

EMIRATES Airlines

“Health Benefits” Made Simple by ESKADENIA Software

ESKADENIA

S O F T W A R E

“The Emirates Group is one of the most successful and quality oriented enterprises in the Middle East and has best practices and applies the most advanced Software solutions. The Health Insurance Project has been a great success for both companies, due to the professional attitude of both working teams during the customization and deployment phases of the project.”

Nael Salah, Managing Director
ESKADENIA Software



ESKADENIA Software & EMIRATES Airlines Team

THE CLIENT

EMIRATES Airlines

The Emirates Group is a public international travel and tourism conglomerate holding company headquartered in Garhoud, Dubai, United Arab Emirates, by Airport. The Emirates Group comprises Dnata, an aviation services company providing ground handling services at 17 airports and Emirates Airline, the largest airline in the Middle East. Emirates Airlines flies to over 100 destinations across 6 continents, operating a fleet of over 170 wide-bodied aircraft. The airline has 170 aircraft on order worth US\$ 58 billion, it has a turnover of approximately US\$12 billion and employs over 62,000 employees across all its 50 business units and associated firms, making it one of the biggest employers in the Middle East. The Company is wholly owned by the Government of Dubai directly under the Investment Corporation of Dubai.

CHOOSING ESKADENIA

EMIRATES Group chose ESKADENIA's Medical Insurance System to enhance the Medical benefits service to its employees with powerful online claims registration and audit tools accompanied with efficient medical network management that gives full details on the medical providers (Doctors, Pharmacies, Laboratories, and Hospitals).

ESKADENIA's Medical Insurance System was customized to handle EMIRATES Airlines employees' medical claims in the most efficient and comprehensive manner. The Emirates employees can access their medical profile online and monitor their benefits, limits and utilization. In addition, they can submit claims directly from the web, request for medical approvals, and appeal for rejected claims. It is worth to mention that **ESKADENIA's Medical Insurance system** works for both individuals and groups, also it complies with governmental regulations, which makes it an easy-to-use tool for the recording and manipulation of insurance policy production, medical networks, claims, policy renewals, and reinsurance operations.

ESKADENIA's Medical Insurance system Offers the following Beneficial Key Features:

- ▶ **The employee medical profile** offers all EMIRATES Airlines employees updated access to their complete claim history and that of their dependents. Claim details include a detailed cost breakdown of claim costs such as consultations, in-patient admissions and medications.
- ▶ **Online claim registration/submission** that provides immediate registration of claims and ability to track claims from the date of submission.

- ▶ **Non-covered services and standard policy deductions** are itemised, highlighting the reason for any salary variation.
- ▶ **Approvals** of medical treatment are managed online.
- ▶ Detailed checklists provided on submission will ensure employees understand from the outset all relevant documents that need to be submitted, therefore reducing approval times.
- ▶ **Appeals** against rejected items in a claim can be managed through the portal.
- ▶ **Helpdesk:** FAQs. With a simple search functions that offer immediate access of information to the most common queries on the medical scheme.

IN BRIEF

ESKADENIA Customer: EMIRATES AIRLINES

Location: UAE

Employees: Over 62,000 employees

EMIRATES Airlines Business Issue:

For EA, a new system was needed to cope with the growth of the EMIRATES Airline and the strain put on medical benefits administration, resulting in processing volumes of around 10,000 claims per month

Solution:

ESKADENIA Software Medical Insurance System

Benefits:

EMIRATES Airlines, the global and huge organisation with multiple business interests in the aviation, travel, tourism and leisure industries (EMIRATES Group), chose ESKADENIA Software Medical Insurance System to run the Medical operations of more than 104,000 insured employees with their dependants.

