

GPSI – Precertification and GOP Process (Medical Emergency Procedure)

NETWORK RESTRICTIONS APPLY:

Preferred providers for medical.

Network facilities are as follows in Costa Rica for Medical Services:

- CIMA
- BIBLICA
- CATOLICA
- METROPOLITANO
- HOSPITAL UNIVERSAL CARTAGO

Restricted providers for Dental and GP services:

- COLINA DENTAL
- DR. MARIO GARITA MP

MEDICAL EMERGENCY
Member proceeds immediately to the Provider

As soon as possible, member or family member contacts the Generali Assistance and Service Centre within 48 hours or admission, to notify them of the admission.

Generali Assistance and Service Centre
Contact Details:

Telephone: +1 905 532 3648 or From Costa Rica + 506 4000 1993
Email: medical@generalihlhealth.com
Website: www.mobile.generalihlhealth.com

Member to pay for service upfront and submit claims to EA-GCS for reimbursement.

Member to submit:
- Where possible in the case of emergency, a PCP referral (for members above 18 years of age and older only)
- Claim form
- Invoice copies

Provider is CIMA or Catolica

Provider is Biblica, Metropolitano or Hospital Universal Cartago

Is the estimated Cost greater than USD \$10,000?

NO

YES

Is the estimated cost greater than USD \$1,000?

NO

YES

Member to send EA GCS a copy of the PCP Referral (when applicable)

EA-GCS to send GOP for service.

Member to pay for service upfront and submit claims to EA-GCS for reimbursement.

Member to submit:
- Where possible in the case of emergency, a PCP referral (for members above 18 years of age and older only)
- Claim form
- Invoice copies