverage for Beneficiaries	11.94 million

Growth in the number of health insurance beneficiaries (2021, 2022, 2023)

- Visitors Health Insurance
- Pilgrims Health Insurance
- Tourists Health Insurance
- Private Health Insurance

2021 — 9,803K, 110K, 172K, 844K
2022 — 11,538K, 1,073K, 4,372K, 2,857K
2023 — 12,008,073K, 1,644K, 9,074K, 4,417K
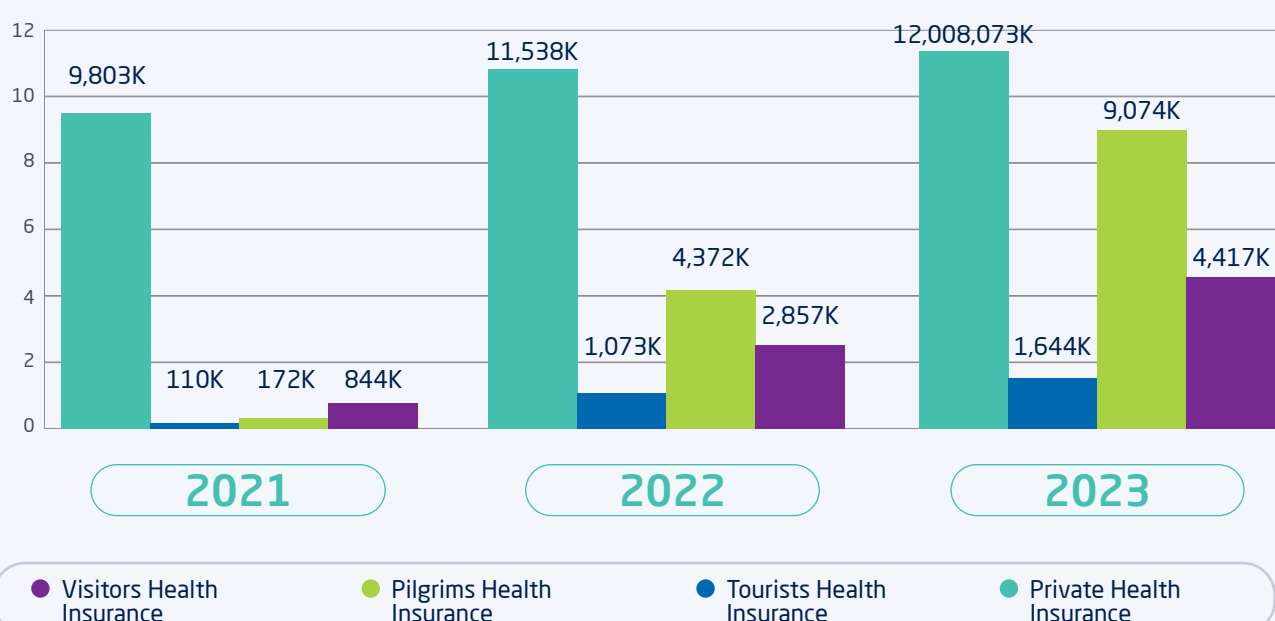
Strategic Performance Summary 2\3

The stages that the client goes through:

Before Receiving the Service

- Obtain insurance coverage
- Understand insurance services and coverage
- Knowledge of rights

During the Service

- Access to the service
- Interacting with a health care provider
- Request medical approval
- Get the service

After Receiving the Service

- Communicate with the Security Council when needed
- Submitting complaints and suggestions to the Council of Health Insurance
- Contact the health insurance company if necessary
- File a complaint with the insurance company when necessary

Health Insurance Beneficiary Experience

This encompasses the assessment of health insurance beneficiaries through a set of indicators evaluating the beneficiaries' experience and satisfaction from receiving their insurance benefits to accessing healthcare. This is achieved through the distribution of questionnaires that include:

- Overall evaluation of the Council of Health Insurance and satisfaction level with provided services.
- Services of health insurance companies, including comprehensiveness of information and performance of customer service centers.
- Evaluation of healthcare providers for:
- Inpatients.
- Outpatient clinic patients.
- Emergency patients.
- Medical approval mechanisms and satisfaction with the coordination between health insurance companies and healthcare providers, including clarity of reasons for any rejections, if applicable.

Methodology

These studies are conducted through scientifically reliable Ganey Press questionnaires that measure the experience of beneficiaries and patients, and are measured using a Likert scale from 1-5, and then the average score is calculated for each scale at the insurance company level in health care providers and health care providers, and questionnaires are sent via text messages to beneficiaries during One day after receiving the service.

Information Resources

Press Ganey survey to measure beneficiary experience

Council of Health Insurance data (Nphies platform call center)

The Survey

0%	25%	50%	75%	100%
Very bad	Bad	Neutral	Good	Very good
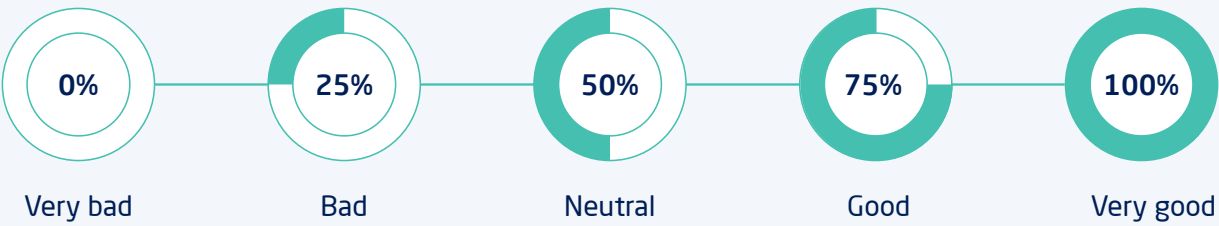
Strategic Performance Summary 2\3

In measuring beneficiary satisfaction, the Council also relies on the use of a number of channels and methods, including workshops and opinion polls. In the following model, we find out how beneficiary satisfaction is measured in a questionnaire Explains the name of the questionnaire, the type of questionnaire (quarterly, semi-annually, annually), and the goal. From this questionnaire and the outputs.

Survey name	Survey type	Objective
Beneficiary experience questionnaire	Quarterly	Measuring the beneficiaries' experience with the Security Council, insurance companies, and the medical approvals process.
Qualification and accreditation questionnaire	Yearly	Measuring the experience of insurance companies and caregivers on behalf of the Council regarding the services provided in qualification and accreditation.
Employer questionnaire	Yearly	Measuring employers' experience with the insurance process and insurance companies.

The Council succeeded in improving the beneficiaries' experience for the sake of beneficiary satisfaction in 2023. Among the most prominent of these achievements are:

| Achievements	Statistics
Preparing and publishing beneficiary experience reports in general on social media and the website every quarter	4 reports.
Contact center service excellence framework.	Training of 100% of call center representatives
Forum for improving the beneficiaries' experience with stakeholders.	2 Forums
Regular in-person and virtual meetings with insurance companies and care providers to review indicators and develop plans to improve the beneficiaries' experience and follow them up.	4 virtual meetings (webinar) 10 field visits to the largest insurance companies and care providers
Social media analysis.	

Performance indicators for healthcare providers (PREMs)

Inpatient experience

88.83
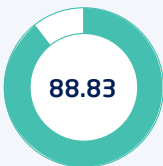
Patient experience in the emergency

72.29
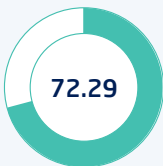
Patient experience in outpatient clinics

77.5
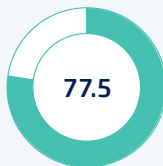
All communication channels in the Council are automated through several systems
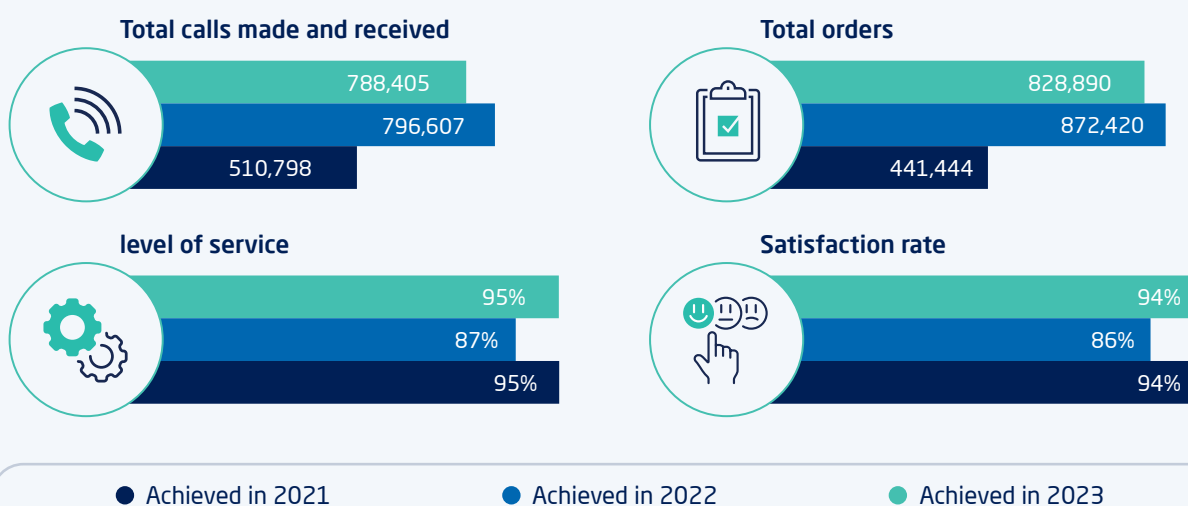
CRM customer service system

Call center system (Genesis)

Social media (Sprinkler)

Between the years 2021, 2022, and 2023

Total calls made and received
- 788,405
- 796,607
- 510,798

Total orders
- 828,890
- 872,420
- 441,444

level of service
- 95%
- 87%
- 95%

Satisfaction rate
- 94%
- 86%
- 94%

● Achieved in 2021   ● Achieved in 2022   ● Achieved in 2023

The Beneficiaries' Satisfaction

80% Service providers satisfaction rate

65% Insurance companies satisfaction rate

71% Beneficiaries satisfaction rate

95% Percentage of time taken to complete beneficiary services

Strategic Performance Summary 2\3

A Comprehensive look at the Council's Performance in Serving Beneficiaries in 2023

Total Number Of Calls and Requests During The Year 2023

788,405
Number of received and outgoing calls

611,006
Receiving and processing call center requests

87,604
Receiving and processing website requests

36,003
Receiving and processing smartphone application requests

35,348
Receiving and processing INF mail requests

46,816
Receiving and processing social media requests

1,617,295
Total number of calls and requests

Comparing the Numbrt of Calls and Requests between 2022 and 2023

Number of calls and requests

1,617,295
1.669,365

Difference 3.12%

Number of responses on social media platforms

46,816
40,359

Difference 16.00%

● Achieved in 2022   ● Achieved in 2023

◢ Assignments and directions

The assignments and directives received by the Council during the reporting period and what was done regarding them, as many decisions/telegrams were issued in 2023 and were completed in 2023

Model No. (3): Statement of assignments and directives - and what was done regarding it during the fiscal year: 1444/1445 AH

Systematic tools						
No.	Decision type	Number	Date	Special tool topic	The work that was done regarding it	Implementation status statement
1	Cabinet decision	(85)	1445/1/28	Approval of the establishment of the Insurance Authority.	Jurisdiction of the Council of Health Insurance	Implemented
2	Cabinet decision	(377)	1444/6/3	Controls of government agencies' contracts with companies that do not have a regional headquarters in the Kingdom and related parties.	Cabinet decision	(377)
3	Cabinet decision	(14)	1445/1/2	Rules for regulating free and open source government software.	Cabinet decision	(14)
5	Royal Court	(99156)	1445/1/21	Studying the challenges of investors in the health sector in the Kingdom and proposed recommendations.	Royal Court	(99156)

Key Achievements and Accomplishments 2\4

The Council's Operational and Capital Work Achievements During the Year 2023

By the grace and favor of Allah, the Council achieved significant milestones in 2023. These accomplishments were spread across the strategic pillars of the Council within the framework of its operational initiatives. Table 8 highlights the most notable strategic works and their economic and social impacts.

Summary of Key Achievements and Accomplishments

During the year 2023, the Council succeeded in achieving many accomplishments distributed among five pillars within the framework of it's operational initiatives, which collectively amounted to many achievements that reflected the level of performance in the work of the council. The Council and its various departments were among the most notable of these achievements, and all of these achievements will appear in conjunction with the pillars and initiatives in the following pages of this annual report

	Achievements
Beneficiary-centric	1. Launch of the Medical Evidence Project.
	2. Launch of the primary care improvement program.
	3. Empowering the beneficiary at a rate of 95.4% through the beneficiary experience improvement project.
	4. Preparing professional periodic reports that reflect the Council's work.
	5. Building a dedicated path for beneficiary suggestions.
	6. Launching an insurance inquiry service for visitors/tourists/Umrah pilgrims and pilgrims.
	7. Improving procedures for working on complaints.
	8. Launching the Knowledge Center service to improve the beneficiary experience.
	9. Launching a regulation for dealing with visitors to the Customer Assurance Center.
	10. Achieving a score of 70.3% in the Ganey Press evaluation, an increase of 3.1% compared to 2022.
	11. Developing a system for submitting insurance documents for tourists, pilgrims, premium residency holders, and visitors.
	12. Launching a premium residency policy.
	13. Digital Certification.
	14. Implementing the Insurance Medicines Guide and applying the generic names of medicines.
	15. Mechanism for treating dental emergencies in the insurance sector.
	16. Operating the Sprinkler platform to manage Social Media platforms.
	17. Efforts of collaboration between the Council of Health Insurance and the Authority for the Care of Persons with Disabilities to empower this group and improve the quality and efficiency of the health services provided to them.
	18. Achievements of the Medical Coding Compliance Guarantee Fund.
	19. Electronic Inspection System (Sahab).

Enabled Sector

Achievements

20. Preparing and evaluating the sector according to the developed standards.

21. Outing the accreditation and qualification journey by launching the one-day initiative.

22. Increase brand awareness among beneficiaries.

23. Activating the application of Article 11.

24. Implementing the partnership and communication plan

25. Launching the "Report Daman" service for fraud/abuse reports.

26. Organizing more than 50 workshops for the sector.

27. Adding 3 special accommodation packages.

28. Technical connectivity with a number of government institutions' systems.

29. Launching a number of policies

30. Launching the regulatory documents design guide.

31. Accreditation of three training programs in medical coding and health information management.

32. Covering more than 93% of the total health insurance sector.

33. Qualifying and enabling more than 1,048 establishments to join the Nphies platform.

34. Launching the insurance status verification service for a group of beneficiaries.

Progressive Regulator

Achievements

35. Launching the Daman Excellence Award.

36. Launching the "Beneficiary Service is Trust" initiative.

37. Preparing a file that includes the most prominent and important events and conferences locally and internationally in the following fields:
- Artificial Intelligence.
- Digital Transformation.
- Health Insurance
- Healthcare.
- Information technology.
- Data management.
Conduct an internal questionnaire for management employees to find out what events and conferences employees would like to participate in. Cooperating with Gartner and creating a file that includes many workshops and training courses in multiple fields.

38. Developing a new employee preparation program and achieving an impact on the speed of employee integration.

39. Implementing 50 introductory tours for Council employees and external parties at the documents and archives centers, providing an introduction to the nature of work and projects.

40. Receiving 3 external parties and providing them with information and experience:
    1. The Royal Commission for the City of Mecca and the Holy Sites.
    2. General Directorate of Narcotics Control.
    3. National Center for Documents and Archives.

41. Implementing the regulations and legislation of the Local Content and Government Procurement Authority.

42. Implementation of conditions and specifications sheets in accordance with the Authority for Spending Efficiency and Government Projects.

43. Continuous development of the ERP system, especially with regard to the Etimad platform.

44. Achieving a return on investment of 10% and an amount of approximately 138 million over the approved rate of 217%.

45. Collecting all council revenues in excess of the approved amount estimated at 20%.

Key Achievements and Accomplishments 2\4

Summary of Key Achievements and Accomplishments

Value-driven Sector	Achievements
	46. Activating the role of financial oversight to comply with all requirements of regulatory authorities.
	47. Launching the hashtag #Daman_cares
	48. Issuing a quality certificate for the Council's procedures and systems.

Digital Transformation	Achievements
	49. Launching a data access request service.
	50. Establishing the Nphies platform as the largest project for the health sector in collaboration with the National Health Information Center.
	51. Achieving the level of integration in the digital transformation measurement assessment 2023.
	52. Access to more than 243 million insurance transactions through the platform.
	53. Launching the experimental environment for startups in the health sector.
	54. Launching the Information Technology Service Management (ITSM) system.
	55. Participating in the 2023 IDC conference through a special pavilion for the Council and reviewing the Council's most prominent digital projects: - CRM. - DARS. - Nphies. - IHUB.
	56. IHub Initiative (Innovation Hub).
	57. Successfully completing the technical preparation of the operations and performance monitoring center.
	58. Launching the new customer service system.
	59. Obtaining the third level in the National Methodology for Enterprise Architecture.
	60. Providing technical support to the Council with a total of 4,242 tickets and a satisfaction rate of 93.6%.
	61. Launching the application monitoring system.
	62. Launch the data leak prevention tool.
	63. Participation in the Smart Healthcare Conference 2023.
	64. Launching and inaugurating Nphies Academy.
	65. Launching a secure and remote access tool for users of the Council's network and application.
	66. Participating in the Insur Tech Forum in January 2023 and highlighting the IHUB Innovation Accelerator initiative.
	67. Launching a package of digital services and platforms internally and externally.
	68. Participation in the Digital Transformation Summit in August.
	69. Launching the systems testing life cycle system.
	70. Launching a comprehensive website and directory for all family medicine physicians and primary care practitioners.
	71. Developing the HIDP insurance documents upload system.
	72. Start working on leading and implementing the NPHIES Benefits Realisation project.
	73. Update the medical evidence page.

Achievements

Digital Transformation

74. New complaints management system.

75. Launching the second version of the Saudi billing system.

76. Launching 100% data self-service.

77. Achieving operational and sector performance status.

78. The fraud system dashboard is 70% complete.

79. Launching the Digital Accreditation Rating System (DARS).

80. Launching the third phase to qualify and empower the sector to join the Nphies platform.

81. Prevent data leakage.

82. Block threatening messages via email gateway.

83. Sandbox

84. Building a virtual private network consisting of 92 applications designed for remote access.

85. Firewall

86. Achieving 100% in awareness communication.

87. Demo data container.

88. Digital circuit

89. Reference data.

90. Cloudera Data Platform.

91. Data governance and management and privacy.

Key Achievements and Accomplishments 2\4

Achievements of the first pillar.: Beneficiary-centric

The Council's medical evidence policy works to provide specific guidelines and procedures that ensure transparency and reliability in making medical decisions and Beneficiary-centric of medical services with the highest degree of quality and effectiveness.

1

The Achievement   Launch of the Medical Evidence Project.

The Goal   Increase the protection of beneficiaries by adopting medical evidence based on modern scientific recommendations, which explains the scope of clinical practice to improve the quality of healthcare through a unified reference for healthcare providers and insurance companies.

The Pillar   Beneficiary-centric

2

The Achievement   Launch of the Primary Care Improvement Program.

The Goal   An ambitious, integrated program consisting of a group of initiatives that include: Policies, standards and implementation plan to advance primary care in the private insurance sector for insurance beneficiaries.

The Pillar   Beneficiary-centric

3

The Achievement   Beneficiary empowerment at a rate of 95.4% through the beneficiary experience improvement project.

The Goal
- Increase beneficiary protection.
- Ensuring effective coverage for health insurance beneficiaries.

