



Part of Bupa



BRAZIL

## About Care Plus Part of Bupa

In Brazil, Care Plus Part of Bupa serves more than 1,000 companies covering 250,000 members while providing a range of world-class premium healthcare insurance products (medical, dental, occupational health and preventive care), in medical only there are

115,000 members. Care Plus was founded in Brazil since 1992 and part of Bupa since 2016. Their mission is helping people live longer, healthier, happier lives.

## Local strengths USPs

- Unique mental health and family Care program with comprehensive mental disease and down syndrome/autism care.
- Telemedicine hub on phone app
- Claims ratio of 78% in 2022; market leader in corporate premium plans, NPS is 74%
- Unique medical provider offering IPMI, international private medical insurance
- First healthcare provider to offer differentiated coverage for gender-affirming care (GA) and assisted reproductive technology (ART).
- High information security and data privacy standards
- No shareholders allows Care Plus to reinvest 100% of profits in operation putting customers first

### Facts & figures

- Insurope member since: 2017
- Financial Rating: AA+ (Fitch)

### Average Turnaround Times

- General Questions: 1 Working Days
- Local Quote: 5 Working Days
- Annual Renewal: 60 Working Days
- Rate Review: 5 Working Days
- Death Claims: N/A
- Disability Claims: N/A
- Medical Claims: 5 Working Days

### Benefits

- Insurable Benefits: M
- Poolable Benefits: M

### Minimum lives criteria

- For a group quote: 2 lives
- For a pooling contract: 200 lives

### Local contact information

Care Plus Part of Bupa  
**Mr. Rodrigo Gebrim Doria**  
 Alameda Mamoré, 687, 13º andar, Alphaville,  
 Barueri-SP CEP 06454-040  
 Brazil  
 rdoria@careplus.com.br  
 T: +55 11 93331 - 0054