



GEB Network Partner: Great Eastern Life

# SINGAPORE

Founded in 1908, Great Eastern Life is one of the oldest and most established insurers in Southeast Asia. With assets of over S\$85 billion, and operations in Malaysia, Indonesia, Brunei and China, Great Eastern is a leading provider of life, health and financial services, with more than 4 million policyholders throughout the region.

Great Eastern is one of the top 3 insurers in Singapore (S&P rating of AA-), providing coverage for nearly a half a million employees and their families through their group benefit products. Their benefit solutions and quality service have been recognised in the marketplace, with Great Eastern winning the “HR Vendor of the Year” from Human Resource Magazine (2015/ Silver award winner).

## MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Medical plans may be customised to include member cost-share components such as co-insurance, deductibles, out of pocket maximum limits, and/or co-payments;
- National provider network offering access to discounted, direct payment arrangements;
- Upon request, additional medical facilities can be identified and approached by the insurer for potential network contracting;
- Dedicated network management team focused on credentialing, monitoring, cost containment;
- An online provider portal where network hospitals/clinics/physicians can confirm coverage and submit claims for reimbursement;

- Online member portal for self-service access to e.forms, benefit details, claims submission and tracking, reimbursement status, e.medical card;
- A provider search engine where members can search network providers by location and specialty;
- Member service centre providing assistance with benefit questions and payment arrangements during normal business hours.

## HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, Great Eastern Life also provides clients with easy 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* through their “Live Great Corporate Wellness” programme:

### **Stay healthy**

- Online content providing information on health & beauty, diet & fitness, wellbeing & success, parenting;
- Discounts on fitness memberships;
- Customised workplace health campaigns;
- Coverage for vaccinations;
- Online health risk assessments;
- Onsite healthchecks/biometric screening;
- Onsite training sessions focused on healthy lifestyle and financial wellbeing. Customised health talks focus on key disease topics, including:
  - Exercise & nutrition;
  - Managing anxiety or depression;

## HEALTH & WELLBEING

- Musculoskeletal illness;
- Sleep management;
- Wellbeing apps (“Get Great”) include:
  - Mobile physical health app;
  - Mobile nutrition health app;
  - Mobile step challenge;
  - Improved sleep;
  - Smoking cessation;
  - Body fat & body mass calculator;

### ***Return to health***

Case management support provided by dedicated medical team offering support for complex cases before/during/after hospitalisation.

### ***Manage chronic illness***

Great Eastern offers holistic, structured outpatient programmes designed to support patients with chronic conditions. Programmes include:

- Hypertension management programme;
- Diabetes prevention/management programme;
- Obesity prevention/management programme;

Programmes are designed to improve patient care and health status, while minimising use of medication and optimising doctor visits to support disease treatment and health maintenance.

