

GEB Network Partner: Seguros Monterrey New York Life

MEXICO

Founded in 1940, Seguros Monterrey New York Life is a leading provider of Life, Medical and Personal Accident insurance in Mexico. Seguros Monterrey is known for its financial strength, receiving a rating of A++ from AM Best (Jan 2019). Seguros Monterrey insures nearly 3million members, providing service through 24 offices, and represented by over 7,600 brokers and sales associates.

MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Group Life, Medical, Accident products;
- Medical plans may be customised to include waiting periods, and member cost-share components such as co-insurance, deductibles, co-payments and/or out-of-pocket maximum limits;
- Provider network offering access to packaged pricing and 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;
- Online member portal for self-service access to benefit details, claims tracking and provider search by location and specialty;
- Member app *MiSeguroMty* providing policy and coverage information, downloadable electronic insurance card;
- 24X7 member service centre for questions about benefits, claims, clinical support.

Mexico annual medical trend: 12.0% AON; 11.0% WTW; n/a Mercer (2020)

HEALTH & WELLBEING

In addition to group benefit plans, Seguros Monterrey 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 (communication campaign can be customised for clients); Health education/information;
- Health Risk Assessment;
- Health screening, biometric screening;
- Health coaching, nutritional counseling.

Return to health

- Clinical telephonic support for guidance on medical conditions/treatment options;
- Medical case management/high cost case management through dedicated team;
- Medical second opinion.

Manage chronic illness

- Communication materials and support for chronic conditions including Asthma, Chronic Obstructive Pulmonary Disease, Diabetes, Heart Disease, Hypertension, Maternity, Mental Health. Materials can be tailored to meet client needs.



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