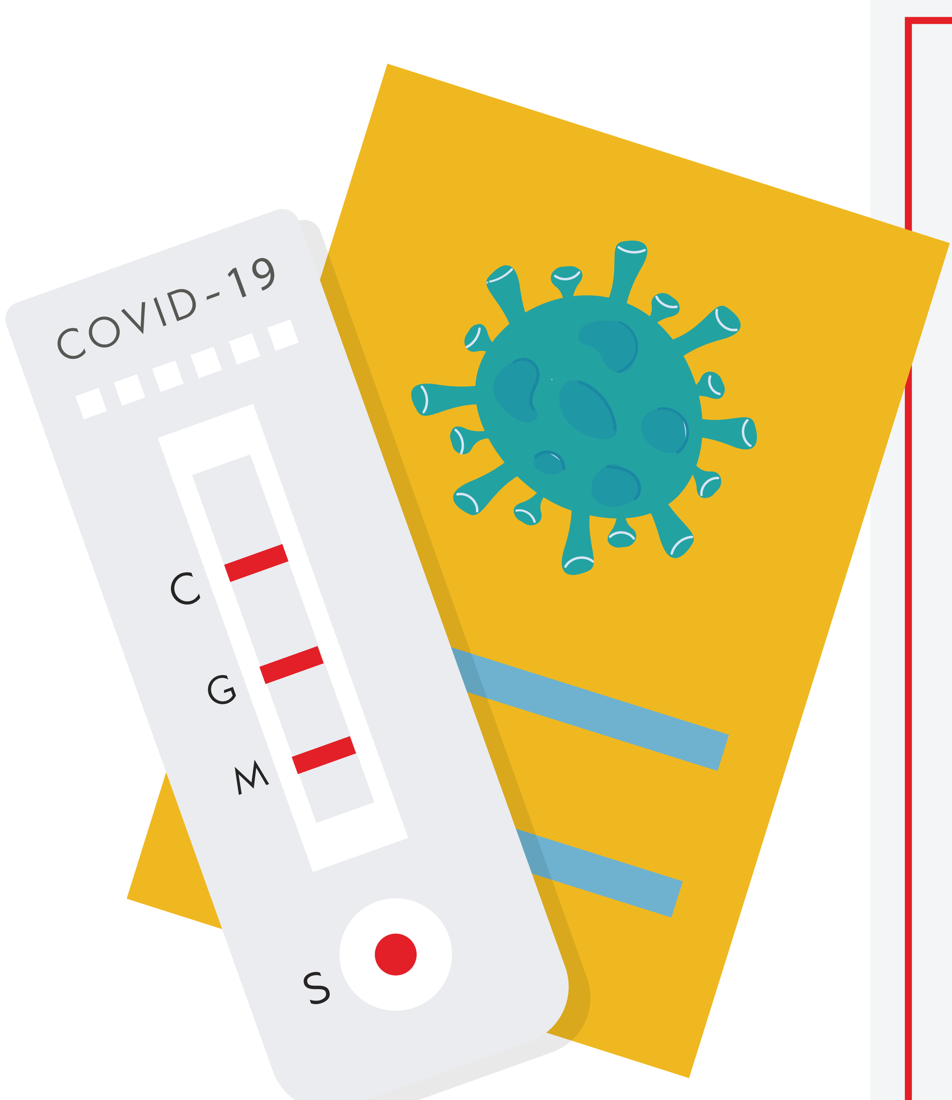
Checking the Pulse Survey: Evolving Role of the Insurance Medical Director in 2021

RGA's 2021 Checking the Pulse Survey draws on responses from 124 medical directors (from 84 companies) globally and reveals how a global pandemic and competitive pressure continue to reshape perceptions and roles for these physicians across the industry.

RISING INFLUENCE

53% More than half of medical directors reported their responsibilities and influence increased the last two years.



