

# JORDAN

GEB Network Partner:  
Middle East Insurance Company

## HEALTH BENEFITS

Founded in 1962, Middle East Insurance Company is one of the oldest and most established insurers in the market. The company offers a comprehensive range of products including Life, Health, Accident, Property and Automotive insurance, and specialised insurance solutions for the Marine, Engineering and Aviation industries. With its head office in Amman, and seven branches throughout the capital and other major cities across the country, Middle East Insurance Company is a recognised leader in the local market.

### MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Comprehensive group benefit products including coverage for Life, Health, Accident; Medical insurance available as Group, Individual Travel Medical plan;
- Available benefits include Outpatient, Inpatient, Pharmaceutical, Vision, Maternity and Dental for Employees and Dependents;
- Medical plans may be customised to include member cost-share components such as co-insurance and/or co-payments and out of pocket maximums;
- National provider network 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;
- 24X7 medical case management from *MedNet*, a leading provider of healthcare support services. MedNet clinicians provide patient support and treatment guidance before/during/after hospitalisation and manage the pre-authorization process;
- An online claims portal for network hospitals/clinics/physicians to confirm coverage and submit claims for reimbursement;
- Mobile app MedNet, including a search engine

where members can find providers by location and specialty and view benefits information;

- Member service centre (24/7) providing assistance with benefit questions, payment arrangements.

### HEALTH & WELLBEING PROGRAMMES

In addition to comprehensive employee benefit plans, Middle East Insurance Company 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

- Health Education and workplace health fairs; onsite Health Education Sessions with Health professionals on physical wellbeing;
- Workplace vaccinations, including Influenza, Rota Virus, PCV, MMB, HPV, Whooping Cough and Yellow Fever;
- Executive Health Checks;
- Mobile Health App via MedNet;

#### Return to health

- Patient support before/during/after hospitalisation, including coordination of home healthcare, durable medical equipment, prescription drugs, etc;
- Access to Second Medical Opinion Service through the MedNet specialist network, to understand alternative treatment options;

#### Manage chronic illness

- Ongoing medical case management to help patients identify/understand treatment and drug therapy alternatives to manage chronic conditions.