The Pillar   Beneficiary-centric

The project has contributed to improving the beneficiary's experience by increasing the beneficiary empowerment rate to 95.4%. This achievement represents the council's ongoing efforts to enhance beneficiary protection and ensure effective coverage for health insurance beneficiaries. Through this project, the beneficiary's experience has been enhanced, and the quality of health services provided to them has been improved, which helps in boosting their confidence in the healthcare system and increasing their benefit from the services more effectively and efficiently.

4

The Achievement   Preparing professional periodic reports that reflect the Council's work.

The Goal   Empowering stakeholders to continuously improve and make appropriate decisions.

The Pillar   Beneficiary-centric

One of the tangible achievements achieved by the Council of Health Insurance is the preparation of periodic reports. This is with the aim of enabling stakeholders to continuously improve and make appropriate decisions. This achievement comes within the framework of the strategic pillar. to empower beneficiaries; The Council works to provide sufficient and accurate information to stakeholders on a regular basis through organized and regular reports. These reports include a comprehensive analysis of the performance, developments and challenges facing the health sector, which enables stakeholders to take the necessary actions and make informed decisions based on accurate data and reliable information.

Key Achievements and Accomplishments 2\4

5

The Achievement   Build a dedicated path for beneficiary suggestions.

The Goal   Developing and improving the services provided and the regulations and policies associated with them.

The Pillar   Beneficiary-centric

Since the Council is responsible for developing and improving the services provided and the regulations and policies associated with them. It has built a dedicated line for beneficiaries' suggestions. This achievement comes within the framework of the strategic pillar to empower beneficiaries; The Council strives to interact with beneficiaries' suggestions and transform them into effective measures that contribute to developing the health system in a sustainable manner. Through this dedicated path, beneficiaries are able to express their opinions and suggestions directly, which contributes to improving their experience and increasing their satisfaction with the health services provided to them.

6

The Achievement   Launching the insurance inquiry service for visitors/tourists/Umrah pilgrims.

The Goal   Launching the insurance inquiry service for visitors/tourists/Umrah pilgrims and pilgrims: Providing the service to any visitor to know the type of insurance and its validity period, simplifying operations and improving the visitors' experience.

The Pillar   Beneficiary-centric

One of the notable achievements made by the Council in 2024 is the launch of the insurance inquiry service for visitors, tourists, Umrah pilgrims, and pilgrims. This achievement comes within the framework of the strategic pillar to empower beneficiaries; it aims to facilitate the process of inquiring about the health insurance status of individuals coming to the Kingdom for tourist or religious purposes. Through this service, visitors, Umrah and pilgrims can check their insurance coverage and ensure the availability of during their stay in the Kingdom. This service is provided directly via the Internet or through available means of communication, which facilitates the inquiry process and ensures that the necessary information is provided to beneficiaries quickly and effectively.

⑦

The Achievement	Improving procedures for working on complaints.
The Goal	Improving procedures for working on complaints: Improving the response to beneficiaries' complaints to enhance their satisfaction.
The Pillar	Beneficiary-centric

This achievement aims to improve the process of submitting complaints and treating them more effectively. Through this achievement, the Council seeks to enhance communication with beneficiaries and better meet their needs and requirements. This is done by developing the mechanisms and methods used in receiving and processing complaints. These improvements include simplifying procedures, improving response time and increasing transparency in handling complaints. This achievement aims to enhance the confidence of beneficiaries in the Council's services and ensure that they receive appropriate care and support in the event of any problems or inquiries.

⑧

The Achievement	Launching the Knowledge Center service to improve the beneficiary experience.
The Goal	Launching the Knowledge Center Service: Improving the beneficiary experience, to provide a reliable source of information and support to beneficiaries.
The Pillar	Beneficiary-centric

The Knowledge Center service was launched to improve the user experience. It aims to provide a reliable and comprehensive source of knowledge and information for beneficiaries, with the aim of enhancing their understanding of health services, their rights, and the procedures available to them.

Key Achievements and Accomplishments 2\4

9

The Achievement	Launching a regulation for dealing with visitors to the Customer Guarantee Center.
The Goal	Launching the regulations for dealing with visitors to the Customer Assurance Center: Defining procedures and policies related to the center's dealings with its visitors to provide clear guidelines to enhance the visitors' experience.
The Pillar	Beneficiary-centric

This achievement was worked on to provide a clear and specific framework for the process of dealing with visitors to the Customer Assurance Center, with the aim of improving their experience and ensuring the provision of high-quality service in accordance with the approved standards. The proposal aims to enhance the transparency and effectiveness of the process of interaction with visitors and direct them properly to meet their needs and requirements.

10

The Achievement	Achieving a score of 70.3% in the Press Ganey evaluation, an increase of 3.1% compared to 2022.
The Goal	Achieving a score of 70.3% in the Press Ganey evaluation: Improving the level of beneficiary satisfaction and providing distinguished health services, to increase the level of satisfaction by 3.1% compared to the previous year, which reflects an improvement in the evaluation of services.
The Pillar	Beneficiary-centric

During the year 2023, the Council was able to achieve an evaluation rate of 70.3% in the Press Ganey evaluation, a number that reflects remarkable progress compared to the previous year. The increase in this evaluation amounted to about 3.1%, which reflects the continuous efforts made by the Council to improve the beneficiaries' experience.

(11)

The Achievement

Developing a system for submitting insurance documents for tourists, pilgrims, premium residency holders, and visitors.

The Goal

Developing the system for submitting insurance documents for tourists, visitors and premium accommodation by taking the following steps:
- Designing an inquiry interface that provides detailed information about the tourist's insurance policy.
- Cooperating with insurance companies to improve their performance and quality.
- Adding 3 new insurance services companies.
- Increasing the number of nationalities covered to 6 new nationalities.
- Design an interface to exclude the visa barrier to facilitate manual uploading.
- Adding new companies in the field of insurance.
- Organising a joint workshop with data management and insurance companies to determine the minimum number of service providers on the networks.
- Participate in developing 3 options for the categories that the customer can choose when submitting the insurance application.

The Pillar

Beneficiary-centric

The system for uploading insurance documents for tourists, Umrah pilgrims, premium residency holders and visitors has been developed and the following improvements have been made:

- Inquiry screen for detailed information about a tourist policy.
- Working with some insurance companies to improve their performance.
- Manual lifting phase exception screen.
- Adding 3 new companies.

- Added 6 new nationalities.
- Holding a workshop in cooperation with the Data Department and insurance companies in preparation for imposing the minimum number of providers.

Service on networks:

Participate in developing 3 options for service categories for the customer, to choose one of them when applying for insurance.

(12)

The Achievement

Launching a premium residency policy.

The Goal

Insurance coverage for premium residence policy holders: Clarifying the necessary procedures to activate mandatory health insurance for premium residency holders; Which helps them understand their rights and the services available to them.

The Pillar

Beneficiary-centric

Key Achievements and Accomplishments 2\4

13

The Achievement	Digital Certification
The Goal	Document governance and certified digital signature Reducing financial costs related to printing.
The Pillar	Beneficiary-centric

During the year 2023, the Council was able to implement the digital certification initiative, which is an important step towards improving its governance documents and enhancing confidence in the approved digital signature. This achievement comes within the framework of ongoing efforts to enable Beneficiaries and improving their experience. One of the main objectives of the initiative is to reduce the financial costs involved by printing, which contributes to achieving financial efficiency and providing additional resources to develop health services.

14

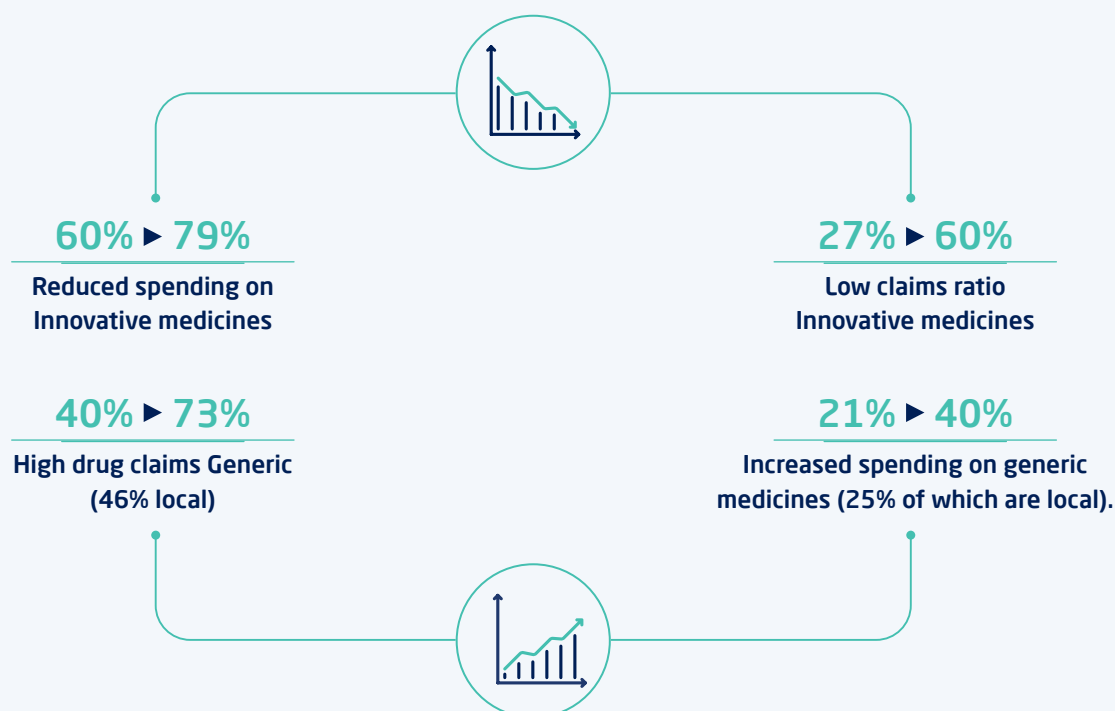| The Achievement	Implementing the Insurance Medicines Guide and applying the generic names of medicines.
The Goal	Reducing the total cost of spending on medications.
The Pillar	Beneficary-centric

Thanks to the application of the insurance medicines guide and the application of dispensing of generic names of medicines, the insured are able to obtain To obtain the necessary medications at a lower cost, this approach is based on encouraging the use of generic medications instead of generic medications expensive brands, which contributes to reducing overall medical expenses and reducing the cost of ivory for beneficiaries. In addition, the Insurance Medicines Guide application provides comprehensive information about medicines covered by health insurance, This makes it easier for beneficiaries to obtain the necessary knowledge about available medications and their costs, and thus they can make better decisions about their medical treatment. This contributes to improving the quality of health care and increasing health awareness with the beneficiaries.

Impact of the application compared to 2019 data

60% ▶ 79%
Reduced spending on Innovative medicines

27% ▶ 60%
Low claims ratio Innovative medicines

40% ▶ 73%
High drug claims Generic (46% local)

21% ▶ 40%
Increased spending on generic medicines (25% of which are local).

---

(15)

The Achievement — Mechanism for treating dental emergencies in the insurance sector.

The Goal — Mechanism for treating dental emergencies in the insurance sector: Clarifying the services defined for dental emergency cases in the insurance sector to beneficiaries, service providers and insurance companies, which contributes to clarity regarding the insurance services covered for these cases.

The Pillar — Beneficiary-centric

As part of the Council's continuous efforts to improve the beneficiary's experience, it launched in 2023 the mechanism for treating dental emergencies in the insurance sector. This mechanism aims to provide effective and rapid treatment services for dental emergencies. Which contributes to providing comprehensive and integrated health care to beneficiaries. Through this achievement, the Council seeks to achieve the goal of Beneficiary-centric and ensuring the provision of urgent and appropriate health care in times of emergency to ensure their comfort and safety.

Key Achievements and Accomplishments 2\4

16

The Achievement — Operating the Sprinkler platform to manage social media platforms.

The Goal — Enhancing the presence of the Council of Health Insurance on social media platforms.

The Pillar — Beneficiary-centric

The Sprinkler platform is considered a tool for organizing and scheduling social media content and monitoring the performance of campaigns in an integrated manner. It helps the marketing and communication team at the Council of Health Insurance to easily schedule content on social media platforms, and manage several accounts on the social media platforms Social activities at the same time, which saves time and effort. In addition to enhancing effective coordination and cooperation between various departments and specialisations through one platform.

17

The Achievement — Efforts of cooperation between the Council of Health Insurance and the Authority for the Care of Persons with Disabilities aim to empower this group and improve the quality and efficiency of health services provided to them.

The Goal — Providing universal and equal access to health services. Enhancing awareness and education about the rights of persons with disabilities.

The Pillar — Beneficiary-centric

Caring for and empowering people with disabilities is one of the priorities of the parties concerned with this category, and requires combined efforts from all concerned parties in order to achieve this. The Council and the Ministry of Health, in cooperation with the Authority for the Care of Persons with Disabilities, have provided joint efforts to review the challenges facing this important group and determine the steps. necessary to improve and enhance their quality of life

Among these important initiatives are:

- Create a unified guide for medical devices.
- Aligning with relevant authorities to obtain their support in providing governed medical evidence to serve persons with disabilities.
- List the challenges to study the possibility of adding them in the next update to the benefits package.
- The Council's participation in the workshops held by the Authority.

18

The Achievement   Achievements of the Medical Coding Compliance Guarantee Fund.

The Goal   It has a major role in the medical process by converting the reports written by doctors in the patient's medical record into alphabetical and numerical codes by reviewing, analyzing and translating medical information using an international health classification system to improve the quality of healthcare.

The Pillar   Beneficiary-centric

This achievement is considered one of the Council's most important achievements during the year 2023 and one of our important achievements in the field of health care. Medical coding is considered one of the basic elements in managing health information and documenting medical services provided to patients. Thanks to the commitment to accurately apply medical coding, the accuracy of documentation of health conditions has been improved and communication between various health authorities has been facilitated. This achievement aims to provide a safe and reliable health environment for beneficiaries, and to ensure the accuracy and speed of documentation of medical information, which contributes to improving the quality of health care in general.

19

The Achievement   Electronic inspection system (Sahab).

The Goal   Improving the efficiency of oversight and follow-up while enhancing the Council's ability to monitor and improve the performance of the health insurance sector.

The Pillar   Beneficiary-centric

The electronic inspection system is considered a vital tool for strengthening the Council's efforts in the field of oversight and follow-up, and achieving the maximum level of quality in the health insurance sector by facilitating inspection and monitoring processes, in addition to providing reliable data An event related to the performance of insurance companies and health service providers, which contributes to making the right decisions based on accurate information

It also contributes to improving its performance and achieving maximum benefit and quality in the health insurance sector.

Key Achievements and Accomplishments 2\4

<div style="text-align:center">

Achievements of the second pillar.: Enabled Sector

</div>

The efforts of the Council of Health Insurance are focused on developing and improving the systems and legislation necessary to empower the health insurance sector in the Kingdom. The Council works to enhance the capabilities of this sector through participatory and complementary partnerships with all relevant parties. The Council also seeks to achieve integration in internal and external oversight, and seeks to avoid overlap and duplication by relying on two basic departments: the Executive Department for Legal Affairs and the Internal Audit Department.

(20)		
	The Achievement	Preparing and evaluating the sector according to the developed standards.
	The Goal	Preparing and evaluating the sector according to the developed standards: Ensure that the developed standards are applied effectively and take concrete actions to improve infrastructure, enhance capabilities, and develop policies and procedures to ensure that the developed standards are achieved.
	The Pillar	Enabled Sector

The Council of Health Insurance successfully implemented a comprehensive program to prepare and evaluate the health insurance sector on the standards developed during the year 2033, as it held 16 specialized workshops to prepare service providers. These workshops are designed to provide a stimulating environment to analyze and evaluate the performance of service providers in accordance with new and updated standards, and to ensure their compliance with the required quality and efficiency standards.

21

↗ **The Achievement**   Outlining the accreditation and qualification journey by launching the one-day initiative.

◎ **The Goal**   Approval of service providers within one business day.

🛡 **The Pillar**   Enabled Sector

This achievement is considered one of the Council's most important achievements during the year 2023 and one of our important achievements in the field of health care. Medical coding is considered one of the basic elements in managing health information and documenting medical services provided to patients. Thanks to the commitment to accurately apply medical coding, the accuracy of documentation of health conditions has been improved and communication between various health authorities has been facilitated. This achievement aims to provide a safe and reliable health environment for beneficiaries, and to ensure the accuracy and speed of documentation of medical information, which contributes to improving the quality of health care in general.

22

↗ **The Achievement**   Increase brand awareness among beneficiaries.

◎ **The Goal**   Brand awareness among beneficiaries:
A research study was conducted to measure beneficiaries' awareness of the brand in the health insurance sector. Questionnaires were used to measure the indicator and analyze the results to guide strategies. Communication and brand building; This contributes to improving marketing and promotion campaigns and reaching targeted audience groups effectively.

🛡 **The Pillar**   Enabled Sector

Increasing the rate of brand awareness among beneficiaries is an important achievement that enhances communication and trust between the organization and beneficiaries. The Council was able to achieve this achievement by launching targeted awareness campaigns, providing high-quality services that exceed the expectations of beneficiaries, and providing them with positive experiences. The Council also used social media and websites to offer condolences Increase brand awareness and provide useful and attractive content that attracts the attention of beneficiaries and achieves their interaction.

Key Achievements and Accomplishments 2\4

(23)

The Achievement   Activating the application of Article 11.

The Goal   Activation of Article No. 11:
This article aims to regulate the relationship of cooperation between government companies and the insurance sector and define a clear legal framework for the provision of government services, and it is one of the provisions of the regulation.
Executive Board of the Council and is considered a unified contract between government companies and the insurance sector.

The Pillar   Enabled Sector

(24)

The Achievement   Implementing the partnership and communication plan.

The Goal   Implementation of the partnership and communication plan:
Identify appropriate communication channels to enhance communication and cooperation between partners, follow up on the progress of the plan, and evaluate the results regularly. This enhances the implementation of the plan, cooperation and coordination, and contributes to achieving joint success.

The Pillar   Enabled Sector

(25)		
The Achievement	Launching the "Report Daman" service for fraud/abuse reports.	
The Goal	Launching the Report Daman fraud/abuse service: Providing a mechanism for reporting fraud and abuse and ensuring speed of response to improve the protection of beneficiaries.	
The Pillar	Enabled Sector	

The Council launched the new Baghd Daman service in 2023, which aims to enhance protection and security for all beneficiaries. This service comes within the framework of the Council's commitment to combating fraud, waste and abuse in the insurance sector the healthy diet

The Report Daman service allows beneficiaries to report any cases of fraud or misuse related to health insurance. Where beneficiaries can contact the council through the available channels and submit their complaints with complete confidentiality and ease.

Reflect the service amount guarantee

Council's commitment to provide a safe and fair environment for beneficiaries.

Improve oversight of the health insurance sector.

Enhancing security in the health insurance system.

Enhancing transparency and integrity in the sector.

Key Achievements and Accomplishments 2\4

26

The Achievement   Organizing more than 50 workshops for the sector.

The Goal   Competency development for finance staff:
Obtaining professional certificates through 50 training courses for financial affairs employees to enhance their skills and increase their efficiency.

The Pillar   Enabled Sector

During the year 2023, the Council organized more than 50 successful workshops for the sector. This is within the framework of its commitment to strengthen communication and continuous cooperation with its partners in the health sector. These workshops included many important and diverse topics of interest to health service providers and insurance companies, including topics of continuous improvement, service development, operational and legal challenges, and main directions for improving quality services, in addition to clinical evidence workshops.

These workshops contributed to:

- Providing an opportunity for direct interaction and exchange of experiences and ideas between companies and service providers.
- Building bridges of cooperation and mutual understanding.
- Enhancing the quality of services and developing the health insurance sector in general.

27

The Achievement   Adding 3 special accommodation packages.

The Goal   Insurance coverage for premium residence policy holders:
Clarifying the necessary procedures to activate mandatory health insurance for holders of premium residency, which helps them understand their rights and the services available to them.

