



Vietnam - Health Benefits

Provided through Generali Vietnam, GEB's Network Partner in Vietnam

Generali Vietnam was established in 2011 and has quickly earned a reputation as one of the top providers of life insurance in the country. With over 200,000 local and multinational clients, and more than 60 agency offices, Generali Vietnam is a fast growing company with a reputation for excellence in customer service, winning the International Finance Magazine Best Customer Service Award and the VEDSU Excellent Brand Award in 2017. Generali Vietnam offers group employee benefits including group and individual medical coverage and life insurance.

Medical Plan Management

Key capabilities include:

- Available benefits include Outpatient, Inpatient, Dread Disease Cover, Daily Cash Allowances, Pharmaceutical, Vision, Maternity and Dental;
- Medical plans may be customised to include member cost-share components such as deductibles, co-insurance with an out of pocket maximum limit, and/or co-payments;
- National provider network offering access to direct payment arrangements;
- Upon request, additional medical facilities can be identified and approached by the insurer for potential network contracting;
- Dedicated network management team focused on credentialing, monitoring, cost containment;
- An online claims portal where Generali network hospitals/clinics/physicians can confirm coverage and submit claims for reimbursement;
- Member service centre providing assistance with benefits questions and payment arrangements during normal business hours;
- Online member portal and app for self-service access, benefit details, claims submission and tracking, reimbursement status.

Health & Wellbeing Programmes

In addition to comprehensive employee benefit plans, Generali Vietnam also offers clients access to 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

- Weekly health newsletters;
- Customised workplace health campaigns;
- Onsite training sessions focused on healthy lifestyle and financial wellbeing;
- GenVita: mobile healthapp offering information on health, wellness, personal finances, lifestyle and family concerns;
- Workplace Vaccination Programmes including Influenza, Rota Virus, Pneumococcal (PCV), Meningitis, MMB, HPV, Whooping cough, Yellow, COVID19 Vaccination and / or Booster.

Vietnam annual medical trend: 6.7% AON, 11.33% WTW, 12% 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/Vietnam 02.01.2024

Health & Wellbeing Programmes (continued)

Return to health

- Customised onsite training sessions led by health professionals focused on improving physical wellbeing (may be offered for an additional charge). Sessions designed to target key health issues and include nutrition, fitness, dental health, pre-diabetic counseling and education;
- Nurse Line to discuss health concerns and get general advice on treatment options.

Manage chronic illness

- Customised onsite training sessions focused on condition management for chronic illness (e.g. diabetes, heart disease, etc).