

### 2022 BROKER TRAINING

**Europ Assistance Monthly Operational Report** 

March 2022

#### **AGENDA**



#### 1. Emergency Call Centre Management

- Area of Responsibility
- Case management
- Dispatch Process

#### 2. PHA

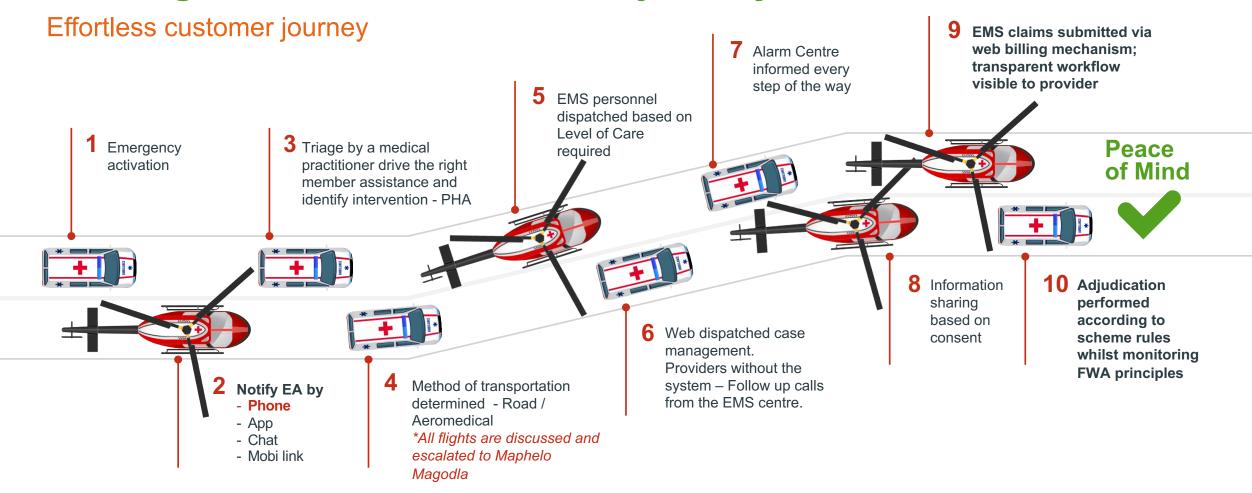
#### 3. Claims

- Claims Review
- **Estimates Outstanding**
- Level of Care

#### INTRODUCTION



#### A caring & innovative assistance journey







### **DISPATCH CRITERIA**

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#### Primary emergency



#### Primary & secondary IHT

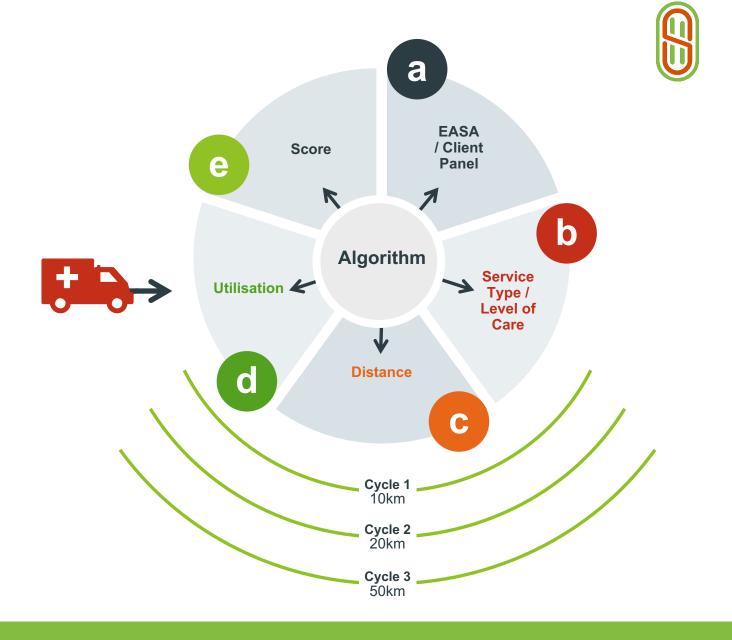




#### **DISPATCH CRITERIA**

## The **current criteria** that drives the **algorithm** include the following:

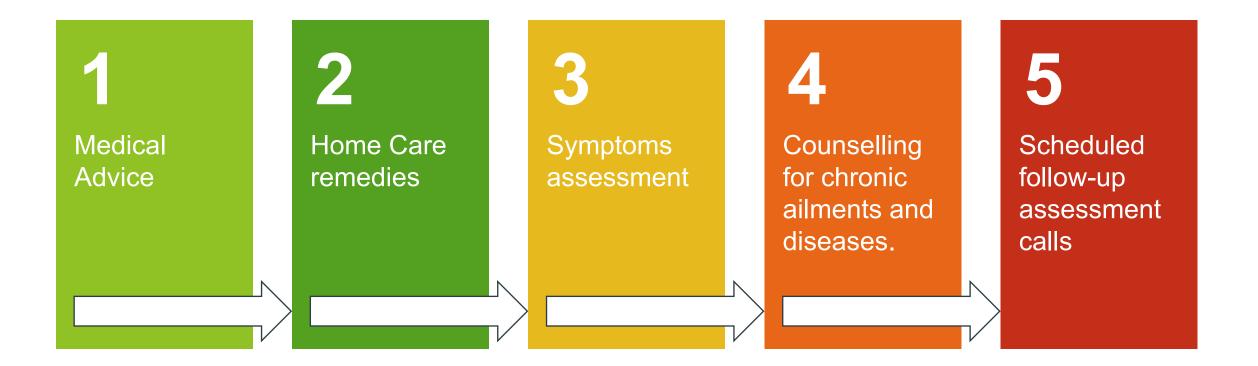
- Service Provider status, this is the status assigned to each service provider that is contracted to EASA
- Distance to the location of the medical emergency incident
- Service offering based on level of care
- Service Provider has an operating licence
- Utilisation of the service provider





#### **PERSONAL HEALTH ADVISE**







#### **CLAIMS**



All Claims
Assessors are
medically qualified
in the pre-hospital
environment:

Claims are recorded by Data Captures before being assigned to claims assessor

Claims are adjudicated based on industry standard & clinical guidelines

 Cases are assessed according to appropriateness of facility, mode of transport, distance, costs, level of care and urgency of the request

Send approved claims for payment to **3Sixty** via EDI

Repudiated claims are sent to provider for motivation

Claims rejected are managed on a case-by-case basis:

Depending on rejection reasons

- (i.e., invoiced correctly, re-pricing, in not medically justified then we decline)



# questions



# thank you