The Pillar   Enabled Sector

28

The Achievement

Technical connectivity with a number of government institutions' systems.

The Goal

Technical connectivity with a number of government agencies' systems, including:
- General Organization for Social Insurance.
- Ministry of Human Resources and Social Development.
- Ministry of Tourism.
- Distinguished Residence Center.

The Pillar

Enabled Sector

Technical linkage has been made with a number of leading government institutions' systems. This is with the aim of enhancing communication and data exchange in a safe and effective manner and improving the services provided to beneficiaries, namely the Ministry of Human Resources and Social Development and the General Organization for Social Insurance.

29

The Achievement

Launching a number of policies:

The Goal

Insurance coverage for premium residence policy holders:
Clarifying the necessary procedures to activate mandatory health insurance for holders of premium residency, which helps them understand their rights and the services available to them.

The Pillar

Enabled Sector

During the year 2023, the Council witnessed the launch of a number of new policies aimed at improving and developing health services provided to beneficiaries and promoting excellence in the sector. These policies come as part of our commitment to achieving the Kingdom's strategic vision 2030 and improving the quality of health services.

Key Achievements and Accomplishments 2\4

Policies launched in 2023

Talabat policy and procedures prior approvals

Company qualification policy and procedures resulting from mergers and acquisitions

Issuance policy and procedures for sector-specific circulars

Medical evidence policy

---

(30)

The Achievement — Launching the regulatory documents design guide.

The Goal — Launching a guide detailing the mechanism and methods for issuing internal and external documents and policies in accordance with the latest international practices in this field.

The Pillar — Enabled Sector

The Legal Documents Design Guide was launched, which is an initiative that aims to unify the form and structure of official and legal documents used within the Council. This guide aims to improve the effectiveness of internal processes, simplify procedures, and increase transparency and effective communication within the organization.

31

The Achievement   Accreditation of three training programs in medical coding and health information management.

The Goal   Launching a group of awareness programs regarding medical excellence and diagnostic packages for the private health insurance sector.

The Pillar   Enabled Sector

Specialized training programs have been approved in the fields of medical coding and health information management. This is with the aim of developing the skills of health personnel and qualifying them to work in this field.

32

The Achievement   Covering more than 93% of the total health insurance sector.

The Goal
- Providing comprehensive and approved health protection for individuals and families.
- Working to improve access to health care.
- Providing high-quality services, which contributes to enhancing the health and well-being of society.

The Pillar   Enabled Sector

Achieving coverage of more than 93% of the total health insurance sector is a major achievement that reflects the commitment and continuous efforts to provide healthcare to the largest possible number of individuals.

Key Achievements and Accomplishments 2\4

Details of achieving coverage exceeding 93% of the total health insurance sector:

Expansion of services.

Excellence in planning and implementation.

Inclusivity and justice.

Promoting a healthy economy.

33

The Achievement

Qualifying and enabling more than 1,048 establishments to join the Nphies platform.

The Goal

- Enhancing digital communication and cooperation between institutions.
- Providing a user interface that is easy to use and has advanced features.
- Achieving competitive advantages and increasing the chances of success in the growing digital business market.

The Pillar

Enabled Sector

By qualifying and enabling more than 1,048 establishments to join the Nphies platform, the scope of provision is expanded digital health services and increasing their accessibility to beneficiaries across the Kingdom; In doing so, he contributes this achievement achieves the goals of digital transformation in the health sector and enhances the quality of health care provided for citizens and residents.

(34)

↗	**The Achievement**	Launching the insurance status verification service for a group of beneficiaries.
◎	**The Goal**	Providing a mechanism to assist insurance companies in inquiring about double insurance and facilitating the processes of verifying the validity and insurance status of beneficiaries.
🛡	**The Pillar**	Enabled Sector

The service for verifying the insurance status of a group of beneficiaries aims to provide an effective mechanism to assist insurance companies in verifying the health and insurance status of this group. This system facilitates verification processes and provides the necessary information quickly and accurately, which contributes to improving the efficiency and effectiveness of insurance operations.

Through this service, insurance companies can easily view information related to the insurance coverage of a group of beneficiaries, and verify the presence of any duplication of insurance, in a fast and reliable manner. This system also allows to Check the data periodically and continuously to ensure it is updated and correct. Implementing this service enhances the concept of transparency and credibility in the insurance sector and contributes to building good relationships between insurance companies and beneficiaries. It also works to provide a reliable insurance experience for beneficiaries, which enhances their satisfaction with the services provided by insurance companies.
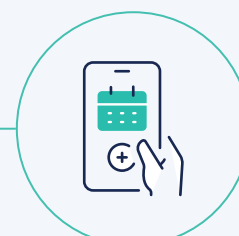
Inquiry and insurance services in the government system

Providing inquiry service (Worker information number, Identity or residence)	Providing inquiry service about insurance data for individuals that are insured	Providing a service to inquire about insurance data for workers in insured and affiliated establishments that are eligible for insurance

Key Achievements and Accomplishments 2\4

Achievements of the third pillar.: Progressive Regulator

35

The Achievement   Launching the Daman Excellence Award.

The Goal
- Highlighting distinguished entities in the health insurance and health care sector.
- Urging them to compete in adopting the highest standards of quality and excellence in the health insurance and health care sector in order to achieve the sector's transformation goals.

The Pillar   Progressive Regulator

By launching this award, the Council of Health Insurance seeks to encourage innovation and development in the fields of health services and health insurance, and to honor tangible achievements that contribute to improving the quality of services and enhancing the experience of beneficiaries It is expected that this award will receive a positive response from the concerned authorities, which will contribute In raising the level of performance and achieving the strategic goals of transformation in the health insurance and health care sector.

36

The Achievement   Launching the "Beneficiary Service is Trust" initiative.

The Goal   Enhancing the quality of health services provided to beneficiaries.

The Pillar   Progressive Regulator

This initiative focuses on improving the experience of beneficiaries by providing innovative and effective health services, with an emphasis on transparency and accountability by establishing mechanisms to monitor the quality of services, follow up on beneficiary satisfaction, and take the necessary measures To improve performance and meet beneficiaries' expectations; "Beneficiary Amana Service" also aims to build trust between beneficiaries, the community and the Council of Health Insurance by providing high-quality and interactive services that meet their needs and aspirations.

(37)

The Achievement

Preparing a file that includes the most prominent and important events and conferences locally and internationally in the following fields:

- Artificial Intelligence.
- Digital Transformation.
- Health Insurance.
- Healthcare.
- Information technology.
- Data management.

Conduct an internal questionnaire for management employees to find out what events and conferences employees would like to participate in. Cooperating with Gartner and creating a file that includes many workshops and training courses in multiple fields.

The Goal

- Promoting human resources development.
- Providing a comprehensive overview of the participation and development opportunities available to management staff in the Council.
- Determine priorities and better meet the needs of Council employees.
- Providing opportunities to develop employees' skills in multiple fields in line with the objectives and needs of the Council.

The Pillar

Progressive Regulator

A file was prepared that includes the most prominent and important events and conferences in the fields of digital transformation, health care, data management, artificial intelligence, health insurance, and information technology, and it was constantly updated and shared with the Technology Department employees About digital monthly.

An internal questionnaire was also conducted for management employees to find out which events and conferences they prefer to participate in the results included participation in more than 8 events, with more than 25 employees empowered to attend and participate in these events, in addition to highlighting more than 7 digital products during participation in the events.

In cooperation with Gartner, a file was created that includes many workshops and training courses in multiple fields such as digital transformation, data, supply chains, marketing, human resources, artificial intelligence, and information technology. More than 115 training courses and workshops were held, in addition to updating and sharing more than 7 copies internally over a period of 7 months.

Key Achievements and Accomplishments 2\4

(38)

The Achievement — Developing a new employee preparation program and achieving an impact on the speed of employee integration.

The Goal
- Facilitating and accelerating the employee integration process
- Achieving an impact on the speed of employees' adaptation to the work environment and job requirements.

The Pillar — Progressive Regulator

Preparation programs for the new employee have been developed with the aim of facilitating the process of this integration into the work environment and enhancing its effectiveness in performance. The main goal of these programs is to achieve a positive impact on the speed of employee integration and support their comprehensive understanding of tasks and responsibilities, which contributes to building an integrated and harmonious work team, and motivating employees newcomers to provide outstanding performance and contribute effectively to achieving the Council's objectives.

(39)

The Achievement — Implementing 50 introductory tours for Council employees and external parties at the documents and archives centers, providing an introduction to the nature of work and projects.

The Goal
- Enhancing awareness and understanding about the nature of work and projects related to the center.
- Providing participants with a comprehensive understanding of the activities and services provided by the center, including storing and archiving documents.

The Pillar — Progressive Regulator

50 successful introductory tours were carried out in the Documentation and Archives Center for employees of the Council of Health Insurance and external parties.
During these tours, comprehensive information was provided about the nature of the work and projects implemented at the center.

Through these tours, the goal of enhancing communication and interaction between Council employees and external parties with the Documents and Archives Center was achieved, which contributes to strengthening future partnerships and enhancing trust and mutual understanding between the parties concerned.

40

The Achievement

Receiving 3 external parties and providing them with information and experience:
- The Royal Commission for the City of Mecca and the Holy Sites.
- General Directorate of Narcotics Control.
- National Center for Documents and Archives.

The Goal

Promoting cooperation and beneficial exchange and strengthening partnerships between the organization and other parties in relevant fields.

The Pillar

Progressive Regulator

During these visits, the Council of Health Insurance exchanged information and experiences in the fields of health and health care, and provided support with regard to developing and improving health services for citizens and visitors, in addition to exchanging experiences and effective practices in the field of drug control and enhancing health awareness among society, which contributes to strengthening institutional cooperation. and achieving common goals for the benefit of society.

41

The Achievement

Implementing the regulations and legislation of the Local Content and Government Procurement Authority.

The Goal

Ensuring the enhancement of government procurement from local suppliers and achieving sustainable economic development.

The Pillar

Progressive Regulator

The Council fully complied with the directives and requirements of the Local Content and Government Procurement Authority, with the aim of strengthening local partnership and supporting the local economy.

These efforts represented the implementation of many health projects and initiatives using local products and services, which contributed to strengthening local industries, providing job opportunities and stimulating the economy. In addition, the Council has developed and implemented procedures and mechanisms to ensure that specific standards and requirements for local content are met in all government procurement contracts in the health sector.

Key Achievements and Accomplishments 2\4

42

The Achievement
Implementation of conditions and specifications sheets in accordance with the Authority for Spending Efficiency and Government Projects.

The Goal
Ensuring the transparency and integrity of competitive processes and ensuring the maximum possible value for public money.

The Pillar
Progressive Regulator

The Council of Health Insurance relies on the efficiency of spending and government projects as a basic reference in applying the specifications and specifications in its projects through analysis and evaluation of all projects in accordance with the standards and specifications of the Spending Efficiency Authority, with the Focus on quality, efficiency, and appropriate cost, taking into account specific technical and procedural standards.

In addition to following up on project performance to ensure compliance with the required standards and quality, which enhances confidence and stability, and contributes to achieving the goals of quality and efficiency in health services.

43

The Achievement
Continuous development of the ERP system, especially with regard to the Etimad platform.

The Goal
- Improving the efficiency and effectiveness of administrative processes.
- Enhancing integration and security.
- Enhancing the overall performance of the Council.
- Achieving its goals more efficiently.

The Pillar
Progressive Regulator

The Etimad platform is considered a vital part of the ERP system. It plays an essential role in facilitating operational procedures and documenting financial transactions with government agencies.

The focus was on improving the user interface to make it more intuitive and flexible, facilitating the navigation and access process more effectively, and enhancing security and reliability levels, which contributes to improving productivity, simplifying and enhancing administrative processes the comprehensive performance of the Council.

44

The Achievement

Achieving a return on investment of 10% and an amount of approximately 138 million over the approved rate of 217%.

The Goal

- Promoting financial stability and achieving sustainable growth.
- Effectiveness in managing resources and investments.

The Pillar

Progressive Regulator

The Council of Health Insurance was able to achieve a return on investment of 10% during the past period, which reflects the effectiveness of its strategy in managing resources and making optimal use of investment opportunities.

The Council of Health Insurance achieved an amount of approximately 138 million, with a percentage of 217% of the approved, an achievement that reflects its ability to achieve distinguished and effective results in achieving the specified financial goals. This highlights the Council of Health Insurance's commitment to financial sustainability and effective management of resources, and enhances the confidence of investors and beneficiaries in its ability to achieve sustainable growth and development in the fields of health care

45

The Achievement

Collecting all council revenues in excess of the approved amount estimated at 20%.

The Goal

- Promoting financial stability and achieving strategic goals
- Providing distinguished health services to beneficiaries in a sustainable manner.

The Pillar

Progressive Regulator

The Council of Health Insurance managed to successfully expect the expected revenues, which contributed to the achievement of an excess of 20 % of the accredited, this excess is a superiority of expectations and the success reflects in the management of revenue and control in the cost.

This contributes to enhancing the financial stability of the Council of Health Insurance , ensuring its ability to meet current and future needs, in addition to the possibility of financing growth and development projects that enhance the health services provided and contribute to improving quality and efficiency.

Key Achievements and Accomplishments 2\4

(46)

The Achievement	Activating the role of financial oversight to comply with all requirements of regulatory authorities.
The Goal	• Achieving full compliance with all regulatory requirements • Build a strong reputation as a trusted financial entity in the healthcare industry.
The Pillar	Progressive Regulator

Financial oversight is considered an essential role in ensuring the transparency and integrity of the financial operations of the Council of Health Insurance, and ensuring compliance with all requirements of the various regulatory authorities. Activating the role of financial control by developing precise policies and procedures for managing funds and financial resources, with the formation of internal control structures that ensure the examination and monitoring of financial operations, in addition to adopting best practices in the field of financial control and developing actions based on the conclusions of internal and external reports to improve financial performance.

Achievements of the fourth pillar.: Value-driven Sector

(47)

The Achievement	Launching the hashtag #Daman_cares
The Goal	• Ensuring the protection of the stakeholders by providing comprehensive health coverage. • Raising the efficiency of the use of the health services and financial resources of stakeholders by facilitating access and improving the management of the health resources. • Promoting justice and transparency in the insurance sector by providing transparent services that are favorable to all parties.
The Pillar	Value-driven Sector

Launching the hashtag #Daman_cares aims to ensure the efficient use and provision of insurance services to all concerned parties. Providing comprehensive health coverage for all stakeholders, ensuring their protection and providing them with the necessary health care at all times.

(48)

The Achievement   Issuing a quality certificate for the Council's procedures and systems.

The Goal   Raising the quality and efficiency of digital outputs that are used inside and outside the Council.

The Pillar   Value-driven Sector

The necessary tests were carried out by the technical development team and a certificate was provided for each application that was worked on in order to verify its quality and effectiveness. This step comes within the framework of continuous efforts to raise the quality and efficiency of digital outputs which is developed and used inside and outside the Council; a plan has also been developed to continuously monitor and improve the Council's procedures and systems, with the aim of developing them and improving their performance on an ongoing basis.

(49)

The Achievement   Launching a data access request service.

The Goal   Providing a mechanism for sharing and inquiring about data authorized for publication, which includes related data
Insurance companies, service providers, beneficiaries, employers and other government agencies, including data issued by all internal and external bodies.

The Pillar   Value-driven Sector

This service is an innovative mechanism for exchanging and inquiring about data. This is with the aim of achieving the maximum benefit from the available information. The data access request service also enables insurance companies, service providers, beneficiaries, employers, and other government agencies to access a variety of data authorized to be published.

Which contributes to enhancing the principle of transparency and comprehensiveness in data exchange, improving decision-making processes and developing health services. The service also ensures adherence to the highest standards of security and privacy in data exchange, which protects the confidentiality of information.

Key Achievements and Accomplishments 2\4

Achievements of the fifth pillar: Digital Transformation

نفيس
nphies

50

The Achievement
Establishing the Nphies platform as the largest project for the health sector in cooperation with the National Information Center Health.

The Goal
- Promoting digital transformation in the health sector and improving the quality of health services.
- Facilitating access to health services and raising the level of satisfaction for beneficiaries.

The Pillar
Digital Transformation

The Nphies platform was established to promote digital transformation and improve the quality of health services, and it is one of the most important initiatives of the Insurance Council.
The platform seeks to facilitate and improve the experience of beneficiaries by facilitating access to health services, enhancing transparency, and providing data. Achievements so far include reaching the insured's ivory eligibility inquiry in a maximum of 5 seconds, and qualifying and empowering more of 3,747 establishments to join the platform, in addition to a satisfaction rate of 94% with the services provided.

51

The Achievement

Achieving the level of integration in the digital transformation measurement assessment 2023.

The Goal

- Contributing to the Kingdom's progress in international indicators through the development of digital government.
- Achieving the requirements of digital transformation through the optimal application of the basic standards of digital transformation.
- Raising the level of government agencies' commitment to orders and decisions related to digital transformation and improving their performance and effectiveness.

The Pillar

Digital Transformation

Measuring Digital Transformation is part of the initiatives of the Digital Government Authority, and the Council of Health Insurance's achievement of the level of integration in the evaluation of measuring digital transformation 2023 is evidence.

The Council's firm commitment to promoting innovation and improving the experience
It also emphasizes the user's ability to adapt to the changing technical and economic challenges faced by institutions in the digital age.

Mechanism for calculating the entity's score in measuring Digital Transformation 2023

The first sub-indicator

Standards derived from royal orders, cabinet decisions and circulars.

The second sub-indicator

Digital transformation standards

The third sub-indicator

Creativity in digital transformation

Measuring Digital Transformation

87.67%	2022
88.02%	2023

Key Achievements and Accomplishments 2\4

52

The Achievement
Access to more than 243 million insurance transactions through the platform.

The Goal
Ensuring the provision of insurance services to all eligible groups and achieving comprehensiveness in health coverage.

The Pillar
Digital Transformation

This achievement reflects the Council's commitment to providing distinguished and comprehensive insurance services to all stakeholders in the Kingdom. The Council's achievement of this large number of insurance operations strengthens its position as a leading platform in providing health services and providing innovative digital solutions. This achievement is considered a result of the continuous efforts it makes to develop and improve its platform to meet the needs of its customers, increase the efficiency of insurance operations and facilitate its procedures, and contributes to strengthening the health insurance sector in general.

53

The Achievement
Launching the experimental environment for startups in the health sector.

The Goal
- Accelerate the development of high-impact healthcare solutions.
- Promoting a thriving, innovative system in health care.
- Improving health care outcomes in the health care sector in the Kingdom of Saudi Arabia.

The Pillar
Digital Transformation

This program provides a supportive and safe environment within the Council of Health Insurance for participants, aiming to experiment and develop solutions Innovative in healthcare, with a focus on fostering collaboration between innovators and regulators. Yumken Program participants from startups, healthcare providers, insurers and researchers from participating, with the aim of Accelerate the development of new health programs and solutions that address key healthcare challenges and improve patient experience.

	54	
	The Achievement	Launching the Information Technology Service Management (ITSM) system.
	The Goal	Stimulating and accelerating digital transformation by providing technical infrastructure that supports digital operations. Improving the systems development process by applying Software Development Life Cycle (SDLC) best practices. Facilitating interactive communication and improving the speed of interaction between departments within the organization. Implementing escalation policies and measuring efficiency to ensure the efficient and effective delivery of IT services.
	The Pillar	Digital Transformation

The system includes a set of features that support the technical structure of the Council and enhance its efficiency and effectiveness. Among these features are:

- **Improving the systems development process:** The system includes applying best software development life cycle practices (Which contributes to improving the quality and speed of developing technical systems and applications within the organization (SDLC).

- **Facilitating internal communication and interaction:** The system enhances interactive communication and improves the speed of interaction between departments. Within the organization, which contributes to improving coordination of efforts and increasing productivity.

