

GEB Network Partner: Generali Versicherung

AUSTRIA

Founded in 1832 as part of Generali Austro-Italiche, Generali Versicherung is one of the oldest and most established insurers in Austria. With gross premium income over 2.6 billion Euros and nearly 5,000 staff, Generali Versicherung is a leading provider of group and individual Health, Life, Accident/Disability, Travel, Property and Automotive insurance for the local market.

MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Comprehensive group benefit products including coverage for Health, Life, Accident/Disability;
- Medical plans may be customised to include member cost-share components such as co-insurance, deductibles, annual limits;
- National provider network (including nearly all Austrian clinics and hospitals) 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;
- Online member portal for self-service access to e.forms, benefit details, claims submission and tracking, reimbursement status, e.medical card;
- A provider search engine where members can search providers by location and specialty;
- Access to member service centre during normal business hours (9-5pm) providing assistance with benefit questions, payment arrangements and pre-authorisation for care;

Austria annual medical trend: 3.0% AON; 3.0% WTW; n/a - Mercer (2020)

HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, Generali Versicherung 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

- Mental health support service including manager support, critical incident support, mediation;
- Nutrition & weight management programmes; fitness membership discounts; workplace health campaigns;

Return to health

- Access to a Medical Second Opinion service providing medical consultation and treatment recommendations for complex cases;
- Clinical case management for assistance with complex care, medical emergencies, return to work programme, and assistance for patients before/during/after hospital stays;

Manage chronic illness

- 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.