

GEB Network Partner: Generali Life Assurance

PHILIPPINES

Generali Life Assurance Philippines was founded in 1999 and has extensive experience in the provision of multi-line insurance for both local and multinational companies. Generali Philippines offers a range of group insurance products, including comprehensive Health plans, Life Insurance, and Personal Accident coverage. All plans are supported by a sophisticated online platform of self-service tools including an eligibility verification portal, and digital access to claims and benefits information.

MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Plans may be customised to include member cost share features, such as co-insurance or co-payments;
- Extensive medical network of more than 26,000 providers: over 740 clinics, 420 hospitals (including centres of excellence), and more than 25,000 doctors, specialists and dentists;
- Negotiated pricing and direct payment arrangements with network providers (cashless access to medical services via member swipe-card);
- Network may be customised to suit client needs in terms of geography and/or specialty;
- Dedicated network management team focused on credentialing, monitoring, cost containment;
- A provider portal where network hospitals/clinics/physicians can confirm coverage and submit claims for reimbursement (GenNetworks app);
- Online member portal for self-service access to e.forms, benefit details, claims lookup, reimbursement status, letters of authorisation

(GenPortal website and GenConnect app);

- A provider search engine where members can search network providers by location and specialty (GenPortal website and GenConnect app);
- Member service representatives providing assistance with benefit questions and payment arrangements 24/7 via phone and email;
- Dedicated medical/case management team located in Cebu and Manila, with coordinators assigned in all accredited hospitals;
- Medical/case management team provides pre-authorisation and support for complex care before/during/after hospitalisation, and post hospital discharge planning (including coordination of home healthcare, durable medical equipment, medication, etc).

HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, Generali Philippines also offers 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

- Quarterly health content focused on key disease topics is available. Content is provided in the form of health lectures, posters/flyers/brochures, and SMS reminder messages for members/patients;
- Workplace health campaigns, healthfairs, and biometric testing can be coordinated for clients, working in partnership with leading local wellness providers including:

HEALTH & WELLBEING

- Medgrocer (tailored health campaigns);
- Intercare (healthfairs);
- Healthway Clinics (biometric testing);
- Sanofi Pasteur (vaccinations);
- Executive healthchecks are also available through a partnership with St. Luke's Medical Center.

Please note: additional costs may apply depending upon the scope/complexity of the campaign and related services.

Return to health

- Remote medical consultations with physicians via telemedicine partner *Medgate*. Telemedicine services are offered free of charge to members;
- Case management support provided by dedicated in-house medical team offering support for complex cases before/during/after hospitalisation.

Manage chronic illness

- Case management support provided by dedicated in-house medical team to guide chronically ill patients to treatment alternatives and long term care planning.

Telemedicine from Generali Philippines & Medgate

The Medgate Advantage

- Cost effective access to remote medical consultations through Telemedicine services from Medgate;
- Medgate is a trusted provider of telemedicine services for over 1 million people across the Philippines;
- Generali works in partnership with Medgate to offer virtual medical consultations for members on a 24/7 basis;
- Medical consultations are offered via phone and video call at no additional charge;
- Medgate can issue 'fit to work' certificates after a virtual consult (*acceptance of these certificates in place of an in-person doctor visit is dependent upon HR policy*);
- Access to Medgate doctors via app, Facebook messenger and phone;
- No travel to or queuing at the clinic;
- No exposure to/of disease by patient en route to clinic;
- Optional medication delivery;
- Coordination of in-office Medgate "kiosk" is available to establish doctor "onsite" in the workplace 24/7.

Telemedicine from Generali and Medgate: Private, convenient, unlimited access to real-time medical assistance 24/7

