

Healthcare insurance scheme

Continuation of services by Cigna as of 2025

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18.9.2024 in Office

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Like all third-party suppliers, the administrator of our healthcare insurance scheme is subject to regular review to ensure we continue to get the best service for a competitive price. After a call for tender at the end of 2023, our current provider Cigna came out best. The new contract enters into force on 1 January 2025 for an initial period of five years.

Cigna provides a broad range of services relating to the EPO's healthcare insurance, including claims handling and customer helpline services, facilitating access to healthcare providers, advising on fraud prevention, and personal guidance on clinical cases and the management of chronic conditions such as cardiovascular disease and diabetes.

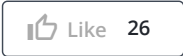
Same scope of services, with enhanced features

The new contract offers the same scope of services we currently enjoy, but with enhanced features and more detailed service level agreements to continuously monitor Cigna's performance. Plan members will benefit from improved portal and mobile app functionalities, clearer settlement notes and onboarding assistance for new members. To better meet the needs of plan members, services will also be more tailored to the specifics of the EPO plan and local healthcare markets. For example, EPO staff in The Hague, currently exempt from the Dutch basic insurance, will now receive the same access to the national provider network Vecozo, via ONVZ, as their family members already enjoy through the EPO's integrated group solution.

As of 2025, Cigna will also take over the administration of the reimbursement of computer glasses and occupational accidents from the EPO's Occupational Health Services. This will provide staff with a single point of contact for all healthcare related reimbursements.

Further information

More details on enhanced and transferred services will follow and dedicated information sessions will be offered by Cigna in Q1 of 2025.



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