



Provider network overview 2025

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EURO-CENTER
Local Assistance - Worldwide





We have built a network of 69,000 medical facilities. Worldwide.

Euro-Center holds one of the best provider networks worldwide, covering all countries and territories in the world.

It is built on the skills and local know-how of local and international network management specialists. The network is flexible, dynamic and geared at servicing a diverse customer group with varying requirements.

Extensive worldwide provider network

Euro-Center's 12 regional offices and 24/7 medical assistance hubs cover all countries and territories worldwide

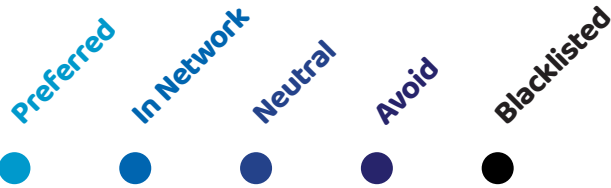
Global network built on local knowledge and experience. Multi-lingual local and international staff resulting in unique local solutions.

Network in numbers

Euro-Center uses an advanced custom-made database listing all providers

69,059 selected worldwide providers.
5,144 preferred providers.
34,133 cashless service providers.
Case volume in 2024: 165,150.
80% of all payments went to approx. 1,500 partners and preferred providers.
In addition to medical providers, the network includes hotels, transport companies, local assistance services, tour operators, non-medical evacuation options, security companies etc.

Identification of the right provider



To ensure quality control, all medical providers are classified according to strict medical criteria, resulting in seamless co-operation, effective case management and customer satisfaction.

Euro-Center is not affiliated with any medical providers and is therefore objective when choosing appropriate providers, based on quality and cost considerations. This particularly applies to the selection of air ambulance (AA) and other transport providers, as well as the appropriate destinations.

Tailor-made networks

Tailor-made networks for companies in remote areas worldwide according to customer's specifications.
Tailor-made direct billing agreements with customer chosen specific providers.
Evacuation reports, specialised site visits and related services.

Cashless service worldwide

Our customers benefit from an extensive network of cashless service providers. Covered persons need not worry about cash payments – Euro-Center takes care of it.

Up front or ad hoc instant placement of guarantee of payment/verification of benefits at the providers in question.
Direct billing agreements and "flash the card" options for covered persons.

A dynamic network in constant development

Site inspections are continuously undertaken, resulting in unparalleled insights and relationships. This includes also meetings with non-medical providers, such as drivers, embassies and local authorities; proving valuable in smooth case handling.

Ongoing desk and ad hoc case research by network development teams.
Questionnaires routinely sent to providers and quality checked.
Live updates in the EC case system allowing ECs global case coordinators 24/7 access to the latest local knowledge on providers.

Limited use of TPAs

Euro-Center endeavors not to use TPAs unless in specific, limited circumstances.

Cost containment

Excellent cost containment outcomes achieved through the following tools:

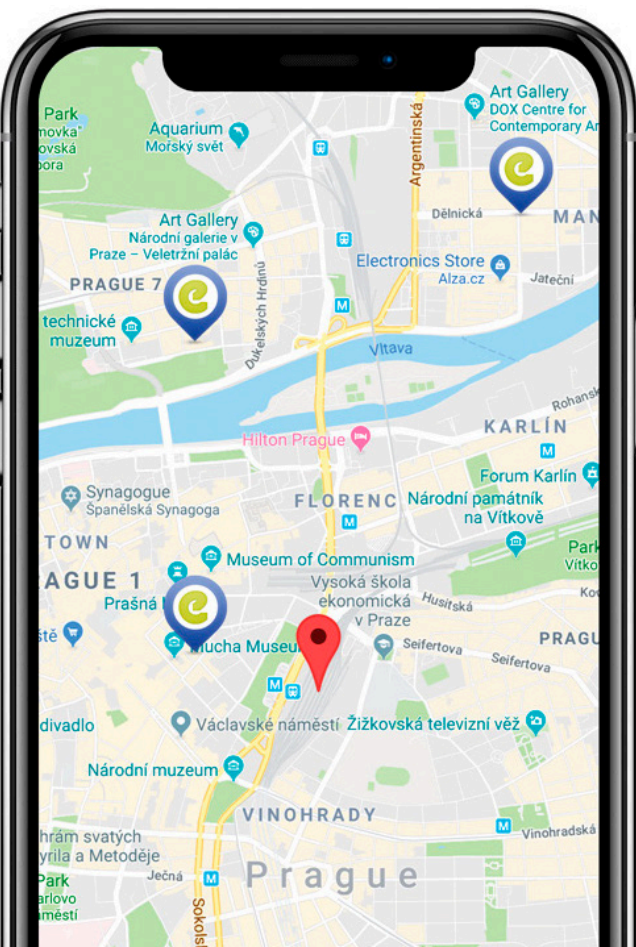
Negotiated contractual agreements.
Volume rebates.
Prompt payment discounts.
Preferential pricing based on local tariffs.
Administrative and medical audit of invoices.
Utilization of multilateral and bilateral health agreements.
Steerage of covered persons to preferred providers.
Negotiations with providers during active case management.

