

GEB Network Partner: Generali Indonesia

# INDONESIA

Generali Indonesia is a leading local insurer supported by more than 11,000 agents and agency offices throughout Indonesia. Generali Indonesia has been recognized for outstanding financial performance (Best Financial Performance/Indonesia Choice Award) and selected as a Top 10 Employer by SWA Magazine.

Generali Indonesia offers group employee benefits including group Health, Dental, Disability (Long Term Disability and Accidental Death and Dismemberment) and Life insurance.

## MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Highly tailored medical plans offering coverage for inpatient and outpatient care, maternity cover, dental and vision benefits; plans may be customised to include member cost-share components such as co-payments and co-insurance;
- Extensive provider network with nearly 1,000 contracted clinics and hospitals, offering access to discounted services and direct payment arrangements;
- Network may be customised to suit client needs in terms of geography and/or specialty;
- Network management team focused on credentialing, monitoring, cost containment;
- A provider claims portal where hospitals/clinics/physicians can confirm coverage and submit claims for reimbursement;
- Online member portal for self-service access to e.forms, benefit details, claims lookup and reimbursement status; A provider search engine where members can search network providers by location and specialty;

Indonesia annual medical trend: 13.0% AON; 11.0% WTW; n/a Mercer (2020)

- Member service centre providing assistance with benefits questions and payment arrangements during normal business hours;
- Dedicated medical case management team providing pre-authorisation and assistance before/during hospital stay and post hospital discharge planning.

## HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, Generali Indonesia 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**

Discounts on fitness membership; monthly health content to address specific group disease trends; workplace health campaigns/lectures/fairs; onsite biometric screening; ergonomic assessment; wellbeing appointment scheduling service; maternity programme (client specific programme).

### **Return to health**

Health lectures, wellbeing appointment scheduling service; ergonomic assessment.

### **Manage chronic illness**

Health lectures to address key conditions identified through group claims assessment.



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