

Working towards better outcomes together

At MetLife we are always putting your employees at the heart of everything we do.

Our case management approach ensures unique cases receive personalized attention, ensuring your employees get the highest quality care with the best insured outcome.



What makes us different?

We are committed to understanding your employee's healthcare needs, so we can ensure they receive the best care.



Based on your employees' medical history, our data analytics enable us to create personalized solutions to help them achieve a sustainable lifestyle in the long term.



Working together with your employees to develop the best treatment plan. Keeping them updated on the progress of their case through home visits, calls and emails.



We use data analytics to focus on understanding your employees' needs and make these a priority when offering our recommendations.



We help you control your group policy by efficiently managing claims in order to maintain premium levels and avoid unexpected costs - without compromising the quality of care.



I would like to express appreciation to the doctors at MetLife, for their significant assistance at a very critical point in my life. The MetLife doctors were instrumental in ensuring that the approvals were provided on a proactive basis by coordinating with the hospitals and all relevant parties.

- MetLife Member

We care about your employees

Our expert teams are committed to finding solutions that put our your employees first. Here are a couple of our success stories.

Rami

Rami was involved in a serious car accident in Thailand that required an emergency admission to hospital. The hospital found only a MetLife insurance card in his pocket. Fortunately, the hospital contacted MetLife and our Case Management team intervened to identify the member, update his family and employer and set up direct billing, for his care.

The team continued to monitor and provide support and assistance until Rami was discharged two months later.

This intervention prevented delayed treatment for Rami and we made sure that he was able to be treated on location for quicker intervention and better recovery. Without the customized direct billing set up, John's medical expenses would have quickly quadrupled during his treatment and stay.



Samer

Samer's daughter was born prematurely. Since birth, she had undergone multiple complex surgeries and needed to remain in hospital for around-the-clock medical care.

The MetLife Case Management team worked together with the treating physician to arrange home care for the little girl, setting up a fully equipped medical team at the house.

This provided treatment that the baby needed, whilst enabling her to return home to recover and her parents to return to work and home and home for their other children. This home care set up saved the family in lost wages and additional childcare.

For more information, contact us at **00961 1753111** ext: **1816**

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