

We are your strategic ally in the search for the Modernization of the benefits and well-being of your collaborators

HEALTH CARE SOLUTION



Validity 2022-2023





COLEGIO BOLIVAR.
An Educational Community

SURA gives you benefits of a pre-paid health plan and the benefits of an insurance program.

WIDE COVERAGE WITHOUT EXPENSIVE OUT-OF-POCKET COSTS

With an excellent administrative support, inside the company and between providers.





Co-payment:

Illness, Emergencies and Doctor Visits (Specialists): For these services you should approach any of the institutions inside the network with your Policy ID and Personal ID. Once the service is authorized a co-payment is required. Doctor Visits 17.500 COP, Illness Emergencies: 36.000 COP.

In case the emergency turns into an hospitalization or a surgery no co-payment needs to be paid

Lab Tests (Basic Tests): You should show Doctor's prescription, Personal ID and Policy ID.

Copayment: 33.000 COP.

Diagnosis Examination: Doctor's Prescription and Medical Record, and send to:

Sura: solisaludcal@suramericana.com.co

Sura Platforms located inside Clinics, Foundation Clínica Valle del Lili and Centro Medico Imbanaco.

Once the information is sent, SURA will give an answer in 72 working hours

Copayment: **Basic Tests Lab – Special tests of Diagnostics** 35.000 COP.

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If you have problem with the process, you can contact:

Willis Towers Watson – Johan Rojas Castillo _ email: Johan.rojas@willistowerswatson.com

Phone: 314 7909551

PROVISION OF OUTPATIENT SERVICES

DYNAMICS LABORATORY NO COPAYMENT IN BASIC TESTS LAB

Tequendama:

CI 5C # 41 25

Phone: 5533387

Clínica Vida:

CI 5D # 38^a - 35

Phone: 6857777

Services:

- Lab Tests.
- Echography
- Mammogram
- Colposcopy
- Endoscopy
and Colonoscopy
- X - Rays

Services:

TAC

MRI

Mammogram

Echography

X - Rays

Copayment:

Special tests of Diagnostics 35.000 COP.





REIMBURSEMENT

1. Reimbursement will be paid up to the value established for Doctor Visits:

- **149.500 COP Salud Global,** the \$35.000 COP copayment will be deducted



2. In order to receive the reimbursement you should send the original copy of the invoice to:

- Willis Towers Watson – Johan Rojas Castillo e-mail. Johan.Rojas@willistowerswatson.com
Phone: 314 7909551
- Plataforms located in clinics Foundation Clínica Valle del Lili and Centro Medico Imbanaco

Note: If reimbursements are requested to Willis Towers Watson, these will be deposited into your accounts. Other wise you have to pick up the check at Bogota Bank



PRIORITY MEDICAL HOME CARE EMI AND ON LINE DOCTOR

On Line Doctor : This is a service provided by **SURA** to all Policy Holders through which you can consult over the phone any need related to your health. **FREE OF CHARGE**

EMI: You can also have a priority medical home care – EMI for any emergency that won't require transportation to any clinic or hospital.

Copayment of 35.000 COP directly paid to EMI service at the time of the emergency.

This service is subject to EMIs coverage nation wide.



Where to call?

Toll free **018000518888**

From Bogotá, Cali and Medellín,
dialing **437- 8888**

From any cellphone **#888** (free of
charge)



24 hours - Phone **6531313**



COPAYMENTS VALID UNTIL DECEMBER 31 / 2022

SERVICES	SURA	OTHER INSTITUTIONS
	COP	COP
EXTERNAL CONSULTATION OTHER SPECIALTIES	\$ 33.500	\$ 56.500
GENERAL DOCTOR SCHEDULED CONSULTATION	\$ 17.500	\$ 34.500
EXTERNAL BIOENERGETIC CONSULTATION	\$ 22.000	\$ 35.400
PSYCHOLOGICAL CONSULTATION	\$ 22.000	\$ 34.500
NEUROPSYCHIATRIC - PSYCHOLOGICAL EVALUATION	NA	\$ 35.000
CLINICAL LABORATORY, OBSTETRIC ULTRASOUNDS AND INFILTRATIONS	\$ 0.000	\$ 33.000
SPECIAL TESTS DIAGNOSTIC	\$ 35.000	\$ 35.000
THERAPIES	\$ 13.500	\$ 15.000
SCLEROTHERAPIES	NA	\$ 50.000
NEBULIZATIONS	\$ 0.000	\$ 15.000



Importante

We recommend using a browser other than Internet Explorer or Edge to enter the medical directory, due to compatibility problems with these browsers.



PEOPLE BUSINESS Spanish ▾



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move on

- Electric Cars Plan
- Move Free Plan
- Utilities and Heavy Plan
- Auto insurance
- Bike and Skateboard Insurance
- motorcycle insurance
- Compulsory Insurance (SOAT)
- Travel insurance

be healthy

- **health policy**
- Digital Health
- Serious Illness Policy
- Daily Rent Plan Policy

decide

- Savings Fund
- Pets
- Healthcare professionals
- Veterinary Professionals
- Accident insurance
- Group Life Insurance
- education insurance
- funeral insurance
- pension insurance
- Life Annuity Insurance
- Life insurance

inhabits

- Home insurance
- Rental Insurance
- Digital Leasing Insurance
- Protected Investment Plan

connect

- Digital Protection Insurance



We take care of your health

The more we know about you, the more we can take care of you. For this reason, we put at your disposal different programs and services that take care of you and those you love most. Learn more about these services so that together we can work for your well-being.

