

GEB Network Partner: Generali Italia

ITALY

Generali Italia is the largest insurance company in Italy with over 18,000 employees, and a representative network of more than 1,500 agencies and 2,300 agents nationwide.

Generali Italia insures more than 6 million customers in Italy, providing a wide range of insurance programmes including Life, Health, Accident and Property Insurance, and Pension/Investment products.

MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Group and Individual Medical, Group Life and Accident products;
- Medical plans may be customised;
- Provider network offering access to direct payment arrangements;
- Provider 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;
- Online member portal for self-service access to benefit details, claims tracking and provider search by location and specialty;
- Member service centre providing support for questions about benefits, claims and billing during normal business hours.

Italy annual medical trend: 4.0% AON; 3.4% WTW; n/a Mercer (2020)

HEALTH & WELLBEING

In addition to group benefit plans, Generali Italia 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

- Coverage for vaccinations;
- Mobile nutrition health app;
- Obesity prevention programme;

Return to health

- Medical Second Opinion services for consultation on complex care, including treatment alternatives;

Manage chronic illness

- Medical case management to identify treatment/ health maintenance alternatives for chronic conditions, and support members before/during/after hospitalisation.



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