



# 2022 BROKER TRAINING

**Europ Assistance Monthly Operational Report**

March 2022

Affordable | Excellence | Scale | Care | Unique

# AGENDA

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## 1. Emergency Call Centre Management

- Area of Responsibility
- Case management
- Dispatch Process

## 2. PHA

## 3. Claims

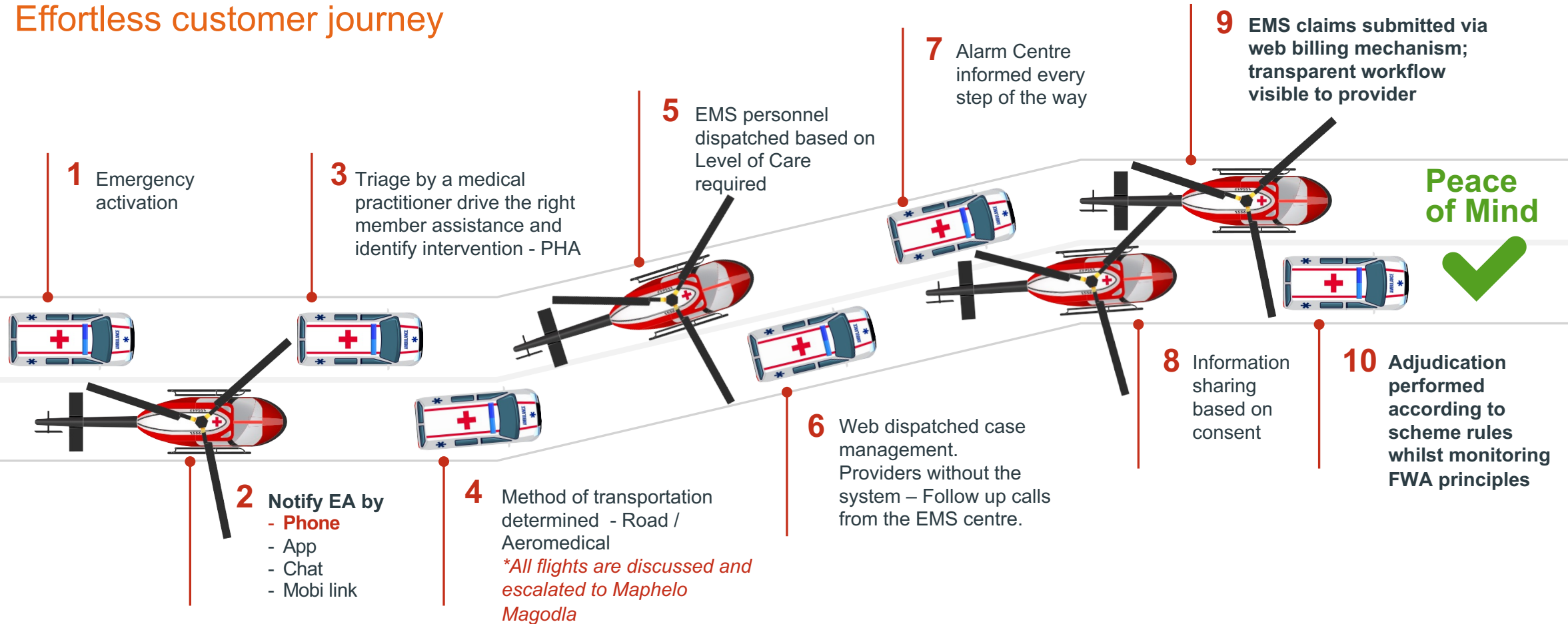
- Claims Review
- Estimates Outstanding
- Level of Care



# INTRODUCTION

## A caring & innovative assistance journey

Effortless customer journey





# DISPATCH CRITERIA

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# DISPATCH CRITERIA

## Primary emergency



## Primary & secondary IHT

“ex gratia”

