



Thailand - Health Benefits

Provided through Generali Life Assurance, GEB's Network Partner in Thailand

Generali Life Assurance (Thailand) Plc, established in 2002, has become one of the leading group life and health insurers in the local market, providing group employee benefits to over 1,000 local and multinational companies. Generali Thailand is considered a trusted, financially stable insurance partner in the local market, providing clients with outstanding client service, competitive pricing and ongoing product/service innovation.

Medical Plan Management

Key capabilities include:

- Available benefits include Outpatient, Inpatient, Pharmaceutical, Maternity and Dental for Employees and Dependants;
- Group Medical plans may be customised to include member cost share components (e.g. co-payments) for specific products;
- Flexible plan design;
- Pre-authorisation available through dedicated customer service team providing verification of coverage and eligibility at/before point of service;
- Member portal via mobile app (called GEN365) for access to benefit details and network provider search by geography and specialty;
- Access to a nationwide provider network including hospitals and clinics, with discounts and direct payment options;
- Dedicated Network Management Team focused on credentialing, monitoring, cost containment;
- 24/7 Member service centre providing assistance with benefits questions and payment arrangements;
- Dedicated medical case management team providing assistance before/during hospital stay and post hospital discharge planning.

Health & Wellbeing Programmes

Generali Thailand 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

- Customised health lectures and education materials designed to address disease trends/health concerns (e.g. stress management, depression, nutrition);
- Workplace Health Fairs, Health Campaigns, Biometric Screening, Executive Health Checks;
- Worksite/near-site health clinics for individual consultations with healthcare providers;
- Vaccinations, including Influenza and Rota Virus;
- Discounts on exercise equipment and healthy foods.

Return to health

- Telemedicine: 24/7 clinical telephonic support from physicians for assistance with general medical questions/concerns.

Manage chronic illness

- Health & wellbeing coaching and education for improving ongoing health while living with chronic illness.

Thailand annual medical trend: 9.1% AON, 9.27% WTW, 10.1% Mercer (2024)

Note: capabilities vary by country and change periodically; for complete details on all current capabilities and programmes please contact your GEB representative. The information contained in this document is provided by Assicurazioni Generali S.p.A - Luxembourg Branch (the "Branch") for general information purposes only. While the Branch endeavours to keep the information up to date and correct, it makes no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, sustainability, or availability concerning the document or the information, products, services, or related graphics contained in this document for any purpose. Any reliance placed on such information is therefore at the user's risk. GEBHEALTH/Thailand 02.01.2024