

GEB Network Partner: Middle East Insurance Company

# JORDAN

Founded in 1962, Middle East Insurance Company is one of the oldest and most established insurers in the market. The company offers a comprehensive range of products including Life, Health, Accident, Property and Automotive insurance, and specialised insurance solutions for the Marine, Engineering and Aviation industries. With its head office in Amman, and seven branches throughout the capital and other major cities across the country, Middle East Insurance Company is a recognised leader in the local market.

## MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Comprehensive group benefit products including coverage for Life, Health, Accident;
- Medical plans may be customised to include member cost-share components such as co-insurance and/or co-payments;
- National provider network 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;
- 24X7 medical case management from *MedNet*, a leading provider of healthcare support services. *MedNet* clinicians provide patient support and treatment guidance before/during/after hospitalisation;
- An online claims portal where network hospitals/clinics/physicians can confirm coverage and submit claims for reimbursement;
- A provider search engine where members can find providers by location and specialty. *Note: Self-service access to benefits information is in development for 2019;*

Jordan annual medical trend:10.0% AON; 11.5% WTW; n/a Mercer (2020)

- Member service centre (available 8am to 5pm) providing assistance with benefit questions, payment arrangements.

## HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, Middle East Insurance Company 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*

- Find local health & wellness service providers through the *MedNet* platform;

### *Return to health*

- Patient support before/during/after hospitalisation, including coordination of home healthcare, durable medical equipment, prescription drugs, etc;

### *Manage chronic illness*

- Ongoing medical case management to help patients identify/understand treatment and drug therapy alternatives to better manage chronic conditions.



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