Let us accompany you with our insurance.
Choose the best option for you!



Health Plans

With Health Insurance you remain calm because you know that you are protected at all times.



SURA Health Headquarters

A place to feel good.



Medical directory

Consult the network of professionals and institutions available to assist you.



Online services

We are in line with your well-being. Now you can find your insurance in one click, with the SURA Insurance App and the Personal Virtual Branch.



Services for your well-being

Find information and services to take care of your health and have a healthy lifestyle.



Accompaniment program specialized in breast diagnosis.






**Medical Directory Health
 Policy - Complementary Plan SURA**
 Only with the document you can consult our directory.

Who is the consultation for?

Document type

Select a type of document

Document number

No soy un robot
 

reCAPTCHA
Privacidad - Términos

CONSULT



**Medical Directory Health
 Policy - Complementary Plan SURA**
 Only with the document you can consult our directory.

Who is the consultation for?

Document type

Select a type of document

- Select a type of document
- Identification card
- Foreigner ID
- Temporary Civil Registry
- NUJP
- Passport**
- Civil registration
- Identity card
- Special permission

CONSULT

What do you want to search for?



search by name



Specialist doctors



therapies



diagnostic aids



Clinics and institutions



accident dentistry



Laboratories



home services



emergencies

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Take advantage of the services of the SURA Insurance App!

We have designed the best tool for you to manage your Mobility, Health, Home and Life insurance quickly and easily. Use it anytime, seven days a week. We are with you!

digital SOAT

Download the digital SOAT and take it on your cell phone to present it when you need it.



chosen driver

When you drink liquor, a driver will pick you up and take you home in the insured car.



I'll beach

Request technical or mechanical assistance for your vehicle when it presents a fault.



home assistance

Request plumbing, electricity, locksmith, glass and telephone legal advice services.



Travel Services

Make claims and request assistance 24/7 from the Travel Insurance so that no eventuality prevents you from enjoying yourself.



new medical appointment

Schedule it in seconds whether it is dental or with a general practitioner (by EPS SURA), with a specialist (by Health Insurance) or diagnostic aids.



Health Reimbursements

Request a refund of money in two steps for an appointment or other medical service from Salud SURA.



Virtual health care

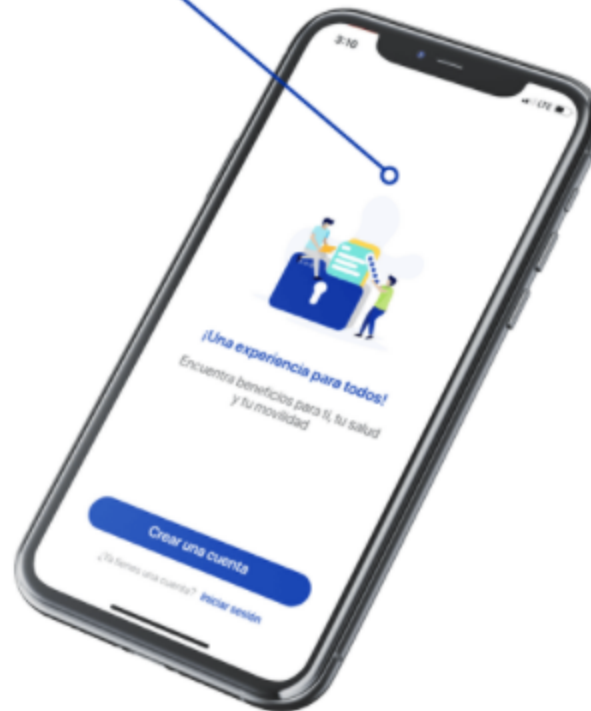
Assess your symptoms and get care wherever you are.

How to use the app?

How to use the *app*

Log in

- 1 If you don't have an account, click Create an account.
- 2 If you already have it, go to Login.
- 3 Enter the requested data.
- 4 Once you're logged in, click on My Profile to review your Settings and privacy options.



How to use the *app*

Set up your account

- 1 Go to the My Profile option, which is in the lower right corner.
- 2 Review and modify, if you wish; the available options: notifications, synchronization and privacy.:





WELLNESS

How to use the app

How to check your Health Insurance card?

- 1 Click on the Health section in the bottom menu.
- 2 Select the option Card of your insurance.
- 3 Present your card from the SURA Insurance App.



