

GEB Network Partner: Generali Vietnam

VIETNAM

Generali Vietnam was established in 2011 and has quickly earned a reputation as one of the top providers of life insurance in the country. With over 200,000 local and multinational clients, and more than 60 agency offices, Generali Vietnam is a fast growing company with a reputation for excellence in customer service, winning the International Finance Magazine Best Customer Service Award and the VED-SU Excellent Brand Award in 2017.

Generali Vietnam offers group employee benefits including group and individual medical coverage and life insurance.

MEDICAL PLAN MANAGEMENT

Key plan management capabilities include:

- Medical plans may be customised to include member cost-share components such as co-insurance with an out of pocket maximum limit, and/or co-payments;
- National provider network offering access to 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;
- Member service centre providing assistance with benefits questions and payment arrangements during normal business hours.

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Vietnam annual medical trend: 11.0% AON; 12.1% WTW; n/a Mercer (2020)

HEALTH & WELLBEING

In addition to comprehensive employee benefit plans, Generali Vietnam also offers clients 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

- Weekly health newsletters;
- Customised workplace health campaigns;
- Onsite training sessions focused on healthy lifestyle and financial wellbeing;
- *GenVita*: mobile health app offering information on health, wellness, personal finances, lifestyle and family concerns; participation in simple health challenges to earn points and rewards.

Return to health

Customised onsite training sessions led by health professionals focused on improving physical wellbeing (may be offered for an additional charge). Sessions may be designed to target key health issues including nutrition, fitness, dental health, pre-diabetic counseling and education.

Manage chronic illness

Customised onsite training sessions led by health professionals focused on condition management for chronic illness (e.g. diabetes, heart disease, etc).



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