

GEB Network Partner: Generali France

# FRANCE

Based in Paris, Generali France was established in 1995 and has become a major player in the French market with over 7,000 staff, a network of more than 2,500 general agents and agency employees, and 3,800 brokers. Generali France currently provides insurance products to over 8.3million customers.

## MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Group Life, Medical, Travel, Property/Casualty products;
- Medical plans may be customised to include member cost-share components such as out-of-pocket maximum limits and co-payments;
- Provider network offering access to packaged pricing, discounts and direct payments. Dedicated network management team focused on credentialing, monitoring, cost containment;
- Dedicated medical case management team, providing patient support and treatment guidance
- Online member portal for self-service access to benefit details, claims tracking and provider search by location and specialty;
- Member service centre, available during normal business hours for questions about billing, benefits, claims status.

## HEALTH & WELLBEING

In addition to group benefit plans, Generali France 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*:

France annual medical trend: 4.0% AON; 1.0% WTW; n/a Mercer (2020)

### *Stay healthy*

- Nutritional counseling/weight management, discounts on gym memberships;
- Access to online health content (newsletters, posters, flyers, brochures, push content);
- Workplace health campaigns, fairs, health checks including vaccinations, health risk assessments; health education;
- Mobile healthapp with information on physical health and wellbeing;

### *Return to health*

- Employee Assistance Programme (EAP) for mental health screening, treatment;
- Telemedicine/virtual healthcare;
- Medical second opinion services;
- Disability management/return to work;
- Smoking cessation;

### *Manage chronic illness*

- Onsite health sessions offering patient education on major chronic conditions including Asthma, Chronic Obstructive Pulmonary Disease, Diabetes, Heart Disease, Hypertension, Maternity care.



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