- **Applying escalation policies and measuring efficiency:** The system allows the application of escalation policies and measuring the efficiency of operations, which helps ensure the provision of information technology services efficiently and effectively, and achieves the satisfaction of users and beneficiaries.

Which enhances the Council of Health Insurance's ability to digitally transform and provide information technology services with a high level of efficiency and quality.

Key Achievements and Accomplishments 2\4

(55)

The Achievement

Participating in the 2023 IDC conference through a special pavilion for the Council and reviewing the Council's most prominent digital projects:
- CRM.
- Nphies.
- DARS.
- IHUB.

The Goal

Highlighting the efforts of the Council of Health Insurance in achieving digital transformation and enhancing the quality and effectiveness of its services.

The Pillar

Digital Transformation

- It is considered: **IHUB** major project for the Council of Health Insurance ; It aims to provide an integrated digital environment to improve the experience of beneficiaries and facilitate better access to health services IHUB
- **Nphies**: Nphies is a digital platform that aims to improve data management and analysis processes in the Insurance Board. Health, which facilitates strategic decision-making and improves the performance of the health sector in general.
- It is an integrated human resources management system at the Council of Health Insurance, aiming to improve **DARS** operations: Recruiting and managing employees and developing human capabilities within the organization.
- It is considered a customer relationship management system: **CRM** One of the main projects that the Council of Health Insurance relies on to improve its interaction with beneficiaries and provide specialized and effective services (CRM).

These projects were reviewed in detail during the conference activities, which contributed to highlighting the efforts made by the Council in developing and improving the digital infrastructure and enhancing the quality of health services provided. In addition, a number of digital transformation leaders in the Council were enabled to participate in a dialogue session during the conference.
The Director of the Data and Artificial Intelligence Department also participated in discussing the digital transformation strategy in the Council, and the Director of the Technical Services Department participated in a dialogue session under the title "Managing Service Suppliers.

56

The Achievement   IHub Initiative (Innovation Hub).

The Goal
- Solving challenges specific to the medical industry.
- Developing digital policies and regulations in the field of health insurance.
- Building a strategic partnership.
- Empowering the startup economy.
- Enhancing CHI's electronic service offerings.

The Pillar   Digital Transformation

The IHub (Innovation Center) initiative launched by the Council of Health Insurance is considered an essential pillar in achieving its vision to enhance digital transformation in the health care sector. It contributes to building strategic partnerships with emerging companies, research institutions, government and industrial agencies, to enhance cooperation and exchange knowledge and expertise in the field of digital transformation and developing innovative solutions in the field of health care. In addition to providing a supportive and encouraging environment for emerging companies in the field of health technology, which helps them grow, develop and apply their innovative solutions in the health care sector. IHub works to support the development of digital policies and regulations that contribute to enhancing the effectiveness of the health insurance sector, improving the quality of services and increasing beneficiary satisfaction.

57

The Achievement   Successfully completing the technical preparation of the operations and performance monitoring center.

The Goal   Ensure the use of the latest technologies and tools to continuously monitor and control the performance of systems and services.

The Pillar   Digital Transformation

This is for the purpose of ensuring the use of the latest technologies and tools to continuously monitor and control the performance of systems and services. This step was also implemented with the aim of improving efficiency and effectiveness in providing health services, and ensuring that the needs of beneficiaries are better met. The technical completion of the center includes the creation and development of advanced monitoring systems, the installation of the necessary programs to analyze and evaluate data, in addition to training technical personnel to use these technologies effectively. This step reflects the Council's commitment to applying the highest standards of quality and safety in its health services, and ensuring a reliable and stable environment for beneficiaries and all parties to the health process.

Key Achievements and Accomplishments 2\4

58

The Achievement
Launching the new customer service system.

The Goal
- Improving employee productivity.
- Speedy handling of complaints.
- A valuable source of feedback.
- Automating all types of complaints and the way they are handled.
- Improving the beneficiary experience.
- Synchronization and integration with the current systems of the Council of Health Insurance.
- Communicate interactively and in a faster manner between departments.

The Pillar
Digital Transformation

The new customer service system was launched, which aims to improve the beneficiary experience and enhance the Council's work efficiency, in addition to improving employee productivity by providing tools and resources that help employees perform their tasks more efficiently and smoothly All the more effective.

The system also allows complaints to be processed automatically and immediately, which contributes to reducing response time and improving beneficiary satisfaction. The system provides advanced technical solutions to automate the processing of complaints in all their forms, ensuring that they are addressed comprehensively and effectively.

The system provides an interactive environment that facilitates communication between departments within the Council, which enhances cooperation and coordination between different departments and units.

59

The Achievement
Obtaining the third level in the National Methodology for Enterprise Architecture.

The Goal
Achieving excellence and efficiency and improving institutional performance.

The Pillar
Digital Transformation

Thanks to the evaluation conducted by the Digital Government Authority, the Council was able to obtain the third level in the National Methodology for Enterprise Architecture, which reflects their commitment to applying best practices in this field\

60

The Achievement

Providing technical support to the Council with a total of 4,242 tickets and a satisfaction rate of 93.6%.

The Goal

Meeting the needs and requirements of users and solving technical problems related to the Council system, which reflects the quality and effectiveness of the support provided and its ability to meet the needs of users and find solutions to their problems in a satisfactory manner.

The Pillar

Digital Transformation

The department succeeded in providing technical support to the Council with a total of 4,242 tickets and a satisfaction rate of 93.6%, which is a tangible achievement that reflects the department's commitment to providing services with quality and efficiency.

61

The Achievement

Launching the application monitoring system.

The Goal

Ensuring the safety and security of applications and protecting users, the system aims to enhance
Trust and transparency in the use of applications and ensuring a safe and smooth user experience for users.

The Pillar

Digital Transformation

During the year 2023, the Council launched the applications monitoring system, which is considered an important step towards enhancing the security and quality of services provided to beneficiaries with the aim of achieving the following goals:

- **Proactively detect and resolve errors:** It aims to discover errors in applications and resolve them before they affect the ultimate user experience, which contributes to enhancing the stability and quality of the application.
- **Assisting operations and development teams in diagnosing:** The system provides support Effectively Operations and development teams by providing accurate data after problems and errors occur, in order to facilitate diagnostic processes and performance analysis and availability for application.
- **Improving customer experience:** The system aims to reduce IT application problems and thus improve Customer experience and increasing their satisfaction
- **Reducing the overall time to solve problems:** By identifying problems and errors quickly and effectively, the system reduces the overall time it takes to solve problems, including difficult performance problems.

Key Achievements and Accomplishments 2\4

(62)

The Achievement Launching the new customer service system.

The Goal
- Providing high data protection.
- Preventing the circulation of official data outside the scope of the Council.
- Automate data classification.
- Maintaining data confidentiality.

The Pillar Digital Transformation

It is an effective tool that aims to protect sensitive data and prevent its leakage or legitimate use. The leak prevention tool relies on advanced technologies to detect any attempts to gain unauthorized access to the data, and enhance protection from threats Cyber dat. Simplifying and accelerating the processes of automatically classifying data and ensuring that official data is not circulated outside the authority to ensure control and compliance with privacy and security requirements.

(63)

The Achievement Participation in the Smart Healthcare Conference 2023.

The Goal Enhancing communication and knowledge exchange in the field of smart health care and displaying the latest technologies and innovations in this field.

The Pillar Digital Transformation

The department participated in the Smart Healthcare Conference 2023 and conducted a valuable review as a qualitative example in the world of health services.

64

The Achievement		Launching and inaugurating Nphies Academy.
The Goal		Facilitating the joining of establishments to the Nphies platform through virtual training courses that are delivered through the platform.
The Pillar		Digital Transformation

The year 2023 witnessed the launch and inauguration of Nphies Academy, which is a specialized educational platform that aims to provide distinguished educational opportunities in the fields of health care and health insurance. Nphies Academy is distinguished by an advanced educational curriculum that includes a variety of courses and training programs that cover various aspects of health care and health insurance.

Starting a valuable business

7 of 19 Advantage for development

Availability is Nphies

99.97% system availability for the year 2023

New releases by Nphies

13 out of 20 new versions and features

Reda Nphies Academy

87%

Key Achievements and Accomplishments 2\4

65

↗	**The Achievement**	Launching a secure and remote access tool for users of the Council's network and application.
◎	**The Goal**	Providing an easy-to-use and secure user interface to communicate and interact with the Council and its applications, which contributes to improving the user experience and increasing efficiency and productivity.
🛡	**The Pillar**	Digital Transformation

Within the framework of the digital transformation that the Council is witnessing to keep pace with Vision 2030, this tool was launched, which aims to:

- Enable users to access the Council's network and application remotely with high protection.

- Ensure confidentiality and protect users from malicious attacks and cyber threats. Protecting users and information from cyber and dangerous threats.

- Block access to malicious and dangerous websites to ensure avoid interference and protect users.

66

↗	**The Achievement**	Participating in the Insur Tech Forum in January 2023 and highlighting the IHUB Innovation Accelerator initiative.
◎	**The Goal**	Promoting digital transformation and enhancing communication with startups and entrepreneurs.
🛡	**The Pillar**	Digital Transformation

Participation in this forum is considered an important step in the Council's journey towards promoting digital transformation and strengthening its position as pioneers in the field of innovation in the health insurance sector. It confirms its continued provision of innovative and sustainable solutions that meet the needs of society and enhance the quality of health services provided.

(67)

The Achievement	Launching a package of digital services and platforms internally and externally.	
The Goal	Enhancing effectiveness and efficiency in providing services, and improving user experience, both inside and outside the Authority.	
The Pillar	Digital Transformation	

A distinguished package of digital services and platforms was launched, which represents an important development in providing services internally and externally. This package includes a variety of innovative digital services aimed at improving work efficiency and facilitating access to vital information and data in a timely manner. Internal digital services also include tools and platforms for human resources management, performance monitoring, operations management, and internal systems development, which contributes to strengthening organization and improving the quality of services.

Digital services and platforms launched in 2023

Tamheer request service
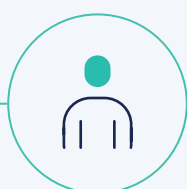
Performance monitoring service applications

Committees

Identity management system and powers.

Data support platform

Self-data platform

Data lab platform

Classification and protection tool data

Key Achievements and Accomplishments 2\4

68

The Achievement   Participation in the Digital Transformation Summit in August.

The Goal   Highlighting the Council's role in promoting digital transformation at the sector and council levels.

The Pillar   Digital Transformation

The Council participated in the Digital Transformation Summit held in August. The latest developments and innovations in the field of digital technology were highlighted. The Council's participation in the summit was to showcase the best technical practices and experiences that the Council applies in improving internal services and operations and enhancing communication with the public. He represented the Council in this participation to talk about the Council's digital strategy.

69

The Achievement   Launching the systems testing life cycle system.

The Goal   Enhancing digital transformation, improving user experience, and increasing efficiency and productivity by launching this package.

The Pillar   Digital Transformation

The systems testing life cycle system was implemented and launched; this is done by automating the work of the Quality and Assurance Department, which contributed to documenting the testing stages, through creating the test plan and its scenarios in addition to the required test results and reports.

70

The Achievement   Launching a comprehensive website and directory for all family medicine physicians and primary care practitioners.

The Goal   Providing a reliable source and comprehensive reference for patients and the community to find family medicine physicians and care practitioners.

The Pillar   Digital Transformation

In a step that confirms the Council's keenness to provide reliable means for patients to choose and evaluate doctors and access them with ease, a comprehensive website has been launched for all family medicine doctors and primary care practitioners, and the website has been designed to be a reliable and comprehensive source of information for family medicine physicians and primary care practitioners; It provides a comprehensive list that includes the names of doctors and their contact information, in addition to patients' ratings and opinions. Includes:

- Provide a unified local medical resource.
- Create an advanced and customizable search engine for medical knowledge.
- Establish standardization of medical practice and education.
- Strengthen the presence of Council of Health Insurance and SSFCM in the medical field with active communities.

71

The Achievement   Developing the HIDP insurance documents upload system.

The Goal   Improving and organizing the systems testing process and ensuring their quality and required performance aims to Providing an integrated framework for managing all stages of systems testing, from requirements analysis and test design to their implementation and evaluation of results.

The Pillar   Digital Transformation

Developing interfaces for displaying files uploaded by insurance companies, developing a screen for inquiring about the sponsor and updating its data. The inclusion of new insurance companies, and improving the display screen for files uploaded by insurance companies to enhance ease of access and examination of documents, in addition to developing the sponsor inquiry screen and updating its data to facilitate dealing with relevant information relevance.

Key Achievements and Accomplishments 2\4

(72)

	The Achievement	Start working on leading and implementing the NPHIES Benefits Realisation project.
	The Goal	• Promoting the general health of the population. • Improving the experience of beneficiaries. • Reducing operational costs. • Creating a better experience for insurance companies and health care providers.
	The Pillar	Digital Transformation

Beginning the work on leading and implementing the Nphies Benefits Realisation project by analyzing the outcomes of the financial and health platform and their impact on the health of the citizen and resident and their connection to the health sector transformation program; The project seeks to achieve four main objectives that are fully consistent with the Health Sector Transformation Program through

- Promoting the general health of the population.
- Improving the experience of beneficiaries.
- Reducing operational costs.
- Creating a better experience for insurers and healthcare providers.

Work was done to improve the platform's outputs in line with achieving the four goals by identifying the most prominent challenges by holding workshops and questionnaires with a large segment of people in the health insurance sector.

(73)

	The Achievement	Update the medical evidence page.
	The Goal	Facilitating access to medical evidence for insurance coverage standards by classifying the evidence and adding searchability and update date to the guide, in addition to browsing the guide directly through the website.
	The Pillar	Digital Transformation

(74)

↗	**The Achievement**	New complaints management system.
◎	**The Goal**	Facilitating and improving the process of uploading insurance documents in the digital environment, and improving the efficiency and speed of sending documents.
🛡	**The Pillar**	Digital Transformation

Launching the new complaints management system, which aims to improve the process of receiving and processing complaints in a more effective and transparent manner. The new system is designed to provide an easy-to-use interface for users; it allows them to submit complaints and follow them up with ease and speeds up the process of dealing with them.

(75)

↗	**The Achievement**	Launching the second version of the Saudi billing system.
◎	**The Goal**	• Improving the user experience and facilitating billing and financial settlement processes for health institutions. • Enhancing transparency and accuracy in billing processes.
🛡	**The Pillar**	Digital Transformation

The launch of the second version of the Saudi billing system reflects the commitment to developing health services and facilitating the financial operations of health institutions in the Kingdom. The second version of the system comes with a set of improvements that aim to improve the user experience and facilitate billing and financial settlement processes, in addition to enhancing transparency and accuracy in these processes.

The second version also seeks to facilitate billing and financial settlement processes for health institutions by providing advanced options for managing invoices and following up on the status of payments and financial transactions.

In addition, the second version seeks to enhance transparency and accuracy in billing processes, by providing mechanisms for automatic verification and audit of financial data, and ensuring the accuracy of financial information and financial reports published through the system.

Key Achievements and Accomplishments 2\4

(76)

The Achievement — Launching 100% data self-service.

The Goal — Enabling beneficiaries to access their health data in an easy and direct way, allowing them to manage their health information effectively and securely.

The Pillar — Digital Transformation

This service allows them to manage their personal data with ease and enables them to update and modify their personal data on their own without the need to communicate with the relevant authorities or technical support staff.

(77)

The Achievement — Achieving operational and sector performance status.

The Goal —
- Register and track complaints effectively.
- Improving response time to complaints.
- Enhancing communication with complainants.
- Achieving overall satisfaction by addressing complaints in an effective and timely manner.

The Pillar — Digital Transformation

The Operations Performance Center achieved a rate of 85% to 100% in the developed key performance indicators, as part of the Council's ongoing efforts to develop and improve the performance of the Operations Center and the sector.

(78)

The Achievement   The fraud system dashboard is 70% complete.

The Goal   Improving effectiveness and efficiency in monitoring and combating fraud. By completing the dashboard.

The Pillar   Digital Transformation

The year 2023 witnessed the completion of the information panel in the fraud system by up to 70%, and this reflects the great progress achieved in developing the system and improving its performance. The Council was able to add and improve many features and functions in the dashboard, allowing users to access vital data and information easily and effectiveness. This high percentage confirmed the Council's ability to better detect and combat fraud, and provide a safer and more confident environment for all beneficiaries and partners.

(79)

The Achievement   Launching the Digital Accreditation Rating System (DARS).

The Goal   Enhancing the digital maturity of the health insurance sector.

The Pillar   Digital Transformation

It was done through:
Evaluation of the 10 health care providers (HCPs) to ensure the quality of health services provided.
Evaluating 13 health care payers (HICs) to enhance effectiveness and efficiency in health care delivery.

Digital Accreditation Evaluation System

13 Payers   **23 out of 23**   **10** Providers

Key Achievements and Accomplishments 2\4

(80)

The Achievement — Launching the third phase to qualify and empower the sector to join the Nphies platform.

The Goal — Enabling the sector to take full advantage of the features and services provided through the Nphies platform.

The Pillar — Digital Transformation

This new phase aims to enable the health sector to fully benefit from the features and services provided through the Nphies platform, thus enhancing the sector's aspirations to improve health services and improve the overall performance of the health system in the Kingdom. This includes providing the necessary technical support and training to health institutions, and guidance on how to make optimal use of Nphies features and apply them in daily operations.

Through this stage, the Council seeks to build an interactive and innovative environment that contributes to improving the experience of beneficiaries and enhancing quality and effectiveness in providing health services. We also seek to enhance coordination and communication between various health authorities in the Kingdom by providing advanced technical tools and platforms.

(81)

The Achievement — Prevent data leakage.

The Goal — Protecting sensitive and important data from unauthorized access or illegal use.

The Pillar — Digital Transformation

It is an effective tool that aims to protect our data and prevent it from being leaked to unauthorized persons. The data leakage prevention tool works to identify and monitor any legitimate or unauthorized activities related to sensitive data, whether internal or external Using advanced leak detection techniques, this tool helps in Identify any attempts to gain unauthorized access to Council data and take the necessary measures to prevent and stop the leak immediately. The tool was rated 417 out of 431 agents.

82

The Achievement   Block threatening messages via email gateway.

The Goal   Maintaining the integrity of the electronic system and networks, and achieving a safe work environment over the Internet.

The Pillar   Digital Transformation

As part of the Council's ongoing efforts to protect its data from cyber threats, the Council decided to tighten control over suspicious and potentially threatening e-mail messages. This measure aims to prevent and combat malicious and deleterious e-mail authorized streams that may pose a threat to network and information security, using content analysis and filtering techniques Advanced, threatening messages are monitored and identified effectively and quickly, allowing him to prevent and block their access to the e-mail portal.

3.1 million

Number of Blocked Messages
•of the The Total Rate•

77.9%

83

The Achievement   Sandbox

The Goal   Create an isolated and secure environment to test and evaluate new applications and software before launching them.

The Pillar   Digital Transformation

A sandbox is an isolated virtual environment used to safely test and analyze suspicious software and files without affecting the real system. The Council used these containers to run suspicious applications or programs and examine their behavior without risk to the Authority's live systems.

Key Achievements and Accomplishments 2\4

409,264
of the files in
the Sandbox

Number of Files loaded in
the Sandbox

88.59%
with high
risks

---

(84)

The Achievement — Building a virtual private network consisting of 92 applications designed for remote access.

The Goal — Providing a secure and controlled technical environment that enables users to access applications and resources safely and efficiently.

The Pillar — Digital Transformation

This network is considered an important strategic addition to improving the security and reliability of communications in the Authority, and it was designed using the latest technologies and best practices, which allowed the Council to provide a safe and stable communication environment for all employees.

