



Provider network overview 2024





We have built a network of 79,000 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 11 regional offices and 24/7 medical assistance hubs cover all countries and territories worldwide

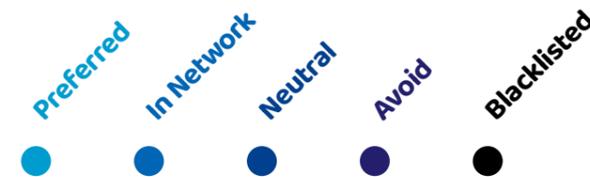
Global network built on local knowledge and experience. Multi-lingual local and international staff resulting in unique local solutions.

Network in numbers

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

79,000 selected worldwide providers.
 5,908 preferred providers.
 24,993 cashless service providers.
 Case volume in 2023: 140,974.
 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 cooperation, 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 3rd party TPAs unless in specific, limited circumstances.

Cost containment

Excellent cost containment outcomes achieved through the following tools:

Documented cost containment achievements.
 Volume rebates.
 Negotiated contractual agreements.
 Local Euro-Centers get local tariffs.
 Claims and medical audits.
 Prompt payment discounts.
 Utilisation of bilateral health care agreements between countries.
 Steerage of covered persons to preferred providers.
 Local case management.

Year 2023 in numbers:

Number of Paid Invoices
170,439

Savings %
16 % and 36 % (in the US)

Number of Paid Providers

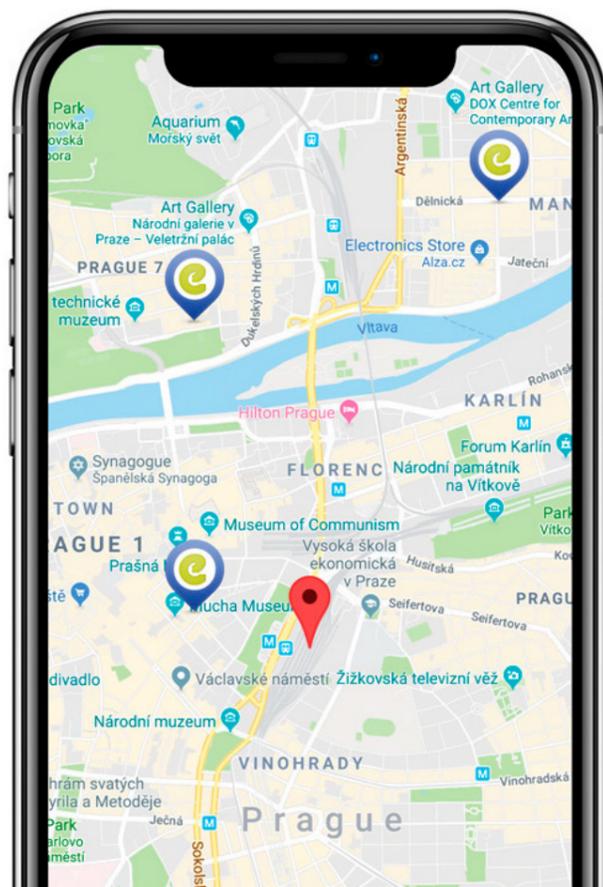
Total Payments
EUR 139,726,428
USD 18,401,593

Total Savings
EUR 26,070,173
USD 10,433,657

11,046



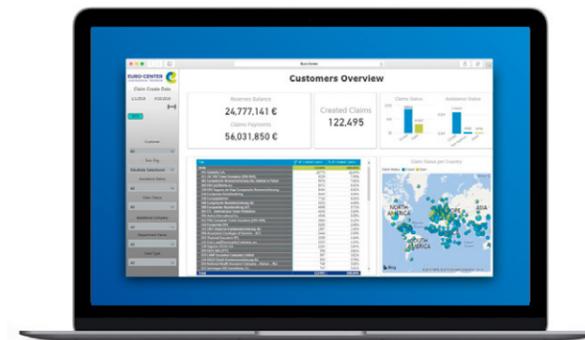
E-Solutions.



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:

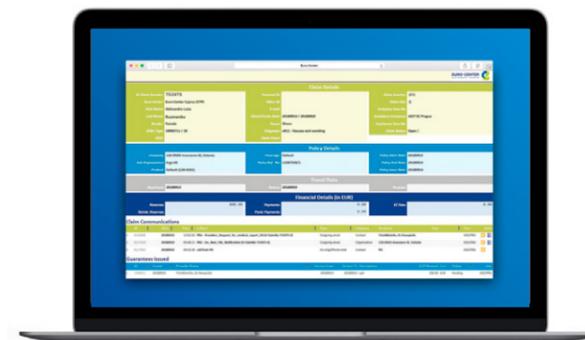
- Data derived from Euro-Center's worldwide provider network. Steerage ensures quality and cost containment.
- Provider search may be filtered by type of provider.
- Map search within given radius.
- Contact details of providers and/or assistance company.
- Standard package listing key cashless providers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



One partner, complete solution.

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EURO-CENTER
Local Assistance - Worldwide

