



## Required information and services confirmation for pre-qualification

<b>Type of contract:</b>	Group Medical Insurance
<b>Area of cover:</b>	Worldwide excluding USA
<b>Numbers of members:</b>	Total current beneficiaries 2785 (450 employees plus 2335 dependents)
<b>Objective of contract:</b>	To provide health coverage insurance for all Sarir Oil Libya employees and their dependents
<b>Eligibility:</b>	Sarir Oil Operation Employees, spouses, children {including divorced or widowed daughters) and parents.
<b>International worldwide Company:</b>	An international health insurance company that has at least 3 years of experience in the Libyan market
<b>Offices:</b>	Tripoli/ Benghazi
<b>Clients Support:</b>	<b>The ability</b> to provide a 24/7 helpline support services: such as administrative services, issuing medical insurance cards, receiving claims, and providing the necessary assistance to the company's users and their families with any issues they may face with service providers on a timely manner.
<b>Insurance Cards</b>	<b>Pledge</b> to print insurance cards in accordance with the approved and agreed procedures, whether through electronic media or through the insurance company's designated offices.
<b>Network coverage:</b>	Provide a wide network of clinics and hospitals both in Libya and internationally



<b>Evacuation Plan:</b>	Provide a good evacuation plan that can include air ambulance as well as road ambulance.
<b>Tracking Claims System:</b>	The ability: to provide administrative services in modern technical ways, and extensive use of technology and dealing through electronic media to reduce direct interaction between users and employees of the insurance company to facilitate the provision of services and enable employees to submit and track their claims.
<b>Emergency Services</b>	Medical insurance company is obligated to inform service providers the necessity of receiving emergency cases without prior approval from insurance company.
Medical network additions	Undertaking to accept any additions to the medical network from clinics - hospitals – pharmacies - medical service centres to the medical network at the request of the Human Resources Department of the Sarir Oil Operations Company.
<b>Claim Process</b>	Informing the time during which the advanced insurance company completes its procedures related to requests to recover treatment expenses (individual claims) and to issue a deed or financial transfer to the contributor to the service.