Global Medical Network
Provider Search FAQ

1. Why is there an updated Provider Search Engine?
The updated Provider Search has been created to enhance your experience when locating healthcare experts.

2. What is new?
• New web address which can be accessed from your member portal.
• Location based search to enable members to find closest Providers with the ability to get directions from their location of choice.
• Allowing members to search for Healthcare Providers within a consolidated Generali Global Medical Network around the world.

3. How can I access the Provider Search?
• Log in to your Member Portal at the link provided on your membership material.
• Select the link under [Find a Doctor or Hospital].
• Search for a Healthcare Provider.

4. Has the Global Medical Network changed?
The Global Medical Network has not changed. Provider Search is an effort to consolidate Global Medical Network data into one Provider search engine. The Global Medical Network continues to grow as we contract with Providers on an ongoing basis. As we expand our network additional Healthcare Providers will be added to the Provider Search.

Every effort has been taken to ensure the accuracy of the results provided. When new information is received on a frequent basis, all changes may not be included in the results. Generali Global Health Services reserves the right, without notice, to revise the Providers within this Network. If you are unsure of the Network status of your Provider of choice, please contact the Generali Assistance Centre prior to seeking service.

5. Is my data collected when using Provider Search?
Yes, minimal data is being collected by Provider Search using cookies and Google Analytics to enable us to analyze the search behaviour on Provider Search. You can find out more by visiting **generaliglobalhealth.com/Info/privacy-information.**

6. What devices and browsers can I use the Provider Search on?
Provider Search can be accessed using Apple Safari, Google Chrome, Microsoft Edge, and Mozilla Firefox. Provider Search will not support Internet Explorer due to Microsoft discontinuing support for this browser. Devices and browsers not supported will prompt you to install Google Chrome on your computer. Provider Search has limited support for mobile browsers that will continue to be extended.

7. What type of Healthcare Providers can I search for when using Provider Search?
You can search for any Healthcare Provider that is part of the Generali Global Medical Network. This includes, but is not limited to hospitals, clinics, pharmacies, laboratories, diagnostic imaging centres, dental, vision and other (e.g. therapists).

8. Am I able to search for a known Healthcare Provider?
Yes, you can input the name of the Healthcare Provider you are looking for in the search bar and all matching results will be displayed within the geographic boundaries of the search (up to 200 miles).

9. How can I change my location?
The Provider Search can detect your current location or allow you to input the location for your search. You can search up to 200 miles from your selected location. To change your location, select [Change Location] from the home page.

10. The US Zip Code I entered in [Enter Location] box does not appear?
Some zip codes will not appear due to limitations of Google Maps Platform. If your zip code does not appear, please include the Zip Code, State and "USA" in [Enter Location] box (e.g. 10001 New York, USA).

11. After selecting [Detect Location], why is my location not accurate?
The [Detect Location] provides a general location and is based on your browser location settings.

12. What is the [Popular Search] option?
This option provides the most popular searches made within the country specified. Since this is a new search engine the popular search options are static until the search volume have increased to give more accurate options.

13. What are Service Specialities?
Specialties are an additional layer of search criteria that can be used to refine your results.

14. How can I filter search results?
Search results can be filtered by selecting one of the filter categories on the search results. Results can be filtered based on service Provider types, specialties, distance (KM and Miles), network restrictions (Access Type) and Generali Advantage Network (only the US results).

| Service provider type | Specialities | Distance (100 km) | Access Type |
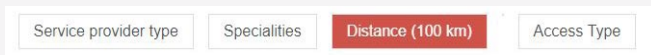
15. How can I increase or decrease the search distance?
The default search distance has been set to 100 km.
To change the search distance, use the [Distance] filter. You can also select the desired distance measurement – kilometres or miles.

16. How can I determine if a Healthcare Provider is part of the Generali Advantage Network (GAN)?
If your Policy stipulates that the United States Healthcare Provider should be within the Generali Advantage Network (GAN), select the Generali Advantage Network filter on your search results.

| Service provider type | Distance (100 km) | Generali Advantage Network(GAN) | Access Type |

17. What are Access Types?
Access Types identify the type of relationship the Healthcare Provider has with the Global Medical Network. This is important as it will identify if the Healthcare Provider will directly bill Generali for services rendered or if a special arrangement is in place. The access types are shown:

DIRECT: Provider is part of the Global Medical Network and will directly bill for services covered under the terms and conditions of the policy.

EXTENDED: Provider is part of the Global Medical Network through the identified Partner and will direct bill for services covered under the terms and conditions of the policy.

MEDICAL CONCIERGE: Provider is part of our Network and will directly bill for services covered under the terms and conditions of the policy. Provider offers a Medical Concierge Service. Please contact the phone number listed in order for the Medical Concierge Service to assist in scheduling and pre-authorizing a Specialist appointment.

REFERRAL: Direct billing is at the discretion of the Provider. Arrangements are made on best effort basis. Contact the Generali Assistance Centre prior to seeking treatment at these facilities.

RESTRICTED: Provider has restrictions for direct billing. Contact the Generali Assistance Centre prior to seeking treatment at these facilities. The ultimate decision to provide cashless services is left to discretion of the Provider based on the case in question.

18. How can I view Healthcare Providers search results on a map?
Select [Map View] to view the Healthcare Providers on a Map.

19. How can I email the search results?
You can e-mail your search results to yourself or another individual by selecting the E-mail icon at the bottom left side of the page.

20. How can I print the search results?
You can print your search by selecting the Print icon at the bottom left side of the page.

21. How can I download the search results?
You can Download your search results by selecting the Download icon at the bottom left side of the page. This will be downloaded as a PDF document.

22. How do I find directions to a selected Healthcare Provider?
To obtain directions to your selected Healthcare Provider, click [Get Directions] on the Provider details page. You will be re-directed to Google Maps which will outline the directions to your selected Healthcare Provider from your chosen location.

23. Why are the open times for the selected Healthcare Provider not appearing?
This information is provided by the Healthcare Provider, and Generali Medical Network is working to have this information available in the future.