---

(85)

The Achievement — Firewall

The Goal — Protecting the network and computer systems from external and internal attacks by identifying, blocking and filtering unauthorized traffic.
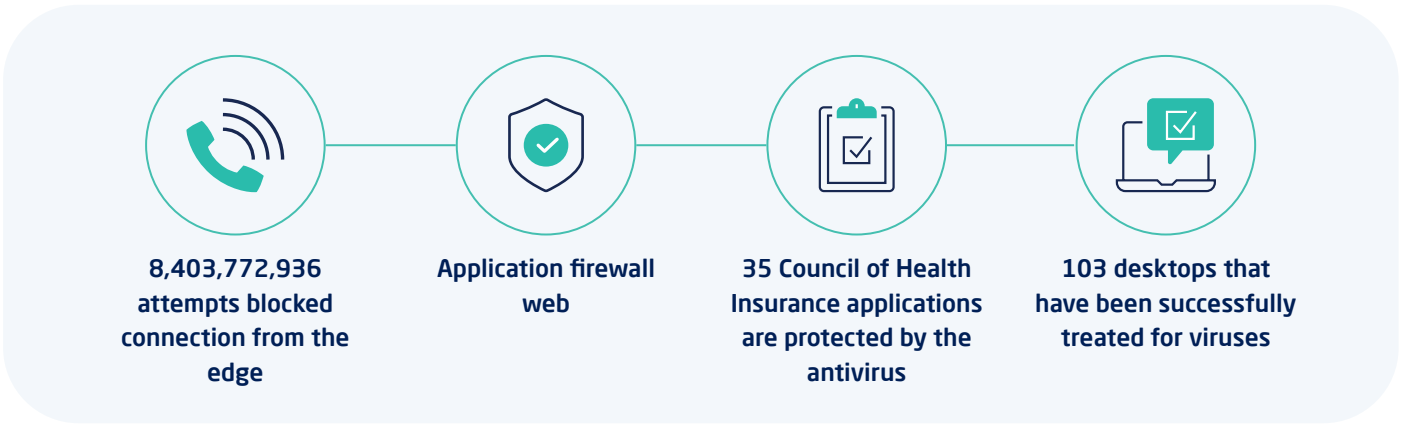
The Pillar — Digital Transformation

It is the Council's latest technology in the field of cybersecurity and data protection. The firewall works to protect networks and systems from various cyber threats, and provides an additional layer of security and protection for sensitive data and systems.

"The firewall has the ability to detect and prevent known and unknown cyber-attacks, which improves organizations' ability to effectively address security threats."

8,403,772,936 attempts blocked connection from the edge	Application firewall web	35 Council of Health Insurance applications are protected by the antivirus	103 desktops that have been successfully treated for viruses

86

	The Achievement	Achieving 100% in awareness communication.
	The Goal	Increase awareness and education among the target audience.
	The Pillar	Digital Transformation

Thanks to the Council's continuous efforts to enhance health awareness and provide the necessary information, it was able to achieve 100% in awareness communication, which reflects its commitment to providing high-quality and effective services.

Key Achievements and Accomplishments 2\4

(87)

The Achievement	Sandbox.
The Goal	Providing an integrated infrastructure that accommodates a large variety of health and administrative data, enabling the Council to access accurate and comprehensive data that contributes to making strategic decisions and analyzing trends and graphical models.
The Pillar	Digital Transformation

This achievement is an important step in enhancing the Council's capabilities to manage and analyze data effectively and effectively. This graphic container represents an infrastructure that accommodates a wide range of health and administrative data, allowing the Council to access accurate and useful information for making strategic decisions.

The Factors needed to complete Sandbox

Safety

Ensure availability and ease Accessible to employees that are involved in the council

Data Privacy

12 out of 12   **Empowered Start-ups**

88

The Achievement   Digital circuit

The Goal   Converting traditional and paper-based processes into fully or partially digital processes, which allows improving efficiency and effectiveness and saving time and effort.

The Pillar   Digital Transformation

The Digital Department is responsible for developing and implementing digital strategies, including developing digital applications and platforms, improving user experience, managing data safely and efficiently, and providing technical support for the Council's digital projects. The digital department aims to support digital transformation in the health sector and make the most of modern technology to improve the quality of health services provided to citizens.

7 out of 7   **Data Systems to NDB**

89

The Achievement   Reference data.

The Goal   Providing a reliable and unified source of information that can be referred to and relied upon in decision-making processes and implementation of policies and procedures.

The Pillar   Digital Transformation

This reference data includes a wide range of vital information, statistics and reports relating to participating members, beneficiaries and health service providers.

Thanks to the completion of these reference data, the Council of Health Insurance can analyze and evaluate performance and health reports more accurately and effectively, which enables it to make thoughtful, evidence-based strategic decisions. In addition, baseline data help determine health trends and knowledge and provide services in accordance with the needs and aspirations of beneficiaries.

Key Achievements and Accomplishments 2\4

5 out of 5

Data Sources Have Been Referenced

90

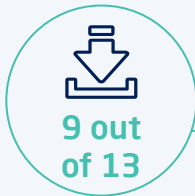| The Achievement	Cloudera Data Platform.
The Goal	Providing an integrated infrastructure to manage and analyze big data effectively and reliably.
The Pillar	Digital Transformation

The Cloudera data platform is considered an integrated center for storing, managing and analyzing health data, which enables us to access accurate and reliable information to support decision-making processes and improve the quality of the health services we provide. Thanks to this platform, we will be able to analyze data more effectively and use it to identify trends and better guide policies.

9 out of 13

Data Source Systems added to a Data Lake

91

The Achievement
Data governance and management and privacy.

The Goal
- Developing the relationship with all government agencies to achieve a comprehensive digital government.
- Supporting the quality of service provided and integration between government agencies.

The Pillar
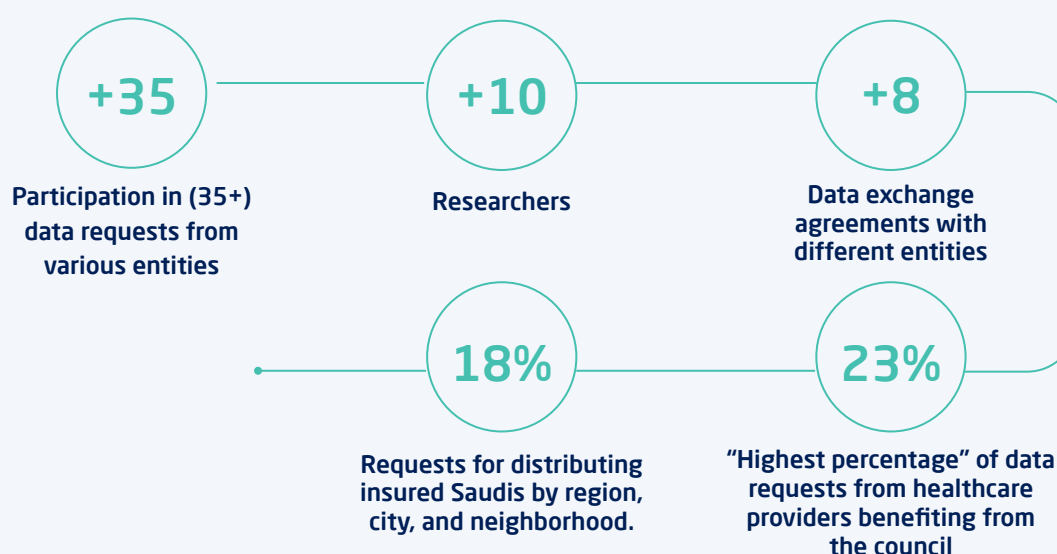Digital Transformation

The initiative targeted to share the compliance measurement tools for data management and governance has been successfully launched, with participation from over 49 healthcare service providers. These tools are vital resources aimed at improving data management and governance strategies among providers and ensuring compliance with relevant standards.

Understanding the importance of a systematic approach to these regulations and the need for increased awareness, the Council is providing the following resources to aid in this effort:

- A comprehensive overview of self-assessment for compliance in healthcare data management.
- A guiding manual for compliance assessment tools, including measurement methods and understanding compliance levels among service providers.
- National data management library standards and best practices in healthcare.
- A compliance assessment tool and self-evaluation system, along with compliance monitoring for continuous improvement.

These resources are designed to help healthcare providers adhere and enhance their data management practices.

Council Statistic in Sharing Data with Government Agencies, Researchers, and Individuals

+35
Participation in (35+) data requests from various entities

+10
Researchers

+8
Data exchange agreements with different entities

18%
Requests for distributing insured Saudis by region, city, and neighborhood.

23%
"Highest percentage" of data requests from healthcare providers benefiting from the council

Key Achievements and Accomplishments 2\4

Media and Communications

The Council of Health Insurance seeks to spread awareness of the importance of health insurance among its target audience groups, whether through traditional media or new media channels and social networking sites. The year 2023 witnessed many media campaigns directed at the target groups that benefit from the Council's services. These campaigns had a clear impact in achieving the Council's strategic objectives related to empowering and protecting beneficiaries.

Number of Campaigns in 2023   **12** Campaigns

Advertising Campaigns

In 2023, the Council of Health Insurance witnessed important media campaigns aimed at highlighting several aspects related to health services and health insurance in the country. These campaigns focused on educating the public about the importance of subscribing to health insurance and benefiting from available services, and enhancing awareness of the rights and duties related to health insurance. The most prominent of these campaigns are

Reaching 100 million Insurance Transactions

The Council reaches 100 million insurance transactions through the unified health platform, Nphies

مجلس الضمان الصحي

احتفال مجلس الضمان الصحي بوصول منصة نفيس إلى 100 مليون عملية تأمينية

Establishment of the Insurance Authority

The of a Cabinet decision approving the establishment of the Insurance Authority, which comes as an extension of the unlimited support and interest of the wise leadership for the advancement of the insurance sector.

مجلس الضمان الصحي @SaudiCHI · Aug 16, 2023
صدور قرار #مجلس_الوزراء بالموافقة على إنشاء هيئة التأمين، والذي يأتي امتدادًا للدعم اللامحدود واهتمام القيادة الرشيدة للنهوض في قطاع التأمين.
@SAMA_GOV

واس الأخبار الملكية @spagov · Aug 16, 2023
#مجلس_الوزراء: الموافقة على إنشاء هيئة باسم (هيئة التأمين)، على النحو الوارد في القرار.
#واس

National Certified family medicine

The Council launched the Family Medicine website in its third edition

The Council announced Value in health Alliance

Fruitful alliance; to establish a Value in health system in the Kingdom of Saudi Arabia

Key Achievements and Accomplishments 2\4

Media Coverage

World Family Doctor's Day

Participation of the Secretary-General of the Council, Dr. Shabab Al-Ghamdi in the dialogue session "The Role of Family Medicine in Transforming Health Care" at the World Family Doctor's Day event.

Qualifying Cigna Company to provide its services in the Kingdom

The American Company Cigna Worldwide Insurance qualifies as the first foreign company to provide medical insurance services in the Kingdom

Forum for Best Practices in Quality and Institutional Excellence

The Executive Director of Strategy and Institutional Excellence at the Council participates in the dialogue sessions within the (Best Practices in Quality and Institutional Excellence) Forum to talk about "Excellence in Operations Management and Design".

Innovation Forum in the Digital Health Sector

The Council participates in the Innovation Forum in the digital health sector, represented by Engineer Faisal Al- Shammari, Executive Director of Technology and Digital Transformation

Health Endowment Fund Ceremony

Honoring His Excellency the Minister of Health, Fahd Al-Jalajel to the Council during the Health Endowment Fund ceremony in appreciation of community partnership

Office of Medical Facilities

Secretary General of the Council Dr. Shabab Al-Ghamdi participates in the Diwaniyah of Medical Facilities organized by the Riyadh Municipality with the aim of communicating with investors and those interested in the medical sector

Key Achievements and Accomplishments 2\4

International Days

International Women's Day

As an expression of support for the role of women and honoring their contribution to society, the Council participated in celebrating international Women's Day

Saudi Flag Day

Saudi Flag Day in celebration and honor as a symbol of unity and cohesion

International Mother's Day

On the occasion of International Mother's Day, the Council of Health Insurance participated in a video containing touching contributions from the council's employees, where they presented messages of appreciation and gratitude to mothers
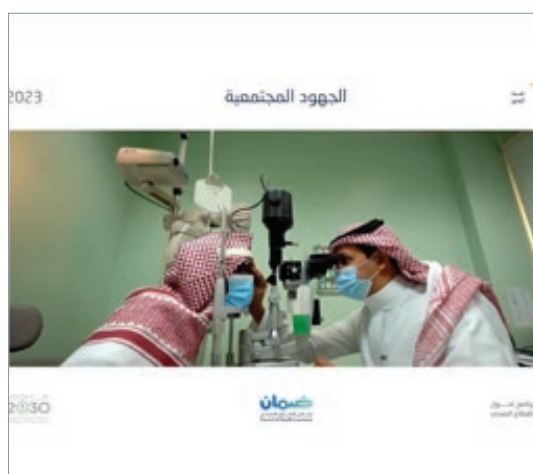
International Days

Social Responsibility

The Council implemented Social Responsibility Day through several initiatives that reflect its commitment to social responsibility towards society. The Council provided support and assistance to the community through awareness and educational initiatives in the fields of health and care

World Health Day

The Council of Health Insurance participated in activating World Health Day through many events and activities aimed at enhancing awareness of the importance of health.

Daman Eid Celebration

Council of Health Insurance held an Eid celebration ceremony for all its' employees

Key Achievements and Accomplishments 2\4
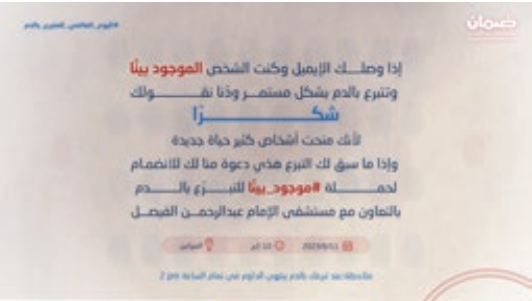
International Days

International Nurses Day

Honoring the efforts of health practitioners on International Nurses Day by commemorating and organizing special events

International Father's Day

As a gesture of honor and appreciation for fathers and their role in society, the Council of Health Insurance participated in activating International Father's Day

International Day for blood donors

The Council of Health Insurance celebrates World Blood Donor Day by launching an incentive initiative

International Days

Eid Al-Adha

The employees of the Council of Health Insurance celebrated the occasion of Eid Al-Adha in an atmosphere full of joy and happiness

International Ice-cream day

The Council of Health Insurance marked World Ice Cream Day by holding an event for its employees in a distinctive and fun way

National Day 93

The Council's employees celebrated the 93rd Saudi National Day in an event that was covered in green and witnessed the embodiment of the meanings of belonging, loyalty and citizenship

Most notable works and achievements 2\4

International Days

World Youth Day

The Council of Health Insurance participated in the activities of International Youth Day with effective and inspiring interactions

World Alzheimer's Day

The Council marked World Alzheimer's Day by organizing a group of initiatives to raise awareness of the disease and how to deal with and support those afflicted with it

Key Achievements and Accomplishments 2\4

Presence of the Council of Health Insurance on Social Media

Platform	Followers	Publications	Media (Video and photos)	Interaction	Appearance	Access
X	237,671	625	2,688,201	605,852	20,615,255	15,421,978
in	209,244	420	13.94 Eng Rate	39,478	5,224,047	50,598 Page Views
f	7,916	Post: 73	4,443,585 Video Plays	1,691,384	18,346,628	4,166,095
Instagram	3,969	Post: 73	2,492,627 Video Plays	652,253	3,217,901	964,952
YouTube	2880	77	7,494,735 Video Views	507,869	1,031,921	-

The Presence of the Secretary General of the Council on Social Media

Platform	Followers	Publications	Media	Interaction	Appearance	Access
X	14,883	48	-	-	-	210,367

Key Achievements and Accomplishments 2\4

◢ Human Capital Development

Human capital is one of the most important elements for the development and success of an enterprise, and the development of human capital is considered one of the
The most important goals in the Council of Health Insurance, and in that the Council achieved many achievements in 2023.

- Automateing requests (employee services) and forms.
- Training male and female employees, Knowledge transfer and exchange workshops.
- Within the strategic pillar. (Progressive Regulator), the Council implemented a set of programs and trainings to develop human capabilities.

Programs and implementations that have been implemented	The impact resulting from these development and training programs	Key indicators
Implementing an emotional intelligence course	It helps in managing emotions, withstanding stress, and achieving emotional stability. It helps in improving communication and management skills to produce common goals at work.	40
Insurance Basics from the Academy of Finance	Acquire the knowledge and skill necessary to pass the mandatory professional examination for insurance basics.	40
Insurance Basics from the Academy of Finance	The performance of any project, which contributes to a greater success rate.	20
Implementing the risk management cycle	Improve decision-making by identifying and assessing risks.	20
Implementing a change management cycle	It qualifies trainees to adapt flexibly to changes, and to understand and apply the latest methodologies in the field.	20
Implementing the leadership development program from the King Abdullah Institute for Research and Consulting Studies	Introducing participants to the concept of leadership and management, distinguishing between them, and developing the necessary leadership and management skills	15
Activating subscription licenses on the LinkedIn Learning platform	It enables employees to obtain training courses in all fields.	220

Table No. (5): Numbers of people enrolled in training programs during the same fiscal year.

Data	Participants		
Courses	Target	Achieved	Target-to-Achieved percentage
140	90%	100%	100%

Professional Certifications

Lean Six Sigma

Strategic Planning Professional SPP

Certified Compliance Officer (CCO) certification

Balanced Scorecard Professional Certification Boot Camp

PMP

RMP

ACMP

Executive Leadership Courses

Harvard Business School Program for Leadership Development: Accelerating the Careers of High-Potential Leaders

general-management-program Harvard Business School

"London "Course Acumen Business

Strategic Leadership Program in Healthcare - Mohammed bin Salman College

Key Achievements and Accomplishments 2\4

Internal Communication

Internal Campaigns

Internal campaigns in the Council of Health Insurance seek to build a work environment that enhances communication and cooperation, enhances commitment to quality and responsibility, and develops the capabilities of employees to improve the quality of services provided to beneficiaries.

Number of internal campaigns for executive management	Number of internal events for international days	Number of internal publications Email IC	Number of internal circulars	Number of monthly meetings	عدد اللقاءات الشهرية	Total for all internal communication activities
90%	90%	90%	90%	90%	90%	90%
Operational objective		Enhancing the council's culture and building a connection with its employees.				
Description of the operational objective		This goal focuses on enhancing the council's culture, building a connection with its employees, and creating a link between them.				

Sunday Morning

An internal weekly publication published every Sunday On one of the employees' favorite sayings, To activate a distinctive internal environment to share with All members of the Council.

Delivery of New Baby

A congratulatory leaflet is published by the Council Internally in the event that the employee has a child New, to enhance acquaintance between Council members.

Farah Clothing

An internal publication talking about contributing to Donating to provide Eid clothing for those in need.

Condolence

A condolence leaflet is published by the CouncilInternally in the event of the death of an employee's relative God forbid, to share my condolences with colleagues The employee.

Tell us more about you

Four employees are selected on a monthly basis to answer questions about themselves to share with others and have it published internally.

Birthday Congratulations

A congratulatory leaflet is sent to employees on their birthdays by the Council.
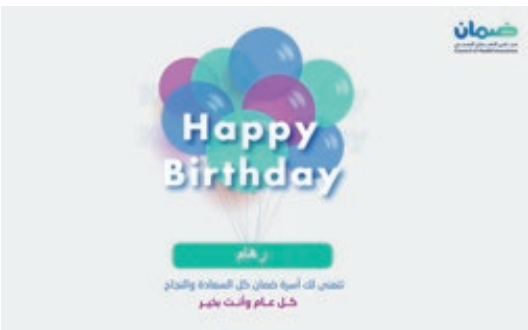
Key Achievements and Accomplishments 2\4

Internal Audit

An internal campaign that was activated internally in cooperation with Internal Audit Department; to educate eployees About the concept of internal audit, and our role in improving the style and method of carrying out business; in order to protect the Council from any gaps.