Year 2024 in numbers:

Number of Paid Invoices 189,862	Savings % 17% worldwide; 33% in the US	Number of Paid Providers
Total Payments EUR 165,676,409 USD 20,952,204	Total Savings EUR 34,839,963 USD 10,484,204	11,556



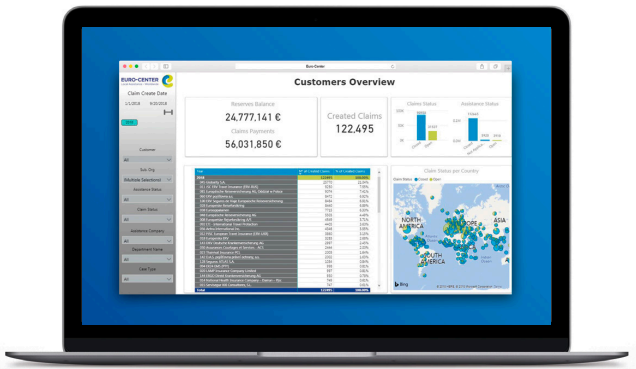
E-Solutions.



Mobile app provider network

Covered persons may be steered to Euro-Center selected providers via an app or web solution and provides the following information:

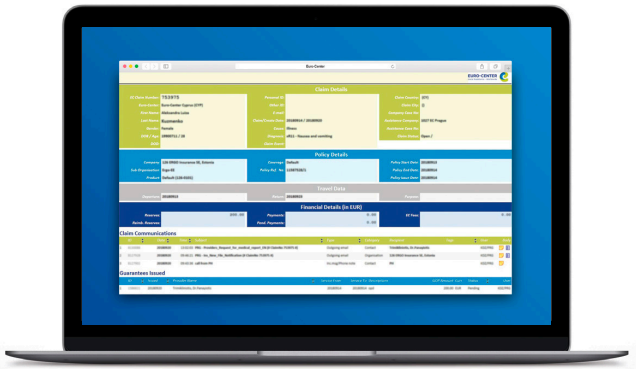
Data derived from Euro-Center's worldwide provider network. Steerage ensures quality and cost containment. Provider search may be filtered by type of provider. Map search within given radius. Contact details of providers and/or assistance company. Standard package listing key cashless providers worldwide, or extended solutions.



Power BI reporting

Our clients are provided with extensive, user friendly statistics about cases and claims from a Cloud-based business analytic service.

Data include invoice/claims data, reserves, savings, type of cases/diagnoses, geographical location, covered person's age, provider statistics and much more. Accessible from any device and is updated in real time.



GloboWeb

Globoweb is our online claims handling interface system. Customers benefit from access to the handling of their cases in real time.

It enables access to the assistance coordinators' case communication, case documents such as medical reports, guarantees of payments, invoices etc.

Total, preferred and cashless service providers.

