

# COLOMBIA

GEB Network Partner: Seguros Bolivar

## HEALTH BENEFITS

Established in 1939, Seguros Bolivar provides a range of products for local and global organisations, including Group Individual Life, Group & Individual Health, Personal Accident and Workers' Compensation Insurance. Grupo Bolivar is the 3rd biggest economic group in Colombia and was the 2nd company the country established with 100% Colombian capital. Through a comprehensive range of insurance products and their strong believe in long-term relationships with their clients, suppliers and partners, Seguros Bolivar helps organisations to create a better-supported, healthier workforce.

### MEDICAL PLAN MANAGEMENT

Key capabilities include:

- Comprehensive group benefit products including coverage for Health, Life, and Accident;
- Available benefits include Outpatient, Inpatient, Dread Disease Cover, Pharmaceutical, Vision, Maternity and Dental for Employees and Dependants;
- Provider network of more than 500 medical providers, hospitals and specialists, offering access to direct payment arrangements;
- Network may be customised to suit client needs;
- Dedicated Network Management team to handle accreditation and relationship with medical providers;
- Patient steerage to high quality and cost effective providers;
- 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 support for questions about benefits, claims, billing;
- Online member portal for self-service access for claims submission and provider search.

Colombia annual medical trend: 4.5% AON, 4.3% WTW, 5% Mercer (2022)

### HEALTH & WELLBEING PROGRAMMES

In addition to group benefit coverage, Seguros Bolivar also offers a comprehensive range of health and wellbeing services designed to help members *Stay healthy, Return to health after sickness or injury, and Manage chronic illness:*

#### Stay healthy

- Nutrition & weight management programmes;
- Health Education, Information and workplace health campaigns on specific topics to help employees stay healthy;
- Health Checks / Biometric Screening as well as Executive Health Checks;
- Mobile health app supporting physical and mental health, nutrition management, maternity care, meditation, team step challenges;

#### Return to health

- Access to a Medical Second Opinion service providing medical consultation and treatment recommendations for complex cases;
- Telemedicine through a 24/7 health consultation platform providing access to clinical support via phone/video chat for medical advice and information.



Note: capabilities vary by country and change periodically; for complete details on all current capabilities and programmes please contact your GEB representative.