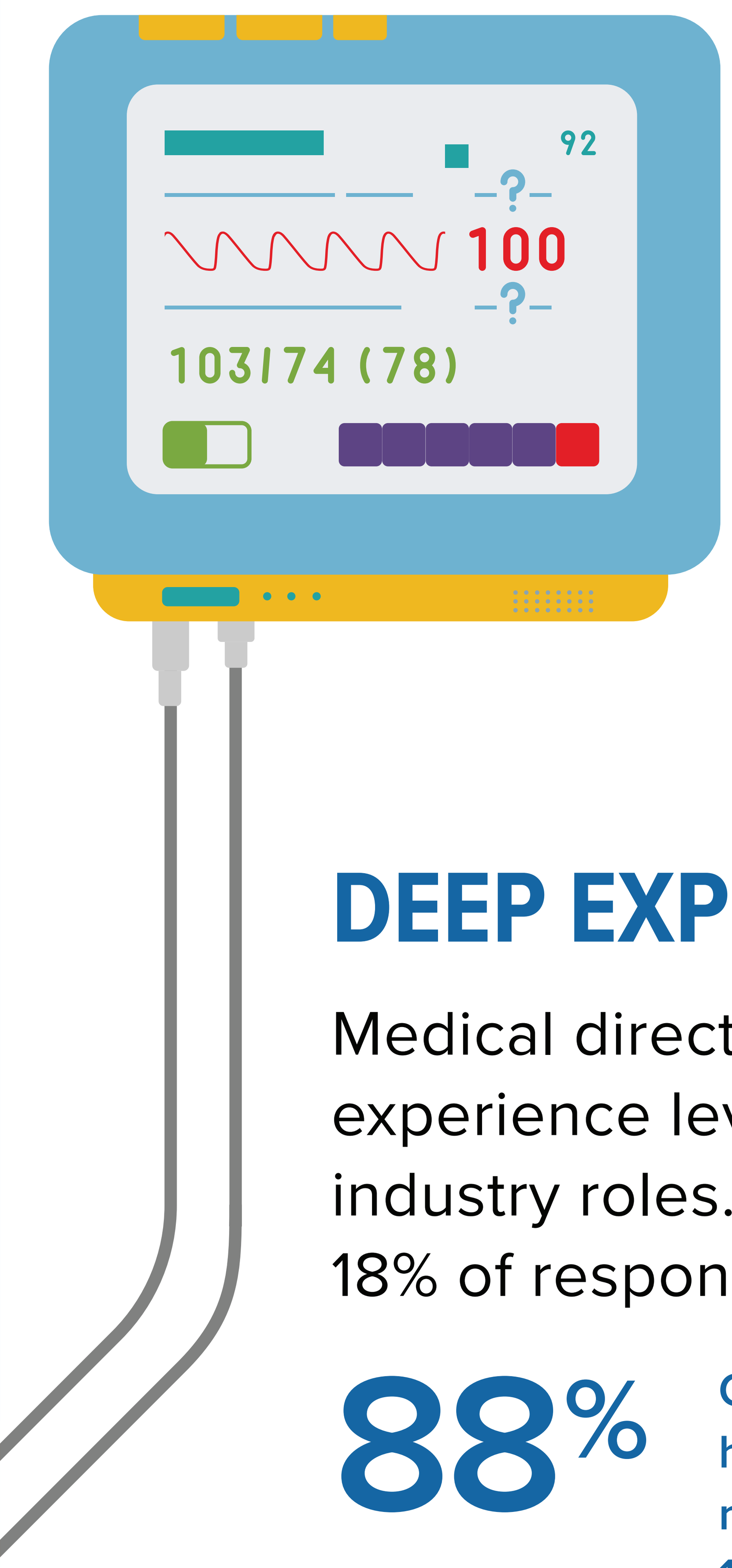
CHANGING ROLES

Increasingly, medical directors are being recognized as thought leaders and product strategists as well as technical experts.

70% TECHNICAL EXPERTS

More than 70% of medical directors manage a variety of technical responsibilities, such as:

- Case reviews
- Product development
- Training and industry presentations
- Underwriting guideline creation
- Research and development



31% PRODUCT DEVELOPMENT

31% of medical directors are regularly involved in product development and this is an area where they can offer their expertise.

DEEP EXPERIENCE

Medical directors' professional qualifications and experience levels are deep and span clinical and industry roles. In addition, retirement is looming for 18% of respondents.

88% Of medical directors have been active in the medical profession for 10 or more years

55% Of medical directors have been active in the life and health insurance industry for 10 or more years

EVOLVING INDUSTRY

60%

Three of every five medical directors reported greater emphasis on competitive underwriting decisions, e-underwriting, and data analytics

35%

Seven out of 20 medical directors reported more claims decisions being challenged and increasing complexity of claims and products

BREAKING BARRIERS

Medical directors identified lack of access to information and automation as their greatest challenges.

50% Of medical directors prioritized data and analytics skills as a key to future professional growth, and only half shared that their employers invested in training and development.

Still curious? RGA is happy to discuss the evolving role of the medical and the changing insurance medicine landscape with our clients. Please contact us to learn more or access the full survey findings.