



Costa Rica - Health Benefits

Provided through Assa Costa Rica, GEB's Network Partner in Costa Rica

Established in 2009, Assa Costa Rica offers a comprehensive range of products including group Health, Life, Auto and Accident insurance. Assa Costa Rica is part of the Assa Group, a leading provider of insurance products for over 80 years throughout the Central American market.

Medical Plan Management

Key capabilities include:

- Group Medical, Travel Medical;
- Medical plans may be customised to include member cost-share components such as co-insurance, deductibles, co-payments and/or out-of-pocket maximum limits;
- Available benefits include Outpatient, Inpatient, Dread Disease Cover, Pharmaceutical, Vision, Maternity and Dental for Employees and their Dependents;
- Provider network (including access to medical centres of excellence) offering access to discounted, direct payment arrangements;
- Networks can be tailored to suit client needs;
- Dedicated network management team focused on credentialing, monitoring, cost containment;
- Network provider search tool to find specialist care;
- Dedicated medical case management team, providing patient support, pre-authorisation for care, and treatment guidance before/during/after hospitalisation;
- 24/7 member service centre providing assistance with benefit questions, payment arrangements.

Health & Wellbeing Programmes

In addition to group benefit plans, Assa Costa Rica also offers clients a range of health and wellbeing programmes designed to help members Stay healthy, Return to health after sickness or injury, and Manage chronic illness:

Stay healthy

- Workplace health campaigns;
- Executive health checks;
- Onsite sessions with health professionals focused on physical and mental wellbeing;
- Onsite massage Service available;
- Workplace Vaccinations Service available, including influenza, Rota Virus Pneumococcal, MMB, HPV and Yellow Fever.

Return to health

- Case managers provide clinical support/guidance to help members understand their treatment options and navigate the medical system;
- Telemedicine Service available through Emergenicas Medicas.

Manage chronic illness

- Case managers help patients identify treatment and drug therapy alternatives to better manage chronic conditions.

Costa Rica annual medical trend: 12% AON, 10% WTW, n/a Mercer (2024)

Note: capabilities vary by country and change periodically; for complete details on all current capabilities and programmes please contact your GEB representative. The information contained in this document is provided by Assicurazioni Generali S.p.A - Luxembourg Branch (the "Branch") for general information purposes only. While the Branch endeavours to keep the information up to date and correct, it makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, sustainability, or availability concerning the document or the information, products, services, or related graphics contained in this document for any purpose. Any reliance placed on such information is therefore at the user's risk. GEBHEALTH/Costa Rica 02.01.2024