Don't Let them Catch You

An internal campaign that was activated in cooperation with Cybersecurity and risk management to raise awareness employees must ensure the confidentiality of information preserve official papers and documents by not placing them on offices.

Honoring Project Participants

Certificates of thanks are presented to employees by the Secretary-General, Dr. Shabab Al-Ghamdi in appreciation of their efforts at work On projects.

Transitioning to Accounting Project Entitlement

An internal publication for awareness about their financial entitlements

Business Continuity Campaign

An internal campaign was activated in cooperation with Cybersecurity and risk management regarding data governance and management.

Fraud

A workshop was held for employees to raise their awareness about forms of fraud, negligence and methods of prevention.

Be Responsible

An internal publication talks about the importance of restoring.
recycling on World Recycling Day.

Council's Quarterly and Annual Publication

A quarterly and annual publication containing internal and external Council achievements.

Key Achievements and Accomplishments 2\4

Weekend Plan

A weekly newsletter that is shared with all employees at the end of every week to include all events taking place for those interested.

Our Culture Represents Us

An internal campaign aimed at promoting a culture Effective communication between employees is represented In four values (professionalism, cooperation, Mastery, innovation).

Energy Efficiency

An internal campaign that was activated internally to raise the awareness of employees regarding conserving energy to preserve the environment.

Be Safe Be Aware

An internal campaign that was activated in cooperation with Cybersecurity and Risk Management speaks About the risks of data leakage and unauthorized access.

Key Achievements and Accomplishments 2\4

◢ The Council's Social Activities, Conferences and International Awards

The year 2023 witnessed many social activities, partnerships, participation in conferences and winning international and local awards; Which strengthened its position in the health care sector. as the Council of health Insurance organized social awareness campaigns to increase awareness of the importance of Health Insurance and healthcare, representatives of the Council of Health Insurance participated in local health conferences and events Global and International awards. the Council of Health Insurance received international and local awards in appreciation of its efforts in improving health services and enhancing health awareness the year 2023 was the year. full of activities and achievements for the Council of Health Insurance, as it strengthened communication with the community, developed health services, and actively participated in health events at the local and global levels.

Conferences sponsored and organized by the Council

During the year 2023, the Council organized a series of conferences aimed at enhancing communication and exchanging knowledge in the field of health and health insurance. The topics of these conferences varied to include multiple aspects of the health sector, including innovation in health care, development of health services, challenges facing the sector and ways to enhance the quality and efficiency of services.

Council Award Medical Insurance

The Council of Health Insurance launched the second edition of the Daman Excellence award, which works to appreciate excellence and Innovation in the healthcare and private health insurance sector with the aim of expanding the circle of creativity and innovation with all professionalism and perfection. It is a regulatory environment that focuses on prevention, empowers stakeholders, and achieves transparency, justice, quality and efficiency. The award is based on five strategic Pillars: sector empowerment, beneficiary focus, value-based health care, Digital Transformation, and population health, and it consists of three main tracks for both institutions and individuals: the health insurance companies track and the services providers track healthcare machines and the path of sector partners.

Council the by sponsored and organized Conferences

Value in Health

In the presence of senior policy makers, experts and officials in the health care sector, the Council of Health Insurance sponsored the Value in Health, which was held under the slogan (Now| Accelerating the transformation to Value in health in the Kingdom of Saudi Arabia, the first fruits of an alliance composed of seven national organizations, its goals is to improve the quality of the health system in Saudi Arabia, increase spending efficiency, contain costs and ensure optimal direction of investments, as this alliance includes the Ministry of Health, the Council of Health Insurance , the Public Health Authority, and the National Center for Technology Health Secretary, Saudi Health Council, Saudi commission for Health specialties and AL-Hakimah Health Center).

Value in health conference highlights the knowledge and skills necessary to transform the current health system into a better system by focusing on the appropriate methods, decisions and steps that stakeholders must take to accelerate the transformation towards health. The Value in health Conference includes organizing more than 7 dialogue sessions and the participation of more than 21 international and local speakers, in addition to holding 5 specialized workshops in the field of Value in health in order to contribute to drawing an effective roadmap for complete health system that can be followed to comprehensively implement the concept of health The wise one. For his part, the official spokesman for the Council of Health Insurance , Executive Director of Empowerment and Supervision, Dr. Nasser Al-Juhani stressed the importance of the Council's sponsorship of the

Value in health conference, in addition to its role as a member of the coalition to contribute to, unifying visions, developing and uniting all efforts in order to achieve the common goal of moving towards Value in health, by examining the appropriate methods, decisions and steps that stakeholders must take to accelerate the transformation and studying the urgent need for improvement. How to evaluate, monitor and respond to health-wise measurement in the health sector. Al-Juhani stated that the conference, which is being health for the first time in Saudi Arabia, witnesses the participation of senior policy makers and experts responsible for the future of the health and healthcare sector to contribute to gaining the knowledge and skills necessary to transform the current health system to a better system.

Improvement Forum Beneficiary Experience

The Council of Health Insurance organized the final forum to improve the beneficiary experience on Sunday, June 14, 2023, under the title "Partnership for Improvement", within the framework of the endeavor to enhance the health of beneficiaries through a regulatory environment to Increase prevention, empower stakeholders and achieve transparency, justice, quality and efficiency.. A number of representatives of insurance stakeholders, including beneficiary experience officials in health insurance companies and health care service providers, along with representatives of health insurance beneficiaries, participated in the forum to discuss it. The results of the improvement plans and projects that were developed after the first meeting held, as these projects aim to enable beneficiaries to obtain their full rights to protection and health care with high quality, efficiency and in the easiest ways, and to develop future strategies and plans expected by stakeholders. Through this forum, the Council of Health Insurance aims to achieve the principle of beneficiary-centricity

among stakeholders and each party's awareness of its roles. For his part, The official spokesman for the Council of Health Insurance, Executive Director Of Empowerment and Supervision, Dr. Nasser Al-Juhani, stressed the importance of organizing the final forum to improve the beneficiary's experience in order to focus and intensify efforts to enhance public health by improving the experience of beneficiaries, he explained that the Council is working to strengthen its role as a leading global regulatory body through many. Among the initiatives aimed at Beneficiary-centric and raising the quality and efficiency of the health insurance sector, Al-Juhani said: "The forum for improving the beneficiary experience is one of the modern models for exchanging experiences and enhancing efforts aimed at empowering owners. The insurance relationship and activating their roles to provide the best, high quality and efficient services, which contributes to the advancement of the sector" Al-Juhani pointed that such initiatives help to find innovative solutions to confront and overcome challenges in order to achieve sustainability.

Key Achievements and Accomplishments 2\4

The Council's Participation in Conferences and Events

Global Health Conference 2023

The forum represents an important platform for exchanging knowledge and experiences in the field of health care. During its participation in this forum, the Council of Health Insurance seeks to highlight its efforts to improve the health care system and enhancing the health well-being of society.

Fakih Medical Group Annual Conference 2023

Participation in the second annual conference of Fakih Medical Group 2023 to talk about "Health Sector Transformation and Future opportunities"

Winning King Abdulaziz Quality Award

Participation in the pavilion of the winning entities in the King Abdulaziz Quality Award to review the council's efforts towards achieving quality and institutional excellence and applying the best international standards and practices.

The Participation of the Secretary General at the Council's Meeting

Participation of the Council of Health Insurance Secretary General Dr, during the meeting of members of the advisory council for care and more program in order to exchange experiences and accelerate the transformation of healthcare in the Kingdom.

Participation in #LEAP2023

The Council of Health Insurance participated in the international technology conference #LEAP2023 in the Digital Saudi Arabia pavilion to review insurance services in the individual's live journey in healthcare and the most prominent digital projects and services provided by the council.

زورونا في جناح السعودية الرقمية بمؤتمر

LEAP

Obesity Conference

The Council of Health Insurance participated in the Fifth Saudi Obesity Conference and shared the updates of the obesity coverage benefits.

Key Achievements and Accomplishments 2\4

The Council's Participation in Conferences and Events

Launching The Third Stage of the Nphies Platform.

In the presence of the Secretary-General and more than 200 health facilities; the Council of Health Insurance launches the third phase of the unified national health platform Nphies

The Fourth Middle East Virtual Healthcare Conference "MENA Tele-health"

The Council of Health Insurance participated in the fourth Middle East Virtual Healthcare Conference. MENA Tele-health.

Hail Second Lifestyle Medicine Conference

Participation in the Second Hail International Conference on Lifestyle Medicine to talk about "The Advantages of Lifestyle Medicine and its effects on Insurance Converge"

Digital Health Conference

Participation in the Digital Health Conference through the Nphies platform pavilion to highlight its role and contribution to achieving digital transformation and using the latest technologies

Secretary's Participation in the Public Exhibition "#23_crossroads"

Participation of the Secretary General of the Council of Health Insurance in #23_crossroads to talk about the private health insurance sector in the Kingdom and the Insurance Strategy 2020-2024 and the highlight the most prominent programs and initiatives presented.

The 34th Annual Saudi Heart Association Conference

The Insurance Council participated in the 34th Saudi Heart Association Conference.

Key Achievements and Accomplishments 2\4

The Council's Participation in Conferences and Events

Smart Healthcare Conference KSA 2023

The Council of Health Insurance participated in the 2023 Smart Healthcare KSA conference, during which it reviewed its digital strategy and projects.

Facilities Support council

Participation in the facilities support council to introduce the integrated role of the council in the health sector and the most prominent programs and initiatives presented.

IDC Summit Saudi Arabia for presidents and Technology Executives 2022

Participation in the 2023 IDC Saudi Arabia CIO to highlight the council's role in adopting modern technologies and digital innovations.

Medical Quality Conference

Participation in the Medical Quality Conference to review the council's efforts to enhance the quality and the efficiency of services provided to beneficiaries.

Diwaniyah of Medical Facilities

Participation of the Diwaniyah of Medical Facilities to discuss the most important challenges facing the private medical sector

From Vision to Reality Conference

Participation in the "From Vision to Reality Conference" Enhancing the population health in the Kingdom of Saudi Arabia organized by Johns Hopkins Aramco medical Center

Key Achievements and Accomplishments 2\4

Council's Participation in Conferences and Events

The Digital Transformation Summit

The Council of Health Insurance participates in the Digital Transformation Summit to Review the council's efforts in digital transformation and the role of technology in facilitating the health insurance transactions.

Global Health Forum

The Council of Health Insurance participated in the World Health Forum

Sixth Gulf Conference Activities

The Council of Health Insurance participated in the activities of the Sixth Gulf conference to develop digital healthcare cadres

Secretary General's Participation in the Family Medicine Conference

The Council of Health Insurance Secretary General, Dr. Shabab Al-Ghamdi participates in the annual family medicine conference.

Secretary General's Participation in the Asir Health Forum

The Council of Health Insurance Secretary General, Dr. Shabab Al-Ghamdi, participated in the Asir Health Forum.

Patient Experience Conference

Participation in the Patient Experience Conference to talk about "Human-Centered Design in Healthcare"

The council's participation in conferences and events

Arab Conference #22

Participation in the twenty-second Arab conference on modern methods in hospital management

Jazan Chamber's Workshop

The official spokesman for the Council of Health Insurance , Executive Director of Empowerment and Supervision, Dr. Nasser Al-Juhani Participates in a workshop in Jazan to talk about the private health insurance system

جـــائزة
مجـلـــس الضمان
الصحي للتميـز

Key Achievements and Accomplishments 2\4

Local and International Awards and Accreditations

In 2023, the Council achieved a series of tangible achievements, obtaining a number (8) of local and international awards, confirming its commitment to devoting its efforts to providing a distinguished services to beneficiaries. These awards also reflect dedication and excellence in work and enhance the council's position as one of the leading global bodies in the field of health care.

Council of Health Insurance wins King Abdulaziz Quality Award

The Council of Health Insurance won King Abdulaziz Quality Award in its sixth session in 2022, the results of which and the honor were announced in January 2023, where it received the silver level in the category of bodies and institutions In return for his continuous efforts to enhance quality and efficiency in the private health insurance sector. This achievement reflects the Council's role as a leading regulatory body in empowering the sector and enhancing the quality and efficiency of its health and insurance services, by implementing its strategy aimed at providing the best services with the highest quality.

To guarantee the rights of shareholders to protection and care; This national award reflects the Kingdom's commitment to promoting the concepts of institutional excellence and quality in various sectors, and encouraging sectors to raise the level of performance quality and achieve beneficiary satisfaction, which contributes to strengthening Saudi leadership globally, regional and international levels

ISO 1:2018-20000 Council Certified Access in service Management and Technology

The Council of Health Insurance obtained the ISO 1:2018-20000 certificate in technology services management, an achievement that reflects its commitment to applying the highest standards of quality and professionalism in providing technical services. The certificate reflects the Council efforts to improve and develop the technology services management system, which ensures the provision of an advanced and reliable technical environment for the beneficiaries

Achieving ISO 1:2018-20000 certification indicates the Council of Health Insurance's ongoing commitment to providing distinguished technical services, including managing networks, system and software with high efficiency in accordance with the latest international standards. This reflects the Council's commitment to applying best practices and ensurance the quality of the technical services provided to beneficiaries.

Renewal of the ISO 9001: 2015 In Quality Management System

As part of the council's endeavor to ensure the application of best practices; The council renewed the accreditation of the ISO 9001:2015 certificate in the quality management system and the ISO 1002:2018 certificate in handling complaints, increasing customer satisfaction, improving the quality of services, improving resource management, and defining responsibilities, which helps to develop work methods and improve the council efficiency, which contributes directly to improving its productivity.

Key Achievements and Accomplishments 2\4

Local International Awards and Accreditations

Receiving Innovation Award of the Year

The Council received the Innovation award for the Year within the work of the #InsureTek Conference, which reflects appreciation for the efforts and innovations made by the Council in developing and improving the health insurance sector. This award reflects the continuous efforts made by the Council in developing new solutions and innovations that contribute to improving health services and raising the quality of health care for beneficiaries. It strengthens its position as a pioneer in the field of providing health and insurance in the Kingdom.

Receiving the Beneficiary Experience Award

The council also received the "Beneficiary Experience" award as a part of the conference's work. In appreciation of his efforts to improve the experience of beneficiaries and provide high-quality health services that meet their needs. This award reflects the quality provided by the council in improving the experience of beneficiaries and providing a comfortable and effective environment for obtaining health care. It confirms its commitment to providing distinguished services and a unique and satisfactory user experience to all beneficiaries, #InsureTek

Winning Third Place in the International Excellence Award

The Council of Health Insurance wins third place in the International Excellence Award for the "Daman Program for Social Responsibility to Cover Beneficiaries" project. Under the 2023 social track of the project management Institute in the Kingdom of Saudi Arabia. This achievement is considered and appreciation for the pioneering efforts made by the council in improving health services and providing coverage for beneficiaries.

The Social Responsibility Insurance Program is distinguished by its innovative and distinct design as it aims to enhance awareness of the importance of health insurance and providing healthcare to society in a comprehensive and sustainable manner. The program includes a set of initiatives and activities that contribute to enhancing public health and improving the quality of health services provided. The Council's third place in this aware reflects excellence and innovation in implementing health insurance projects, and confirms its commitment to providing high-quality health services in accordance with the best international standards.

Key Achievements and Accomplishments 2\4

Local and International Awards and Accreditations

Obtaining the National Enterprise Infrastructure Accreditation Certificate from the Digital Government Authority

The Council of Health Insurance, represented by the Technology and Digital Transformation Department, obtained a certificate of accreditation for the national identity of distinguished government agencies from the Digital Government Authority during the Digital Government Forum 2023 organized at the Ritz-Carlton Hotel during the period from December 19 to 20, 2023.

The Council of Health Insurance obtained the accreditation certificate for the national infrastructure - the third level - after its success in implementing all such requirements and requirements, most notably the national applications of the national infrastructure, in order to ensure the process of digital development with specialized efficiency and effectiveness and follow international and national reference models.

The Council has achieved qualitative leaps in the strategic field after recording many numbers, the most important of which is the rate of improvement in business continuity through the government digital cloud program reaching 70% and reducing fraud in the health insurance sector by 10%, in addition to activating the roles of business owners and establishments through the platform. Unified policies, and activating open data for the insurance segment to measure the health insurance sector.

Council Of Health Insurance continued its excellence in the digital transformation journey, with the number of medical facilities reached through the naphies platform reaching more than 1,500 facilities, and the satisfaction rate of beneficiaries of the Council's services rose to 89%.

Council of Health Insurance strengthened its efforts in spending efficiency, bringing the percentage of cost reduction through merging several projects and governance of compliance with principles and standards to 63%, and it was able to reduce operating costs by collecting violations digitally by 30%, in addition to recording a 54% percentage in activating the financial impact of facility approvals. And the insurance authorities of the Council For his part, the Executive Director of Technology and Digital

Transformation, Mr. Faisal Al-Shammari, confirmed that the Council's obtaining the Enterprise Architecture Accreditation Certificate is an extension of the series of successes it has achieved, thanks to God, and then thanks to the implementation of its strategy aimed at being a global leader in sustainability and innovation. It is noteworthy that the Digital Government Authority is the authority responsible for everything related to digital government in Saudi Arabia, and aims to regulate digital government work in government agencies, in order to reach a proactive and proactive digital government in line with the goals of the Kingdom's Vision 2030.

Obtaining The Best Working Environment Accreditation

The Council obtained the Best Work Environment accreditation certificate in 2023 from the Great Place to Work Organization, as part of the annual lists issues by the organization for the best work environments in various countries of the world, which reflects the best work environment it is useful, distinguished, supports creativity and innovation and enhances functional integration within the Council; Which enables beneficiaries to obtain their full rights to care and protection.

Key Achievements and Accomplishments 2\4

The Council's 2023 Sponsorships for Social Responsibility

During the year 2023, the Council supported and sponsored a number of (6) relevant events that positively impacted the health insurance sector, especially with regard to spreading and enhancing health awareness and culture, affirming its commitment to social responsibility, including:

Sponsorship of the Ministerial Committee for Traffic Safety

Sponsored the Ministerial Committee for Traffic Safety, and the committee aims to enhance awareness. The importance of traffic safety and the implementation of preventative measures, which ensures the preservation of the health and safety of community members And protecting citizens the council.

Sponsoring the Ministry of Health Award for Volunteering

For the fifth year in a row, the council sponsored the health award for health volunteering. The award was launched in 2018 as one of the initiatives for the Center of Health Volunteering and it represents an opportunity to recognize the heroes and the organizations who implement Distinguished volunteer health departments in the Kingdom of Saudi Arabia, and the award is granted according to the principle of fair competition and integrity. To present creative ideas and encourage entrepreneurs to present their ideas that are compatible with the award's paths which include distinguished initiatives and creative ideas. The council was also honored for sponsoring the award for five consecutive years in an initiative that reflects the council's commitment that is supporting the encouraging volunteer work in the field of healthcare.

Adaa Health Award

Shahad Al in 2023, the council sponsored the health performance award as a strategy sponsor, which reflects the firm commitment to strengthening the development health care and medical sector. In addition to paying attention to the quality and the sufficiency in providing health services, which reflects on the general health and improves the quality of life for citizen and residents.

148

Sponsorship of Awareness Award

It is one of the initiatives of the Saudi Ministry of Health with Council of Health Insurance, which aims to encourage citizens of the arab world to produce creative content that contributes to enriching awareness content in the health field. The Council announced its sponsorship of the award for the sixth year in a row, with a total of one million SR in prizes distributed over seven tracks:

The short film

Infographic

Advertising photography

Audience Award

Motion graphics

Long shots

Creative ideas

The Health endowment

The Council also sponsored the Health Endowment Fund, where The Council always seeks to support the Fund's efforts in providing high-quality health services to the community, as these Care within the Council's vision to promote comprehensive and integrated health care for all segments of society.

