

GEB Network Partner: Anadolu Anonim Turk Sigorta Sirketi

TURKEY

Founded in 1925, Anadolu Insurance is one of the most established insurers in the market, known for its outstanding customer service. The company offers a comprehensive range of products including Health, Personal Accident, Fire and Property insurance, and specialised insurance solutions for the Marine, Engineering and Agricultural industries. With its head office in Istanbul, and over 2,500 representative agencies throughout the country, Anadolu Insurance is a recognised leader in the insurance industry.

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, deductibles, and/or limits for in-network vs out-of-network treatment;
- 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 (network managed by *Medilab*);
- 24/7 call center offering medical support/advice from clinical staff;
- An online claims portal where network providers can confirm coverage, submit requests for pre-authorisation, submit claims for reimbursement;
- A provider search engine where members can find providers by location and specialty;

Turkey annual medical trend:25.0% AON; 19.2% WTW; n/a Mercer (2020)

- Member healthapp, enabling members to contact doctors for medical advice/support, schedule medical appointments, and call an ambulance in the event of an emergency.

HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, Anadolu Insurance also offers clients health and wellbeing support services designed to help members *Stay healthy, Return to health after sickness or injury, and Manage chronic illness*:

Stay healthy

- 24/7 call centre for medical advice from clinical staff;
- Healthchecks via at-home blood testing (can be organised through nursing staff);
- Health education, nutrition counseling;

Return to health

- Access to a Medical Second Opinion service providing medical consultation and treatment recommendations for complex cases;

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.