

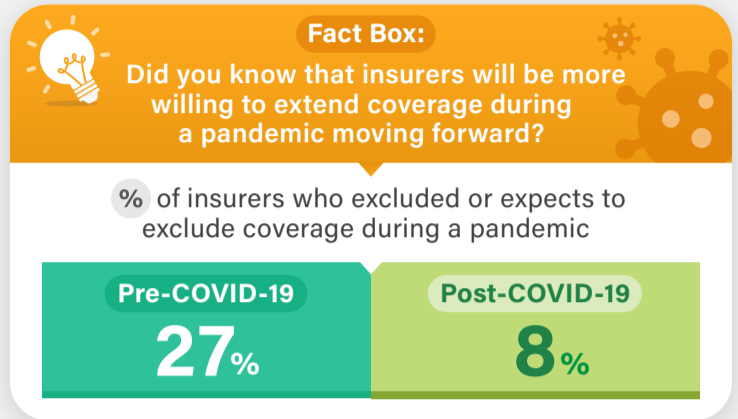
# The State of Health Insurance 2020-2021

Features global and regional insights!


## What are the main forces shaping the health insurance industry?

### 01 Insurers and clients continue to cope with the financial impact of COVID-19

With **individuals** facing **pandemic-related hardships** and **businesses** dealing with **tightening budgets**, insurers will need to engage with clients and adapt their approach.



### 02 Major healthcare challenges and trends




Rise of **telehealth** and **virtual healthcare solutions**



Advancement in **healthcare technology**, and use of **AI** and **blockchain**



Importance of **cybersecurity** as **healthcare providers** rely on **technology**



Spotlight on **healthcare experience** and **new frameworks** for national health systems

And more!

### 03 Impact of COVID-19 on the insurance industry



**Delayed treatments** will drive up claims for insurers further down the line



Growing % of individuals with **mental health conditions** will burden insurers



**Telehealth adoption** will surge and insurers will need to adapt their offerings



And more!

### 04 Changing consumer needs and expectations for insurtech

-  **Health and wellbeing** becomes a **priority** in the **post-pandemic** world
-  **Younger**, more **health-conscious** individuals turn to **health insurance** products
-  **Hygiene standards** and **high quality, empathetic care** will be key to patients' **health experience**
-  Both **physical presence** and **digital channels** will shape the **insurance landscape**



We've only scratched the surface of the state of health insurance, so **download your copy of the free report today!**



■ In-depth explanation, illustrative graphs, and rich analysis

■ Insights from our in-house insurance experts and insurance partners

■ Region-specific trends and updates from our 12 global offices