How to use the app

Consult the medical directory

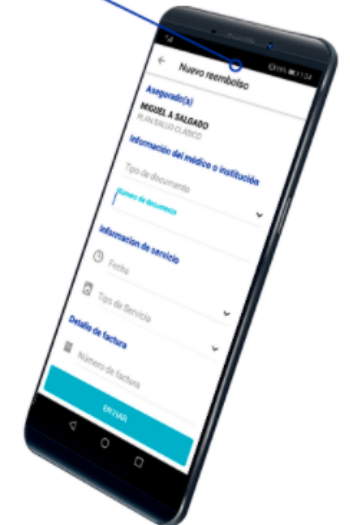
- 1 Select the Health section in the bottom menu of the app.
- 2 Click on Medical Directory.
- 3 Enter the document type and number of the person the appointment is for.
- 4 Press the Consult button.



use the app

How to request a reimbursement from Salud SURA?

- 1 Enter the application and click on the Health option from the main menu.
- 2 Select Refunds.
- 3 Click on New Refund
- 4 Enter the information and attach the photo of the invoice. You can take it right away from the app or select it from your gallery.
- 5 Verify that all the data is correct and check the Done option.



SALUD GLOBAL / CONTINENTAL ASSIST

Who do I call if I need assistance?

To Continental Assist central offices in BOGOTÁ There is an exclusive line for Suramericana, the phone call must be made as a collect call.

Phone Numbers:

601- 448 40 96. from abroad

1 8884767445. free from Colombia



HOW DO I MAKE THE CALL?

From abroad: So that the phone call is charged to CONTINENTAL ASSIST, you will have to ask for a collect call to the hotel operator or phone company operator; in case this is not possible,

CONTINENTAL ASSIST will reimburse the cost of the phone call by showing the invoice.

From any city inside Colombia:
Just dial the toll free number

HOW DO I MAKE THE CALL?

Express clearly:

- ✓ Full name.
- ✓ ID number.
- ✓ Policy number.
- ✓ Date of birth.
- ✓ Explain your situation.
- ✓ Address and phone number where you are located If you are in USA, area code or zip code

(CONTINENTAL ASSIST, will proceed to give you instructions to follow)





HOW LONG MY COVERAGE WILL LAST?

For a maximum of 90 days per trip.

Right after day 91 you will have to purchase a new CONTINENTAL ASSIST.

If you have Salud Global for 2 or more years, SURA will study the possibility of an extension up to a maximum of 6 additional months (90 initial days + 180 additional days)

(This only applies for working exchanges or international students)

Assistance outside Colombian territory

- **Medical assistance, illness or accident, (50.000 USD)**
- **Medical assistance in case of preexistent illness (25.000 USD)**
- **Medicine: 3.000 USD**
- **Odontology Emergency: 1.500 USD with a limit per piece 600 USD**
- **Sanitary transfer and repatriation**
- **Transfer of a relative: 260 USD daily, up to 10 days**
- **Hotel expenses due to convalescence, 260 USD daily, up to 10 days**
- **Repatriation of remains**
- **Early return due to serious disaster at home**
- **Assistance in the event of lost or stolen passport, tickets, etc...**
- **Transmission of urgent messages**

Assistance inside Colombian territory

- **Medical transfer**
- **Transport of a relative in case policy holder is hospitalized**
- **Hotel expenses for a relative to a maximum 260 USD daily, up to 10 days**

WHAT SERVICES CAN I USE IN COLOMBIA?

Assistance inside Colombian territory only includes
medical transportation,
transfer of a relative in case of hospitalization
and hotel expenses of the relative,
maximum
260 USD daily, up to 10 days

(After evaluation and medical authorization)

*SMDLV: 9USD
TRM: 3.000

WHAT DOES IT EXCLUDE?

In addition to the policy exclusions, it also apply the following:

- Services that the insured had agreed on its own without previously and expressly had been authorized by Suramericana or by the CONTINENTAL ASSIST Medical Department.
- Unless something out of hand stops you from communicating with them.
- Trips due to programmed treatments and programmed medical checkups.
- Services required by the insured as a consequence of a suicide or the injuries caused by a suicide attempt.
- Services required by the insured as a consequence of deceitful activities.



WHAT'S THE LIMIT OF THE COVERAGE PROVIDED BY ASSIST-CARD?

The services provided by Assist-Card go up to the maximum amount agreed or up to the patient stabilization subsequent to the emergency.

Subsequent events derived from the initial assistance, won't be authorized by Assist-Card

WHAT IS THE COVERAGE FOR AMBULATORY MEDICINE?

Medicine will be reimbursed 260 SMDLV (US\$2,257) And you need to show the original invoices and a passport photocopy.

(Policy holder information and passport stamps with dates of entry and departure)

WHAT ABOUT IF THE PURPOSE OF MY TRIP IS BECAUSE OF A PROGRAMMED MEDICAL TREATMENT?

ASSIST-CARD does not cover programmed events.
The studies and/or treatments related to chronic or pre-existing or congenital recurrent conditions.

In case you need a medical treatment abroad,
you have to require an authorization from SURA (PRE-CERTIFICATION).

This has deductibles according to your destination

- ❖ **40% of total billed for cases where there is no pre – certification**
- ❖ **15% in USA and 25% in the rest of the world, of total billed, with a maximum of US\$15.000 only if there is a pre – certification**



Thank You