

GEB Network Partner: Assa Compañía de Seguros

COSTA RICA

Established in 2009, Assa Costa Rica offers a comprehensive range of products including group Health, Life, Auto and Accident insurance. Assa Costa Rica is part of the Assa Group, a leading provider of insurance products for over 80 years throughout the Central American market.

MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Group Medical, Travel Medical;
- Medical plans may be customised to include member cost-share components such as co-insurance, deductibles, co-payments and/or out-of-pocket maximum limits;
- Provider network (including access to medical centres of excellence) 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;
- 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 assistance with benefit questions, payment arrangements;

HEALTH & WELLBEING

In addition to group benefit plans, Assa Costa Rica 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

- Workplace health campaigns;
- Executive health checks;
- Onsite sessions with health professionals focused on physical and mental wellbeing;

Return to health

- Case managers provide clinical support/guidance to help members understand their treatment options and navigate the medical system;

Manage chronic illness

- Case managers help patients identify treatment and drug therapy alternatives to better manage chronic conditions.



Costa Rica annual medical trend: 14.0% AON; 11.0% WTW; n/a Mercer (2020)

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