Country	Preferred	Cashless	Total	Country	Preferred	Cashless	Total	Country	Preferred	Cashless	Total	Country	Preferred	Cashless	Total
Afghanistan	1	3	33	Cote d'Ivoire	4	17	38	Italy	156	156	951	Nigeria	13	49	144
Albania	7	10	60	Croatia	15	58	166	Jamaica	2	2	25	Niue	2	2	3
Algeria	4	15	34	Cuba	53	53	53	Japan	101	101	1154	Norfolk Island	0	1	1
American Samoa	1	1	3	Cyprus	28	105	174	Jersey	0	0	8	Northern Mariana Islands	0	2	3
Andorra	6	16	19	Czech Republic	29	128	281	Jordan	5	5	27	Norway	5	68	145
Angola	12	31	79	Denmark	23	185	388	Kazakhstan	18	18	27	Oman	19	25	41
Anguilla	1	1	3	Djibouti	1	4	12	Kenya	24	24	389	Pakistan	4	11	156
Antigua and Barbuda	1	3	8	Dominica	0	0	4	Kiribati	0	0	7	Palau	1	2	3
Argentina	8	28	54	Dominican Republic	22	49	96	Korea, North	0	0	3	Palestine (Gaza Strip)	0	0	4
Armenia	1	6	10	Ecuador	4	11	34	Korea, South	16	16	192	Palestine (West Bank)	0	1	12
Aruba	1	1	14	Egypt	22	139	269	Kuwait	7	7	15	Panama	3	10	49
Australia	350	7478	8529	El Salvador	2	6	20	Kyrgyzstan	5	5	11	Papua New Guinea	4	14	29
Austria	29	211	511	Equatorial Guinea	2	5	10	Laos	1	1	26	Paraguay	4	5	17
Azerbaijan	1	7	10	Eritrea	2	2	4	Latvia	9	9	61	Peru	24	42	69
Bahamas	2	3	26	Estonia	2	14	32	Lebanon	3	3	26	Philippines	28	62	573
Bahrain	3	9	22	Ethiopia	4	16	52	Lesotho	1	1	20	Poland	33	123	262
Bangladesh	2	5	47	Falkland Islands (Isas Malvinas)	1	1	1	Liberia	4	4	18	Portugal	44	242	463
Barbados	2	3	33	Faroe Islands	1	1	3	Libya	4	4	36	Puerto Rico	2	2	57
Belarus	3	26	30	Fiji	12	44	60	Liechtenstein	0	0	5	Qatar	5	15	47
Belgium	17	52	252	Finland	18	175	235	Lithuania	5	5	48	Reunion	3	5	11
Belize	0	0	3	France	467	1308	1637	Luxembourg	3	3	38	Romania	37	40	65
Benin	2	6	25	French Guiana	1	1	1	Macau	3	3	10	Russia	193	843	963
Bermuda	3	3	16	French Polynesia	44	135	150	Macedonia	2	2	17	Rwanda	2	6	35
Bhutan	0	0	16	Gabon	1	5	26	Madagascar	6	6	28	Saint Helena	1	0	2
Bolivia	3	8	21	Gambia	2	7	22	Malawi	8	8	43	Saint Kitts and Nevis	0	1	3
Bosnia and Herzegovina	1	13	54	Georgia	3	22	27	Malaysia	10	10	496	Saint Lucia	0	2	8
Botswana	5	33	64	Germany	86	2494	6801	Maldives	1	1	57	Saint Pierre and Miquelon	0	0	1
Brazil	129	330	1011	Ghana	3	35	124	Mali	3	3	22	Saint Vincent and the Grenadines	0	0	5
British Virgin Islands	0	1	3	Gibraltar	1	5	7	Malta	10	10	23	Samoa	24	34	55
Brunei	2	2	17	Greece	86	387	559	Marshall Islands	1	1	6	San Marino	1	1	1
Bulgaria	15	47	91	Greenland	1	14	18	Martinique	2	2	3	Sao Tome and Principe	1	1	6
Burkina Faso	3	6	28	Grenada	1	2	4	Mauritania	3	3	18	Saudi Arabia	4	3	53
Burma	5	27	134	Guadeloupe	1	1	3	Mauritius	7	7	45	Senegal	5	20	55
Burundi	3	5	10	Guam	2	4	11	Mayotte	0	0	4	Serbia	6	31	116
Cambodia	7	34	121	Guatemala	3	9	23	Mexico	97	97	728	Seychelles	2	7	15
Cameroon	4	16	66	Guernsey	0	8	10	Micronesia	0	0	11	Sierra Leone	1	7	20
Canada	32	45	794	Guinea	2	5	11	Moldova	1	1	3	Singapore	98	353	1725
Cape Verde	11	19	46	Guinea-Bissau	2	2	15	Monaco	3	3	11	Slovakia	7	34	101
Cayman Islands	0	0	9	Guyana	0	0	1	Mongolia	2	2	5	Slovenia	4	19	36
Central African Republic	2	3	11	Haiti	1	1	8	Montenegro	9	9	74	Solomon Islands	0	3	8
Chad	2	5	14	Honduras	2	4	14	Morocco	23	23	233	Somalia	4	3	30
Chile	7	13	33	Hong Kong	27	39	367	Mozambique	7	7	55	South Africa	552	2062	5058
China	593	792	1113	Hungary	5	26	91	Namibia	10	10	274	South Sudan	2	6	16
Christmas Island	0	1	1	Iceland	3	12	22	Nauru	0	0	1	Spain	332	1676	3187
Cocos (Keeling) Islands	1	3	5	India	41	149	801	Nepal	5	5	159	Sri Lanka	4	24	108
Colombia	17	32	66	Indonesia	31	142	582	Netherlands	13	13	398	Sudan	2	3	21
Comoros	1	1	4	Iran	6	0	18	Netherlands Antilles	2	2	6	Suriname	0	2	6
Congo, Democratic Republic of	5	13	44	Iraq	5	0	85	New Caledonia	21	21	69	Svalbard	0	0	3
Congo, Republic of	4	3	15	Ireland	7	77	185	New Zealand	100	100	1639	Swaziland	4	13	20
Cook Islands	0	2	4	Isle of Man	0	4	4	Nicaragua	1	1	11	Sweden	20	120	250
Costa Rica	11	29	95	Israel	10	44	78	Niger	2	2	8	Switzerland	32	210	520

Notes

Cashless providers

This includes providers accepting guarantee of payment (GOP) and flash the card (FTC) providers. ECs negotiate cashless agreements on a case by case basis when it is required by a customer.

Total providers

Total providers include all preferred, in network, neutral, avoid and blacklisted providers. Many hospitals have multiple independent medical practitioners. Some Euro-Centers list these under the hospitals, and they do not appear in this table.

General

The data originates from Globo, March 2025. The network is updated daily.



**One partner,
complete solution.**

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