Sponsoring Care (Shifa) Platform

As part of the council ongoing efforts to provide healthcare to all segments of society, the council sponsored the Shifa platform, which is a national platform specialized in charitable treatment which seeks to facilitate treatment for patients in need who do not have treatment coverage in cooperation with the relevate authorities, which a focus on facilitating patients' access to the necessary treatment treatment with ease and effectiveness.

Key Achievements and Accomplishments 2\4

Agreements and Partnerships

During the year 2023, the Council signed 10 agreements and memorandums of cooperation with the parties re-lated to its work. For the purpose of strengthening the private health insurance sector. These partnerships come within the framework of the council's commitment to enhancing the quality of insurance services and improving relations between the parties concerned. These agreements contribute to facilitating flexibility in operations and enable the examination and settlement of disputes easily and effectively

First Quarter	Second Quarter	Third Quarter	Fourth Quarter

Seha Virtual Hospital

In a step of great importance to enhance the quality of health services and improve health care in the community, the Council of Health Insurance signed a memorandum of understanding with the virtual health hospital. This cooperation aims to enhance the cooperation between the two parties in providing medical services via the internet and improving access to remote health care for patients. Providing medical consultations and providing the council with specialized medical opinion. The memorandum reflect the commitment of both parties to enhancing integration between traditional and digital health services with the aim of improving patients' experience and ensuring the provision of healthcare in an innovative and effective manner.

Council of Health Insurance

He signs several agreements during the #WorldHealthForum with the aim of building bridges of coopera-tion in the field of health care.

Saudi Central Board of Accreditation Of Healthcare Institutions (CBAHI)

Within the framework of strengthening strategic cooperation between the Council of Health Insurance andSaudi Central Board of Accreditation Of Healthcare Institutions (CBAHI), a framework agreement was signed aimed at strengthening the partnership between the two parties. This agreement aims to develop joint supervision and accreditations mechanisms between the two parties, in order to improve the quality of healthcare provided to citizens and residents. This cooperation comes as an emphasis on joint efforts to strengthen and develop the healthcare sector in the Kingdom of Saudi Arabia.

Saudi Commission for the Health Specialties

In a cooperation that reflects the Council of Health Insurance 's commitment to developing the health sector and enhancing efficiency and specialization, the council and the Saudi Commission for Health Specialties (SPAHI) signed a framework agreement aimed that strengthening the partnership between the two parties to develop mechanisms. Their joint supervision and accreditation is provided to health care providers, which contributes to improving the quality of medical services provided. For the community
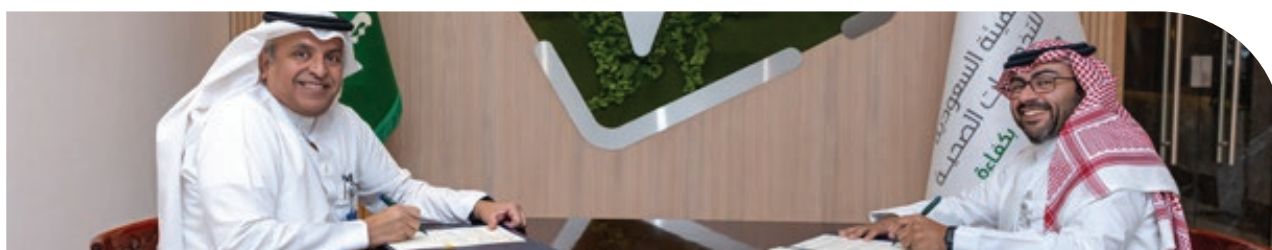
Key Achievements and Accomplishments 2\4

Agreements and partnerships

General Authority for Statistics

The Council also signed a memorandum of cooperation with the General Authority for statistics, with the aim of raising the level of cooperation and enhancing coordination between the two parties in their areas of specializations. This step aims to achieve integration of efforts and enhance coordination to improve services services provided to citizens in the field of healthcare and statistics.

Authority for Spending Efficiency and Government Projects

On the sidelines of the Council's participation in the Global Health forum, a memorandum of understanding was signed between it and the authority for spending efficiency and government projects. This agreement aims to enhance cooperation and coordination between the two parties in the field of improving the quality of healthcare services and enhancing government spending in an effective and sustainable manner. This step reflects the council's commitment to cooperate with relevant authorities to achieve continuous development and improvement in the health sector

Ada'a Health Program

The council signed a memorandum of understanding with the health performance program with the aim of enhancing cooperation and exchanging experiences and techniques in the field of measuring the performance of health facilities. This step reflects the council's commitment to improving the quality of health services provided and enhancing the effectiveness and efficiency in the health sector. Through this memorandum, the council seeks to achieve its common goals in developing and strengthening the health care system in the Kingdom.

C Value in Health

With the aim of enhancing the effective exchange of knowledge and expertise in the field of healthcare. The Council of Health Insurance signed a cooperation agreement with the C Value in Health. This agreement came to enhance cooperation between the two parties in existing initiatives and projects within the framework of wise healthcare, and developing health services provided to beneficiaries.

Key Achievements and Accomplishments 2\4

Agreements and partnerships

Health Volunteer Center at the Ministry of Health

The Council signed an agreement between it and the health volunteer center at the ministry of health to spread the culture of social participation and enhance volunteer work in the field of health and community development. This cooperation aims to build and enhance the capabilities of volunteers to provide health services and contribute to improving healthcare and achieving the goals of the national transformation program. This agreement reflects the commitment of both parties to enhancing the social cooperation and achieving sustainable development through volunteer work in the field of health.

Thiqa Business Services Company

As a part of the Council of Health Insurance's continuous efforts to improve work efficiency and develop administrative processes, it signed an agreement with the Thiqa Center for Business services to enhance cooperation in the field of administrative and business services. This agreement aims to provide specialized services in the field, including exchanging knowledge and experiences, providing consultations and technical support, developing administrative policies and procedures, and providing innovative technical solutions and contribute to achieving the goal and the vision of the Council of Health Insurance.

NEOM

The Council signed a cooperation agreement between it and NEOM to enhance cooperation between the two sides in the areas of management, supervision and regulation, licensing and exchanging knowledge and experiences and developing health policies and procedures.

Key Achievements and Accomplishments 2\4

Visits

As part of efforts to enhance communication with the health insurance sector partners, a series of external visits and international seminars were organized to strengthen relations with partner companies and institutions and to emphasize the council's commitment to providing health services with high quality and transparency. 35 visits were made during this year, with the aim of reviewing the council's strategy, the most prominent services provided to beneficiaries and stakeholders, and future aspirations, in addition to highlighting permanent and constructive communication to achieve the goals of health insurance in a transparent and effective manner.

Visiting members of Board of Directors

Visit of Board of Directors members Dr. Khaled Al-Subaie and Dr. Khaled Fouda to the Council of Health Insurance. During the visit, views and analysis were exchanged on the progress of work and developments in the field of healthcare. This visit comes with the framework of condolence efforts enhancing cooperation between different parties to improve healthcare and provide better services for the community.

Visit of His Excellency

The visit of his Excellency the deputy Minister of Health, Engineer Abdulaziz Al-Rumaih, to the Council of Health Insurance. The visit focused on reviewing the policies and plans that the ministry of health is working on to enhance the quality of healthcare and improve health coverage for citizens

Visit of the Assistance Minister of Health

Visit of the Assistant Minister of Health. Dr. Muhammad Al-Ali to the Council of Health Insurance. During the visit, new procedures and policies were discussed to enhance quality and effectiveness in providing health services to citizens.

Key Achievements and Accomplishments 2\4

Visits

Visit by the Deputy Minister of Health

Visit by the Deputy Minister of Health of the Ministry of Health for Curative Services, Dr. Tarif Al-Aama, to the Council of Health Insurance, during the visit, the most important initiatives and plans implemented by the ministry of health to improve healthcare and provide high quality services to citizens were reviewed.

Visit of the Deputy Minister of Health for Public Health and his two assistant deputies

Visit by the Undersecretary of the Ministry of Health and Public Health, Dr. Hani Joukhadar, to the Council of Health Insurance. During the visit of policies and programs implemented by the ministry to enhance public health and prevent diseases and epidemics were reviewed. Ways to enhance cooperation in implementing public health policies and enhancing the awareness of the importance of disease prevention and enhancing community health in a comprehensive manner were also discussed.

Visit by the Assistant Deputy Minister of Health for Medical Services and the CEO of Lean Company

The visit of Deputy Minister of health undersecretary of the ministry of health for auxiliary medical services, Dr. Ahmed Al-Jadaie, and the CEO of Lean Company, Muhanned Al-Rasheed, to the Council of Health Insurance , where opportunities for cooperation in developing medical technologies and exchanging experiences in the field of care management were discussed.

Visit of the CEO of the Centre of National Health Insurance

The visit of the CEO of the Health Insurance Center, Hossam Al-Faleh to the Council of Health Insurance was focused on discussing the best ways to develop and improve health insurance services for citizens and residents, and the new policies and procedures were reviewed which can be adopted to enhance the effectiveness and efficiency of the health insurance system.

Key Achievements and Accomplishments 2\4

Visits

Visit of the General Director of the General Administration of Heath Services

A visit of the General Director of the General Administration of Heath Services. Dr. Ahmed Al-Amri, to review the council's strategy and discuss ways of cooperation to serve the health sector.

Visit by the Senior Advisor of Health at the Royal Commission in Riyadh

Dr. Adel Al-Murshid's Visit to the Council of Health Insurance , during his visit, potential aspects of cooperation between the two parties to enhance healthcare and develop medical services in the region were discussed. In addition to reviewing the challenges and opportunities in the field of improving quality and efficiency in health services.

Visit of the Regional Director of the World Health Organization Office for the Eastern Mediterranean Region

Visit of the Regional Director of the World Health Organization Office for the eastern Mediterranean Region, Dr. Hanan Balkhi visited the Council of Health Insurance in order to review the council's strategy and the most prominent services and future aspirations to achieve the main goals of the health sector in the Kingdom.

منظمة الصحة العالمية
المكتب الإقليمي لشرق المتوسط

Visit of a leading delegation from the Health Sector Transformation program

برنامج تحـــول القطاع الصحي

A number of leads from Health Sector Transformation Program visited the Council of Health Insurance with the aim of strengthening cooperation in the field of improving health services and reviewing the challenges and opportunities facing the development of healthcare and improving performance in the sector on the council's role in supporting and directing transformational efforts to better achieve their goals.

Key Achievements and Accomplishments 2\4

Visits

Visit of the General rector of the Saudi Patient Safety Center

Visit of the General Director of the Saudi Patient Safety Center.Dr. Yasser bin Abdul Karim Al-Asqa to the Council of Health Insurance during the meeting, ways to enhance cooperation between the Center and the Council of Health Insurance to develop the necessary procedures and standards to ensure safety was discussed and patients and achieving the highest levels of quality in healthcare

Visit of the CEO of the Health Sector Transformation Program

Visit of the CEO of Health Sector Transformation Program, Dr. Khaled Al-Shibani to the Council of Health Insurance, where strategies for improving health performance and enhancing the quality of services provided to citizens were discussed.

Visit of the CEO of Prince Sultan City for Humanitarian Services

مدينة سلطان بن عبدالعزيز للخدمات الإنسانية
SULTAN BIN ABDULAZIZ HUMANITARIAN CITY

The visit of the CEO of Prince Sultan City for Humanitarian Services, Dr. Abdullah bin Zaraa, to the Council of Health Insurance , where most of the prominent initiatives and programs aimed at improving the quality of the health services and providing appropriate care for patients were reviewed, focusing on the need to strengthen cooperation between the city and the Council of Health Insurance to achieve integration in the provision of health services, Improving the experience of patients and beneficiaries.

Visit of the CEO of the Public Health Authority - Weqaya

وقاية
هيئة الصحة العامة
PUBLIC HEALTH AUTHORITY

The visit of the executive head of the public health authority and the Diyata of Dr. Abdullah Al-Qawzani for the Journal of the Displaced, the visit was focused on discussing the best ways to enhance cooperation between the concerned authorities in the general health and implementation of strategies for the abuse of diseases and comfort the public health of society

Key Achievements and Accomplishments 2\4

Visits

Visit of the Secretary General of the Saudi Health Council

Visit of the Secretary General of the Saudi Health Council, Dr. Nahar Al-Azmi and a number of employees of the Saudi Health Council and Council of Health Insurance. The visit focused on discussing ways to enhance coordination between the two institutions to ensure the provision of the best health services to citizens and residents. During the meeting the challenges facing the health sector and innovative solutions to improve performance and enhance the quality of healthcare in the Kingdom were reviewed.

Visit of the President of the Saudi Red Crescent Authority

Visit of the President of the Saudi Red Crescent Authority, Dr. Jalal Al Owais to the Council of Health Insurance, during the visit the focus was on developing joint strategies to deal with health challenges and discussing ways to enhance coordination between the authority and the Council of Health Insurance to achieve the common goals of providing medical, first aid and emergency services to citizens and residents of the Kingdom of Saudi Arabia

Visit of the members of the Permanent Insurance Committee

Members of the Permanent Insurance Committee visited the Council of Health Insurance with the aim of enhancing cooperation and deepening common understanding of the challenges and opportunities in the health insurance sector. The visit included fruitful discussions about the new policies and the procedures that were adopted, In addition to a review of the latest developments in the field.

Visit of the CEO of Health Holding Company to the Council of Health Insurance.

شـركـة الصحـة القابضـة
HEALTH HOLDING CO

During the visit, the focus was on the need to strengthen cooperation between health holding company and the Council of Health Insurance to ensure the provision of appropriate health care to citizens and achieve the goals effectively

Key Achievements and Accomplishments 2\4

Visits

Visit of the CEO of Riyadh Third Health cluster

تجمع الرياض الصحي الثالث
RIYADH THIRD HEALTH CLUSTER

A visit by the CEO of the Third Health Cluster, Dr. Abdullah Al-Khathlan to the Council of Health Insurance where discussions focused on strengthening the partnership between the concerned parties and improving coordination to achieve healthcare goals more effectively and meet the needs of citizens

Visit of the CEO of Taif Health Cluster

A visit by the head of the Taif Health Cluster, Dr. Talal Al-Maliki to the Council of Health Insurance which aims to enhance cooperation and exchange experiences in the field of healthcare. The visit discussed ways to enhance health services and improve their quality for citizens

تجمع الطائف الصحي
TAIF HEALTH CLUSTER

A visit by the CEO of Eastern Health Cluster

A visit of the CEO of the Health Cluster in the Eastern Region, Abdulaziz bin Abdulrahman Al-Ghamdi to the Council of Health Insurance with the aim of enhancing cooperation and coordination in the field of healthcare development. The visit focused on reviewing the most important achievements and challenges facing the health sector in the Eastern Region, and discussing ways of enhancing the quality of health services provided to citizens..

تجمـــع الشرقية الصحـي
Eastern Health Cluster

A visit by the Riyadh Second Health Cluster

A visit by the CEO of the Second Health Cluster in Riyadh, Dr. Fahad Al-Ghufaili to the Council of Health Insurance , during the visit, views were exchanged on ways to enhance cooperation between the relevant authorities to improve the quality of health services and patients' experience

تجمع الرياض الصحي الثاني
Riyadh Second Health Cluster

Key Achievements and Accomplishments 2\4

Visits

Visit of the CEO of Al-Ahsa Health Cluster

Dr. Khalid Al Mulla to the Council of Health Insurance during the visit, the health needs of the local community and ways to improve healthcare and expand the provision of medical services were discussed. The visit aims to enhance integration between health authorities different technologies and improving the experience of patients and beneficiaries

Visit of the Riyadh First Health Cluster

Visit of the CEO of the First Health Cluster in Riyadh, Dr. Saleh Al-Tamimi to the Council of Health Insurance, during the visit, several topics of strategic importance in the field of healthcare were discussed such as developing medical services and improving quality and so on to demonstrate experience and knowledge regarding best practices and innovations in the health sector.

Visit of Head of the Health , Well-being and Technology Sector in NEOM

A visit by the Head of the Health, Welfare and Technology Sector in NEOM, Dr. Mahmoud Al-Yamani, to the Council of Health Insurance. During the visit, future plans and initiatives were reviewed to develop the health infrastructure in NEOM and provide advanced and distinguished health services to citizens and residents.

Visit of the Executive General Manager to the National Health Command Centre

Visit of the Executive Director General of the National Health Command Centre For leadership and control and a number of the center's employees for the council Health insurance, the visit focused on reviewing the best Practices and exchange of experiences regarding improving the quality of Health care and health systems development

Workshops and training courses

During the year 2023, the Council organized a series of workshops and training courses aimed at exploring the goals And discuss the challenges and solutions facing the health insurance sector. These workshops and training courses witnessed There were (14) workshops and training courses, with broad participation from various stakeholders, where opinions were exchanged and ideas in a dynamic manner with the aim of developing health services with high quality and efficiency.

"Challenges and Obstacles" Workshop To comply with the National Authority's controls for cyber security"

The Council of Health Insurance held a workshop entitled: "Challenges and obstacles to compliance with the National Authority's controls."
For cyber security," with broad participation from various parties The authorities concerned with the health sector and security experts
During this workshop, the procedures were highlighted necessary to enhance cyber protection in institutions health care and discuss the difficulties they face Institutions in complying with the required stan ards, which It ensures the highest levels of data security and privacy Health insurance beneficiaries

A training course in emotional intelligence

The Council of Health Insurance held a training course entitled: "Emotional intelligence" for Council employees, aims to Enhancing their personal and professional capabilities, as the course focused To provide basic and advanced knowledge about intelligence Emotional, emphasizing the i portance of self-awareness and control.
In emotions, social cognition, and management skills Relationships as key elements of success in the work environment.
In addition to reviewing how emotional intell gence contributes In improving communication between teams, making decisions in an informed manner more effective, and promote a positive work environment, which is reflected in
Positively on overall performance and contributes to professional development
And the continued success of the Council and its members

Strategy workshop for the Health Sector

The Council of Health Insurance held a strategic workshop Directed to the health sector, with the active participation of the committees Health services affiliated with the various chambers of comerce, in coordination with
The Federation of Saudi Chambers and a number of relevant parties,
To prepare a study entitled "Launching a project to update the classification
Accrediting service providers and launching a care improvement project
"Preliminary and launch of the medical evidence project"

"Insurance Basics" Workshop

The Council of Health Insurance held a workshop and program Specialized training entitled "Insurance Basics", targeted Developing skills and increasing competencies among employees Council of Health Insurance. This training program focused extensively on jobs The main insurance companies and the products they offer,
This is to provide the necessary protection for individuals and companies from Through interactive sessions and presentation of specific case studies, Which helps enhance participants' understanding of the importance of insurance.
And his role in society.

"Care Improvement Program" workshop "Primary for Health Insurance Beneficiaries"

The Council of Health Insurance held a workshop entitled: "Primary care improvement program for insurance beneficiaries "Health" in the presence of members of the Permanent Insurance Committee, it was held During the workshop, the current situation in primary care was reviewed. And discuss the challenges facing providing services Effective and high-quality health care for insurance beneficiaries The healthy one. Opinions were also exchanged on possible solutions To overcome these challenges, ensuring an improvement in the level of Health care provided and effective access to services health care for all beneficiaries

"Billing System" Workshop

The Council of Health Insurance held a workshop entitled "System "Invoicing" with the aim of enhancing understanding and communication between companies Insurance and health care service providers in the Kingdom Saudi Arabia. The workshop focused on updates to the billing system Saudi Arabia, where information and guidance were provided necessary for participants to understand and implement systems and procedures New efficiently and effectively. In addition, it was done Focus on raising awareness of the health insurance sector about the importance of Updates and their impact on the quality of services and facilitation Processing and settlement operations

Preparatory meeting for members of the Rejected Committee"Daman Excellence Award judging

The Council of Health Insurance held a preparatory meeting for its members Daman Excellence Award Jury Committee, with the aim of discussing The awards are evaluated according to pre-determined criteria. The meeting witnessed a careful review of the various proposals and candidates, for the purpose of selecting the best and most distinguished in Multiple fields related to health insurance.