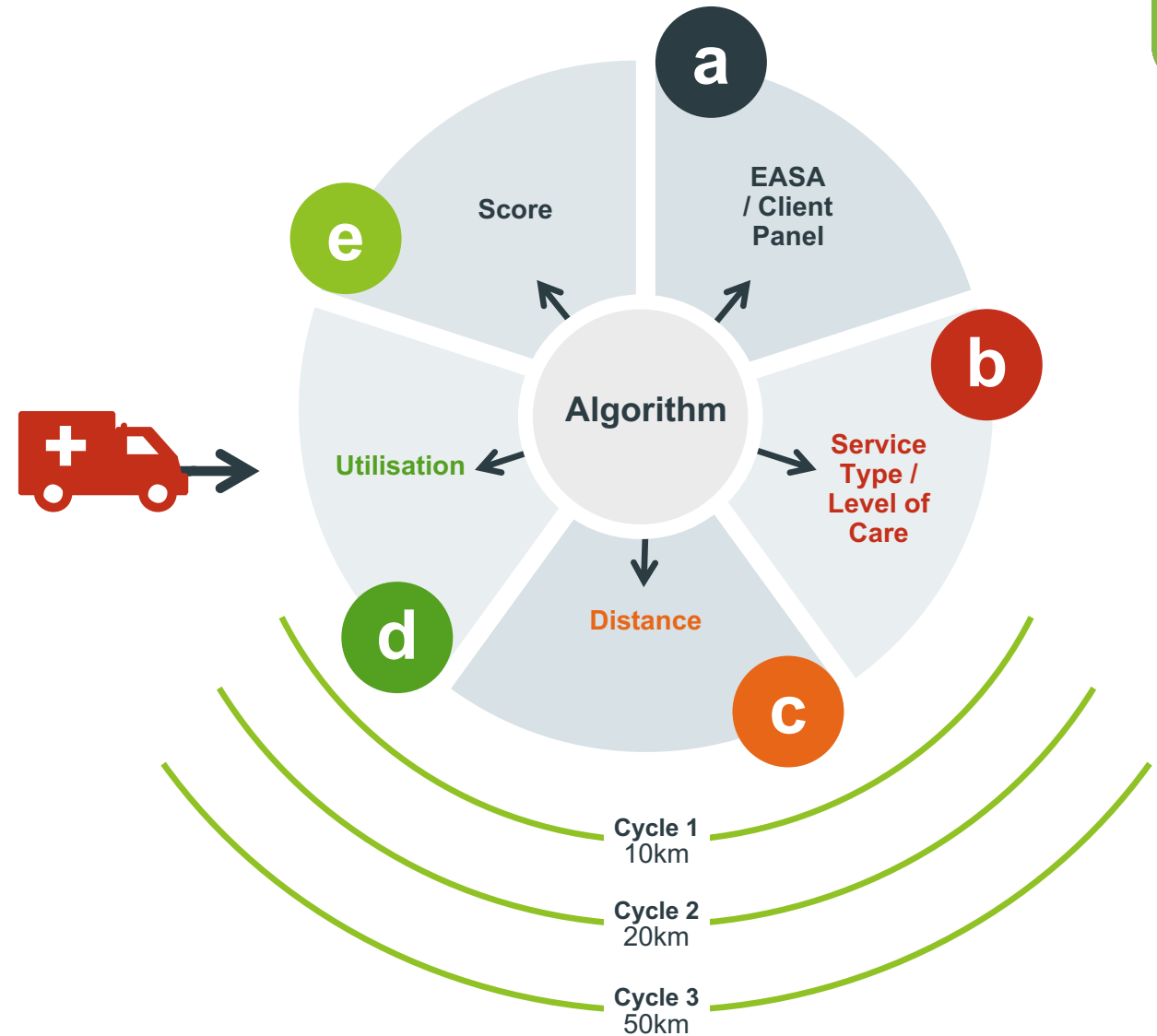




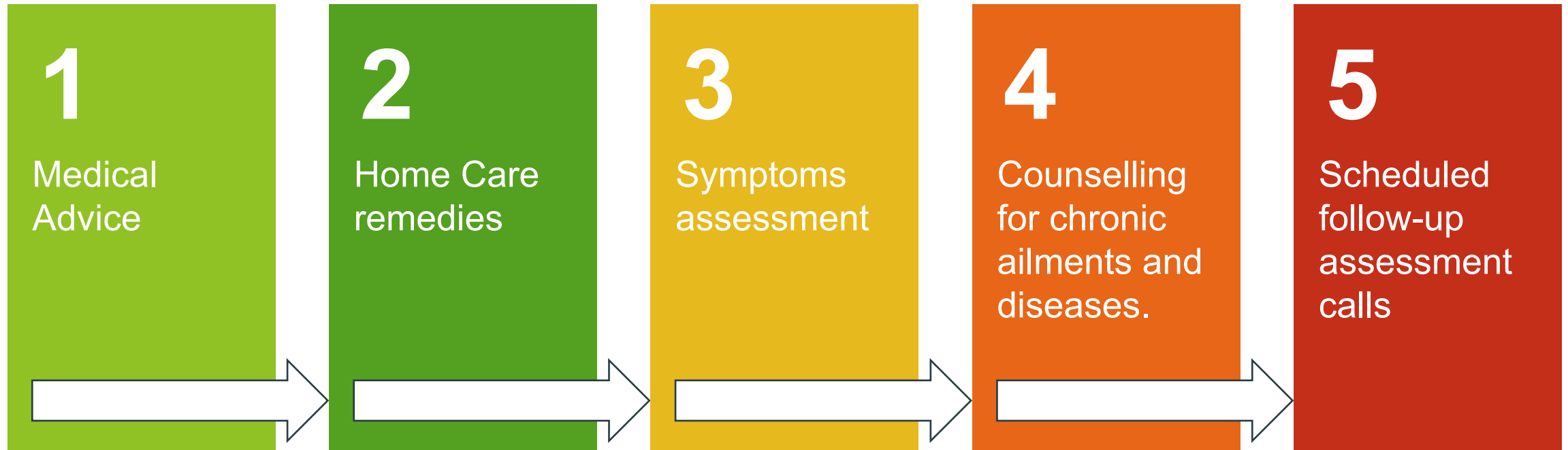
# DISPATCH CRITERIA

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

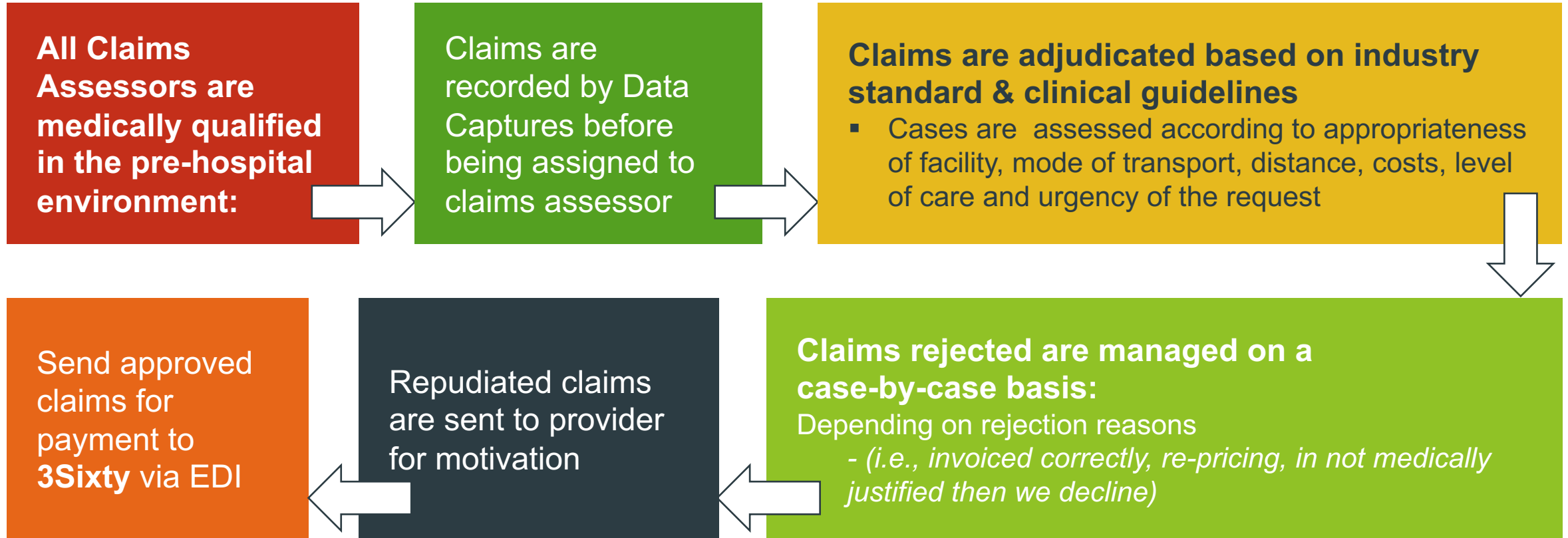
- **Service Provider status**, this is the status assigned to each service provider that is contracted to EASA
- **Distance to the location** of the medical emergency incident
- **Service offering** based on **level of care**
- **Service Provider** has an **operating licence**
- **Utilisation** of the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



# PERSONAL HEALTH ADVISE



# CLAIMS





questions 

thank you 