

Change • Challenge • Opportunity

Injury & Disability Schemes Seminar



12 - 14 November 2017 • Sofitel • Brisbane



**Actuaries
Institute**



Mental Health Plenary

Geoff Atkins



Systemic difficulties for the insurance sector

- Lack of relevant data
- Diagnosis relies on subjective information
- Reliance on self-reporting of symptoms
- Severity and prospects are hard to understand
- High prevalence of co-morbidities
- Financial compensation can influence behaviour
- ‘Secondary mental harm’ from the claim process
- Ineffective regulatory framework



How can improvements be achieved?

- Product definitions
- Product design
- Underwriting guides
- Early treatment focused on recovery
- Review of laws relating to mental health and insurance
- Data – collection, analysis and access
- Specialised skills in dealing with claims
- Expert neutral evaluation
- Continued education