Professional and development program for management Risk (RMP)

A number of employees of the Council of Health Insurance attended Risk Management Program (RMP), which comes within A series of professional and development programs that are offered For them. The program centered on enhancing management skills Risks and their comprehensive analysis, with the aim of enhancing... Their abilities to deal with challenges and risks Related to the field of health insurance. Which reflects Ensure commitment to professional development and desire In enhancing performance and improving health insurance services Provided to beneficiaries.

Professional and development program for management PMP projects

A number of employees of the Council of Health Insurance attended Project Management Program (PMP) within the framework of a series Professional and development pr grams provided to employees Council of Health Insurance, the program aims to strengthen Project management skills and developing participants' capabilities In implementing and managing projects efficiently and effectively.

"First Medical Evidence" Workshop

The Council of Health Insurance held a workshop entitled: "First medical evidence" to shed light on the mechanism Adopting and approving medical practice guides based on Evidence in order to enhance transparency and increase efficiency Health care in the sector.

The workshop focused on the importance of using evidence Medical services in improving the quality of health care and enhancing Transparency and accountability, which ensures increased efficiency Health care and improving patient outcomes through Adopting the best and most effective clinical practices

According to available scientific evidence

"Introducing the evidence" workshop Medical and its expected effect in reducing Preparatory meeting for members of the Rejected Committee"

The Council of Health Insurance held a workshop entitled: "Introducing medical evidence and its expected impact on Reduce rejections, to enhance transparency and increase efficiency Health care in the health sector The workshop focused on clarifying the role of medical evidence in... Improving clinical decision-making processes and reducing cases Rejection for processing, which contributes to improving the quality Health services provided and enhancing patients' experience.

A training program specialized in Leadership

The Council of Health Insurance organized a specialized training program And professional in leadership, with the aim of preparing and qualifying employees The Council understands how to interact effectively with the team And developing leadership strategies. A variety of topics were covered, including This builds trust, enhances communication, and motivates the team towards Achieving common goals, as this program aims The training aims to enhance participants' leadership capabilities effective and contribute to achieving success and development within The Council

Workshop "Implementing a system Competitions and government procurement"

The Council of Health Insurance held a workshop entitled "Application "Government Competition and Procurement System", with the aim of Promoting understanding and correct application of competition regulations And procurement in the health sector. It took place during the workshop Review the procedures and requirements necessary for compliance To the specific laws and regulations in the field of procurement government, and how to apply them effectively to ensure Transparency and achieving efficiency and sustainability in operations Purchasing and competitions in the Council.

A training course in the seven habits

The Council of Health Insurance held a training course entitled: "The Seven Habits" with the aim of introducing Council employees On the basic principles to reach the highest levels Maturity and performance in success The course focused on developing effective, positive habits Which contribute to enhancing personal and professional success, Based on the well-known concept of the "Seven Habits". Its effectiveness is proven. This training program aims to: Motivating participants to apply these habits in their lives daily, which enhances their effectiveness and productivity at work It contributes to achieving the specified goals

The most prominent activities of the Council related to the vision programs

As part of its continuous efforts to achieve the goals of Vision 2030, the Council succeeded in achieving a number of Notable achievements based on the vision programs and the Pillars of its own strategy, and among these achievements are:

Unified health file

Contributing to the launch of the unified health file, which was an extension of the great efforts made in the services sector. Insurance in the "Nphies Platform", where the platform was launched in the presence of their Excellences the Ministers and the Minister of Health Mr. Fahd Al-Jaljal, with the participation of the Minister of Industry and Mineral Resources, Mr. Bandar Al-Khorayef, and His Excellency the Minister of Energy, Eng. Khaled Al-Faleh and His Excellency the Governor of the Digital Government Authority, Eng. Ahmed Al-Suwayyan. A special version was also launched. Nphies Newsletter at the end of 2023, including the launch of the platform and the hosting of His Excellency the Secretary and a number of the most important presidents. Sector executives. And in expanding health coverage in the Kingdom, which is considered one of the most important targets for achieving Vision of the Kingdom.

Study investors' challenges

The Council presented several studies to determine the damage and study the challenges of investors in the medical sector and to provide proposed solutions to address them, the study included all health care sectors of various sizes according to The investor's journey is: Categories of investors (small and medium enterprises and large investors)

- Health care providers
- Health insurance companies
- Pharmaceutical sector/biotechnology
- Digital facilities and assistance
- Investors and emerging companies

The journey of private investors

1 Identify available opportunities

2 Market entry / seizing opportunities

3 Sustainability of operations

Key Achievements and Accomplishments 2\4

The journey of private investors

Evaluate the current situation

Global best prac-tices

Challenges and gaps

Recommendations and initiatives

Notes and sugges-tions of the Strate-gic Committee

Required support and required forms

The Council also presented a number of different studies, including:

Studying adding health benefits to general insurance for struggling employers.

Studying the unification of insurance products for each (visit, Umrah, tourism).

Studying the development of a medical insurance product for athletes.

Insurance Drug Formulary

The Council of Health Insurance has developed a guide for Insurance Drug Formulary based on the highest standards. To ensure fair access to
Medicines at low-cost prices for the Saudi population, which aims to reduce the overall cost of dispensing on medications.

The impact of implementing the Insurance Medicines Guide

- 318 million Saudi riyals Reducing the cost of medicines due to the shift to generic medicines and biosimilars (September 2022 to June 2023).

- Reducing 2% of the total spending on medicines compared to 2022

- The impact of the application compared to 2019 data

- The percentage of claims for innovative medicines decreased from 60% to 27%.

- Decrease in spending on innovative medicines from 79% to 60%.

- Generic drug claims increased from 40% to 73% (46% of which were local).

- Spending on generic medicines increased from 21% to 40% (25% of which were local).

Achievements:

- Reducing the total spending on medicines by 2% compared to the year 2022 as a total during the year 2023 is 6 Billion, representing 16% of the value of claims.

Operations and Performance Monitoring Center:

The Operations Performance Center is a methodology introduced in 2023 that aims to improve the efficiency and effectiveness of…
Operations within the Council. This center works to monitor, analyze and improve operations in a manner consistent with the Authority's strategic objectives. The Operations Performance Center adopts a comprehensive approach to operations management, which includes

1. Performance Monitoring: The Center monitors the performance of operations using a variety of key performance indicators (KPIs), which allows him to understand the performance of operations and identify strengths and weaknesses

2. Data analysis: The center analyzes data collected from various systems to understand processes better and identify gaps that can be improved

3. Implementing improvements: The center assumes responsibility for implementing proposed improvements to operations, whether this is done by applying new technologies or improving existing procedures.

4. Strategy Direction: The Operations Performance Center helps direct the overall strategy of the organization through analyzing operations and providing advice on how to achieve strategic objectives more effectively

5. Improving interaction: The center works to improve interaction between various departments and teams within the organization. Which contributes to enhancing cooperation and achieving better work goals.

Key performance indicators for the operations center at the Council of Health Insurance

Health care access and nutrition

Comply and ensure adherence to regulations

Quality of health care outcomes

Sustainability to contribute to cost management

Health of insurance beneficiaries

Competitiveness for beneficiaries of service providers and customers

Key Achievements and Accomplishments 2\4

Supervisory Data

Based on the Council of Health Insurance's regulatory and supervisory role over the parties to the insurance relationship, and in commitment to the mechanism
Implementing the system, the Council of Health Insurance gave utmost importance to monitoring performance in line with Vision 2030.
In enhancing the approach to accountability and transparency, and achieving professional leadership and institutional excellence.
During the year 2023, the Council continued its role in working on the governance and regulation of the private health insurance sector.
By strengthening its supervisory and oversight role over the sector, which included five main directions that included supervision
On implementing the health insurance system, supervising health insurance companies, as well as supervising companies managing health insurance claims, as well as supervising health service providers, as well as supervising

Revenue cycle companies, where the Council of Health Insurance conducted a number of field and confidential visits in 2023

According to a unified checklist according to the type of establishments to ensure that the parties to the insurance relationship are able to adhere to what is stated
In the system, regulations and instructions issued by the Council, the visits were via tablet systems to ensure
Governance and quality of field and confidential visits with regard to supervising the parties to the insurance relationship, the Council has undertaken several tasks and achievements for the year 2023 included:
Achieving the target for field supervision visits to health service providers.
Achieving the target for confidential visits to health service providers.
Achieving the target for visits to insurance companies.
Achieving the target to address escalated complaints that have exceeded the statutory period, as stipulated in the regulations.
Beneficiaries and there was no response from the company.
Achieving the target to address fraudulent reports received through the Supervision Department and taking the necessary action regarding them.
Supervising compliance with the "Nphies" platform according to the instructions issued by the Council.

Actual Achievements 2023

Supervisory visits	Secret visits	Visits to insurance companies
4462	**1158**	**80**

Violations of service providers	Insurance company violations	Warnings issued to employers
1686	**499**	**665**

Warnings issued for non-compliance with the Nphies platform	Stopping a service provider from practicing health insurance business	Addressing escalated complaints that have exceeded the statutory period and have not been responded to
748	**4**	**393**

Handling fraud reports	Submitting service provider violations to the Health Institutions Violations Committee
26	**633**

Key Achievements and Accomplishments 2\4

◖ Opportunities and factors that help achieve them

In facing the challenges that the Council succeeded in overcoming and turning into successes, and based on what the Council has done
During the year 2023, the work, the initiatives it put forward, the performance development programs it implemented, and the challenges it faced There have been many opportunities that can be benefited from and invested in for the benefit of the council's work, the most important of which is

- Developing performance, raising technical observations and problems, and following them up with the Technology Department.
- Electronic connectivity with relevant parties.
- Partnering with judicial authorities to raise the level of commitment of insurance companies and service providers to providing services for beneficiaries according to rules and regulations.
- Efficiency and high technology available.
- Act as a data- and evidence-driven, learnable regulator.

◖ Challenges and support required

With constant attention and renewed diligence, the Council carefully monitors all challenges facing its activities, and evaluates the impact of these challenges on the performance of insurance companies and the performance of the private health insurance sector in a comprehensive manner ml. Thanks to the strong boost that the sector received and the capabilities available during the year 2023, the Council succeeded in overcoming many of these challenges and benefiting from them to achieve many achievements. In this context, many successes have been recorded thanks to transforming potential challenges into opportunities for development and progress.

Challenge	Impact	Decision/Needed support	Decision/support type	Explanation
Regulatory changes at the health and insurance sector level.	High	Alignment with relevant parties.	Strategic	Adopting a strategy for building health sector transformation and establishing the Insurance Authority.
Lack of approved regulatory regulations to manage the revenue cycle.	High	Adding initial accreditation for revenue management cycle companies in the system.	Legislative/ legal	Approval of the statutory instrument for the revenue cycle management regulations.
Low level of maturity in the sector to access pay-for-value mechanisms.	Medium	The Council continues its efforts to adopt payment-for-value mechanisms at the national level.	Regulatory	-
The inability of small and medium enterprises to bear the costs of health insurance	Medium	Studying initiatives that contribute to increasing the commitment of these establishments.	Regulatory	High health insurance costs.

Third:

An overview of the current status of the Council

Organizational Chart

Board of Directors

Internal Audit

Secretary General

Legal Affairs

- Implementation management
- Litigation management
- Contracts and Consulting Manager
- Contracts and agreements
- Legal consultations

Cybersecurity and risks

Business continuity, governance, risk and compliance	Governance and risk assessment of cybersecurity compliance	Protection and Defense
Risk Management	Cybersecurity governance and compliance	Access management and cybersecurity architecture.
Business continuity	Cybersecurity risk assessment	Monitoring and responding to cyber incidents
Governance and compliance	Environment management and governance	

Data and compliance

- Research and development
- Sector performance and compliance
- Policy development
- Policy design
- Aquatic health studies
- Health information management and medical coding

Empowerment and supervision

- Supervision and customer assurance
- Supervision
- Monitoring
- Inspection and secret shopper
- Customer guarantee
- Communication Center
- Guarantee of insurance companies
- Service Providers Guarantee
- Employers Guarantee
- Empowerment
- Classification and empowerment
- Accreditation and qualification
- Medical administration
- Medical operations
- Beneficiary health management
- Health of beneficiaries

Communication and excellence in customer service

- Excellence in customer service
- Customer experience analysis
- Developing customer experience
- communication
- Communication and public relations
- Event management
- Corporate identity

Board of Directors

Committee and Board activities.

Secretary General

Strategy and Institutional Excellence.

Excellence management	Project and Business Development management	Performance management	Strategy and Transformation management
Institutional Excellence	Strategic planning	Institutional Performance management	Strategic planning
Quality	Institutional Excellence management	Project Quality.	Institutional Excellence management
			Strategic Partnerships.

Technology and digital transformation

Digital strategy and innovation	Data and artificial intelligence.
Digital strategy	Data science and visualization
Digital product development	Data technology
Digital planning and project management	Artificial intelligence solutions
Digital governance	Technical services
Nphies project management	information technology
Digital project management	Information technology services management
Enterprise architecture management and business analysis	Application management
quality assurance	Infrastructure and data center
Preparing and qualifying the sector	Information security operations
Communication and awareness	Electronic solutions
Digital change management	technical support
	technical support
	Application support

Financial affairs

Financial management
Account management
Revenue and collection
Payments
Resource and budget development
Resource Development
budget

Human resources and support services

Administrative communications and archival documents
Human capital
Planning and developing human capital
Talent management
Human capital operations
Contracts and procurement
Supplier management
Tenders and contracts management
Purchases
Support Services

Legend:
- ● Executive management
- ● management
- ● management
- ● Department

Manpower Situation

The Council highlights the human resources status of health insurance employees. This report focuses on evaluating competencies The current skills of employees, and identifies training and development needs to improve their performance. The report aims to enhance capabilities Employees and their development to ensure the provision of high-quality and effective services within the framework of health insurance strategies. The Council's management also made concrete efforts to employ women leaders and empower them, as part of its commitment to enhancing The role of women in the fields of leadership and management. These efforts included many steps and initiatives that contributed to Achieving gender balance and enhancing women's participation in decision-making through; Comprehensive employment policies, including This improves access to job opportunities and increases female representation at various administrative levels, as the percentage has increased Employing women increased from 49 women in 2022 to employing 70 women in 2023. These efforts were evident in Creating a comprehensive and stimulating work environment to enable women to achieve their full leadership potential, which contributed to achieving development.

Sustainable and comprehensive Human Resources Management has played a decisive role in developing and enhancing employees' skills through training and qualification programs. Among these programs, the "Misk Leaders" program stands out as an ideal model, which aims to develop and empower promising leaders.

To achieve its maximum potential in the work environment, it also contributed to training a large number of female employees on leadership and management. Many of them have been appointed to important leadership positions within the Council, and these achievements reflect the administration's commitment to strengthening Women leaders and empowering them to achieve excellence and build a motivating and sustainable work environment, in which the added value of women is enhanced. As an essential element in decision-making and successfully achieving the Council's objectives in line with the Kingdom's vision 2030.

Total jobs

Vacant positions at the end of the current fiscal year	Change in the workforce	Positions held at the end of the previous fiscal year	Ratio of filled to approved positions	Positions occupied at the end of the current fiscal year	Approved for the current fiscal year
0	16	242	100%	258	258

	2022	2023
No. of employees	228	249
Male	179	179
Female	49	70
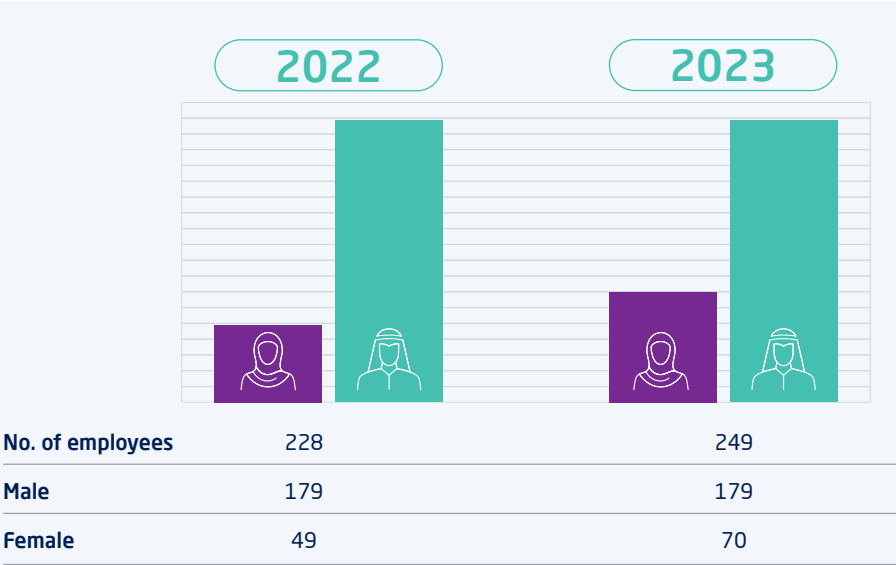
Budget Approvals

Summary of Budget Approvals and actual disbursements according to the Council's Accounts Manual and filling out Form No. (13): Budget appropriations and actual disbursements according to the Council's Accounts Manual for the fiscal year: 1444/1445 AH.

Sections	Approved in the budget	Actual expenditure from the budget	Savings (residual)	Actual disbursement ratio Approved in the budget (%)
The cost of salaries and benefits	144,247,726	139,395,976	4,851,750	%97
Project cost	178,832,682	165,149,328.0	13,683,354	%92
General expenses	31,935,592	30,378,933	1,556,659	%95
Community support	43,100,000	43,100,000	0	%100
Total	398,116,000	378,024,237	20,091,763	%95

Councils Revenue

Estimated and actual revenues of the public agency for the fiscal year: 1444/1445 AH.

Key accounts	Estimated revenue	Actual revenue	Percentage (%)
Activity revenues	363,812,845	405,074,124	111%
Investment revenues	30,893,210	138,000,000	%217
Nphies revenues	105,801,320	58,995,637	56%-
Total	500,507,376	602,726,092	120%

Figures and Statistics

Supervisory visits	Secret visits	Visits to insurance companies
420 4462	1128	56 80

Violations of service providers	Insurance company violations	Warnings issued to employers
1673 1686	336 499	20 665

Warnings issued for non-compliance on the Nphies platform	Stopping the service provider from practicing health insurance business	Addressing escalated complaints that have exceeded the statutory period it was not answered
128 748	3 4	393

Handling fraud reports	Submitting service provider violations to the Health Institutions Violations Committee	Total received and outgoing calls
25 26	77 633	788,405

Total requests (complaintsg Inquiries and suggestions).	Satisfaction rate
828,890	86% 94%

● Detected in 2022   ● Detected in 2023

An overview of the current status of the Council

Conclusion

Year after year, the health sector is distinguished by a series of achievements that reflect the progress it contributed to the development of the health insurance industry in the Kingdom by:

According to harmonious work plans, based on initiatives that come from the Council's plan strategy, the Council confirms its commitment to its general responsibility to continue Cooperating with all parties of the insurance sector and all contributors in the Health Insurance Industry care in the Kingdom, based on the principle of sustainable partnership, and making all efforts and exploring all possibilities, with the aim of making the health insurance experience a success. This is what we are looking forward to achieve as a common goal for all, in light of the future expansion of health insurance.

To include a wide range of targeted segments according to the Council's vision, and indicators of the sector's performance, based on achieving the objectives of the Kingdom's Vision 2030 and the aspirations of The King and the Crown Prince - may God protect them.

May Allah grant us success...

مجـلس الضـمان الصحـي
Council of Health Insurance