

MAPFRE Salud ARS, S.A.

Your Local Link to IGP in Dominican Republic

Why partner with MAPFRE Salud ARS, S.A.?

Strength and Experience

- Over 50 years of experience in the administration of health plans.
- Backed by two groups that are leaders in their respective markets: MAPFRE and Grupo BHD.
 - MAPFRE is the world's largest Spanish-owned insurer, and one of the leading European insurance groups.
 - Grupo BHD is a prominent financial holding company in the Dominican Republic and owner of Banco BHD, one of the largest commercial banks in the country.

Commitment to Society

By actively implementing and supporting various wellness initiatives and programs to elevate the health and well-being of the people of the Dominican Republic, MAPFRE Salud ARS improves the quality of life and fosters a more healthy and sustainable society.

Wellness & Wellbeing

MAPFRE Salud ARS is a leader in health promotion and claims prevention programs:

- “Prevención y Promoción” offers over 20 programs annually designed to assess and educate participants on sustaining a healthy lifestyle. The program provides tools and early diagnoses for chronic or catastrophic diseases, along with ongoing monitoring to ensure timely recovery.
- Comprehensive assistance programs for members with chronic diseases such as: Hypertension, Cancer, Diabetes Mellitus, Chronic Kidney and Multiple Pathological diseases.

Quality Service Provider

- Building on its reputation as a quality service provider, MAPFRE Salud ARS continuously invests in infrastructure, technology, process review, and qualified personnel.
- Extensive nationwide network of quality health service providers selected based on experience:
 - Close to 5,730 doctors
 - +212 clinics
 - +838 pharmacies
 - +1,103 Diagnosis Centers
- Network providers are continuously evaluated through a quality assurance process.
- Health Provider Line provides automatic authorization 24 hours a day, 365 days a year.

MAPFRE Salud App

Allows customers to manage their health insurance digitally, streamlining procedures such as requesting appointments, authorizations and accessing personalized information.

AudioDoctor

Medical advice and support, via telephone and online, on services and health concerns for all MAPFRE Salud ARS members.

- Personalized psychological support
- Information on diseases and treatments
- Support and monitoring of the homebound
- Orientation to members on health issues
- Information on early detection and prevention



Facts & figures

- IGP Network Partner since 2000
- Financial strength ratings:
 - MAPFRE BHD Seguros
Fitch: AAA (11/25/2024)
 - MAPFRE Re:
A.M. Best: A (10/17/2024)
Standard & Poor's: AA- (7/11/2024)

Recent awards & recognitions

- In 2023, MAPFRE Salud ARS was recognized as a SUPERBRAND for its excellence and leadership in the healthcare sector. SuperBrands is internationally recognized for its rigorous selection process, which evaluates key attributes such as trust, prestige, reliability, quality, and credibility, among others.
- 2024 ADOCOSE (Asociación Dominicana de Corredores de Seguros) Excellence Awards in the categories of “Local Health Claims and Technical” and “Basic Health Plan”.
- Ranked as Highly Qualified (#2) in the “Health Insurance Companies Category” by Revista Mercado in 2023, according to the research of “The Most Admired Companies of the Dominican Republic” (January 2024).
- Recognized for the 15th time in 2023 as “One of the Best Companies to Work for in the Dominican Republic” by Mercado Media Network.



More information

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