



中意人寿
GENERALI CHINA

Generali China Life's enhanced effort to support the insured members during COVID-19 Pandemic

Until mid of July 2020, the overall number of COVID-19 confirmed cases in China has been under control. Generali China Life (GCL) has been closely monitoring the development of the situation since the beginning of the year.

GCL had also enhanced their services and support for their insured members during the COVID-19 pandemic as follows:

Part 1: Special operational support

- 1) Five human touch terms are offered to insured members who are diagnosed COVID-19 in Mainland China:
 - Waive the restrictions of drugs
 - Waive the restrictions of diagnosis and treatment
 - Waive the restrictions of designated hospital
 - Waive the deductible
 - Waive 30 days' observation period
- 2) Simplified claims filing process
 - The insured members can submit their claims online first and send GCL the paper documents for both confirmed and suspected cases afterwards;
 - Prolonged prescription for chronic medication for up to 3 months to reduce the risk of cross-infection during hospital visit;
 - Increased limit for online claim;
 - Online claims for consultations received at medical facilities affiliated with public hospitals.

Part 2: Special health service for COVID-19:

A. Health service for local employees (free of charge):

- Tele-consultation and Digital prescription resource available on GCL App for chronic disease refill or common health concerns;
- **Pandemic Special Newsletter** in Chinese and English for corporates clients to enhance health awareness.
 - English version: [Online Health Newsletter 2020-02](#)
 - Chinese version: [中意健康月刊2020-02](#)

- **Monthly Online Health Education Sessions** for both EAP support and individual health protection are published on GCL App
- **Teladoc Health Intensive Consultation** by medical specialists on COVID-19 related consultation or medical opinion
- **EAP hotline** for COVID-19 related counselling is provided to reduce the panic or anxiety caused by the pandemic

B. Customized health service on request:

Besides the routine health service provided, GCL have worked with corporate clients on customized programs during the COVID-19 pandemic:

- **Nucleic acid testing (NAT)** is organized with the top providers in China for groups or individual clients on epidemic screening or regulatory compliance needs.
- **EAP workshop or crisis management** for corporate clients which have great concern for their local or overseas employees.
- **Health event or engagement program** (e.g. 21-day healthy walk and smoking cessation program)
- **Dedicated tele-medicine program** provided with one-stop service from online consultation to digital prescription and online claim.

C. Health service for clients under GCL's high-end medical plans:

- **SMO (second medical opinion)** for clients would need to make critical medical decisions regarding their health issues
- **Chronic disease medication refill**
- **24/7 medical assistance hotline**