



UnitedHealthcare Global

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GlobalConnect

Addressing important topics, highlighting improvements and providing updates relevant to your business

**United
Healthcare
Global**

Welcome

“Integrity is doing the right thing, even when no one is watching.”

—C.S. Lewis

The words of C.S. Lewis never fail to inspire me, especially as I think of the teams at UnitedHealthcare Global who work tirelessly to improve the lives of people around the world. In our latest newsletter, we highlight some of these fine individuals, plus showcase the way that we strive to do the right thing, always and every day.

Working with integrity is a cornerstone to my personal philosophy as I integrate my passions into my professional career. For instance, I recently engaged in a thought-provoking conversation with iPMI Global’s Christopher Knight, where we discussed the impact of female leadership on women’s health around the world, as well as other UnitedHealthcare Global efforts in working toward more-equitable care. You’ll find a link to that interview in this edition of our newsletter, as well as:

- Previews of upcoming industry events that we’ll attend in-person, taking advantage of the opportunity to collaborate and learn side-by-side with you
- An overview of the 2024 Cover Awards, including an exciting nomination announcement
- Insights from Dr Shoba Subramanian, Medical Director, Europe and MENA at UnitedHealthcare Global
- And a deep-dive into our commitment to holistic wellness, with resources and benefits that support physical, mental, financial, and social wellbeing

As always, thank you for the ongoing partnership in making lives better for all. And as always, I’m here for what matters, to you and your employees. Never hesitate to reach out.



Janette Hiscock

CEO, UnitedHealthcare Global
Europe and UK

Enhancing global healthcare delivery: Insights from Dr Shoba Subramanian



Throughout UnitedHealthcare Global's many teams, you'll find a common thread of commitment to ensuring people have access to the care and support they need, regardless of their location. A recent International HR Advisor interview with Dr Shoba Subramanian, UnitedHealthcare Global Medical Director, Europe, provides a fascinating and insightful view of the types of experiences that fuel our leaders, as well as her observations and aspirations regarding the world of global medicine.

Building on her background in family medicine, Dr Subramanian received a global health fellowship with the Maddox Jolie-Pitt Foundation in Cambodia, plus has spent years coordinating medical evacuations. She holds diplomas in Tropical Medicine, Lifestyle Medicine and Obstetrics and Gynaecology. Dr Subramanian's considerable knowledge of global healthcare systems lends to a fascinating and eye-opening read.



Gathering to applaud excellence, and celebrating one of our own: The 2024 Cover Awards

Held annually to celebrate the leading women in the life, protection and health insurance industry, the Cover Awards are intended to honour not just women who hold prominent roles in their organisations, but to also applaud their efforts as role models and mentors. These above-and-beyond efforts improve industry diversity from within companies, with the ripple effect of helping women be better protected financially throughout society. Each nominee for these awards is noted for raising the standards of excellence across the industry, and have contributed to improving access to protection and health insurance products for women around the globe.

The list of individual and corporate nominees includes many that we at UnitedHealthcare Global consider leaders in our industry, and the wide range of nominees all share a high level of dedication to shared values. It's our great honour to note that our company was nominated for Outstanding Contribution to Diversity & Inclusion. This award goes to an organisation that has proven that it has gone above and beyond to champion diversity and inclusivity, and we're proud to share this nominating honour with many international businesses we admire.

The nominees will gather on 2nd May in London to share experiences, network with other like-minded, forward thinkers in the industry, and learn the winners in over 20 categories.



We hope to see you in person at...

Several prestigious international industry events are being hosted in the coming months, and we anticipate many opportunities to meet in person, collaborate and learn, and share our vision of ways to make the healthcare system work better for everyone. These events provide an invaluable platform for us to learn from industry leaders, listen to and share insights, and showcase our own innovative solutions.

As a leading provider of global health benefits and assistance services, UnitedHealthcare Global is committed to staying at the forefront of the industry. We look forward to engaging with fellow industry professionals, exchanging ideas and forging new partnerships at these upcoming events.

IBIS Academy 2024

22 May–24 May in Dubrovnik, Croatia

Mercer Marsh Benefits (MMB)

17 Apr–18 Apr in Dubai

International HR Conference

30 April in London

WBN 71st Global Conference

23 Oct–26 Oct, Marrakesh, Morocco

The UK Health & Protection Awards

10 October in London



A whole-self approach to wellness

A key shift has occurred in workplace benefit strategies regarding preventive health. Over time, the approach has moved away from focusing on discouraging behaviours and choices that are potentially detrimental to health, to a more positive space encouraging holistic, proactive approaches to wellness. This whole-person approach encompasses 4 wellbeing dimensions — physical, mental, financial and social — syncing together creating better overall quality of life.

Nurturing these 4 dimensions can help people live longer, happier lives as well as be more productive at work, which is why UnitedHealthcare Global is intentional about providing resources and benefits that support all 4 of these areas of wellbeing.

Physical: Maintaining a healthy quality of life through physical activity can be a challenge with busy schedules, especially when just finding the energy to take on daily activities can seem daunting. **My Wellbeing** is a personalised and engaging platform that motivates employees to take charge of their health. It starts with a health score: A dynamic number that measures an individual's current level of wellbeing, then changes in real-time based on tracked activities and biometric data. My Wellbeing offers multiple levels of engagement, including goal setting, challenges and even personal feedback from a digital coach.

Mental: Helping members to care for their mental health is easier with Employee Assistance Programme (EAP) visits that direct them toward the right kind of support they need, from advisors to therapists to self-help options. In addition, **Mindful Matters available via the LiveWell portal** and app, offers live and on-demand content scientifically proven to help relieve stress, boost mood, improve sleep, and help individuals be more present in the workplace and everyday life.

Financial: With financial stress on the rise, Financial Wellbeing from Optum® helps people create a budget, work toward savings goals, pay down debt, or create a doable plan for retirement. It also includes a financial stress assessment, financial calculators and helpful articles about money management in multiple languages. These resources are all available via **LiveWell**.

Social: Connecting with a social circle plus having ongoing supportive, positive relationships at home and work is critical to overall wellbeing. **LiveWell** is a tool members can use to improve their mental health plus access educational resources that can help themselves as well as family members.

For more information on all UnitedHealthcare Global wellness platforms, contact your representative.



Reaching for Sustainable Development Goals: WHO World Health Day, April 7th

Every year, the World Health Organisation (WHO) marks World Health Day by focusing on a theme centered on one of the United Nations agency's Sustainable Development Goals (SDGs). The SDGs are global in the greatest sense, meaning they include citizens of all countries around the world, not just developing countries, and are intended to benefit individual health while strengthening health systems overall.

Through UnitedHealthcare Global plans, individuals have access to Virtual Visits that offer personalised care for non-emergency situations, simply through a doctor visit made via phone or video. Doctors can diagnose and treat a wide range of non-emergency medical conditions, 24/7.

Our plans also bring members additional support to boost mental health, including:

- **Mindful Matters** with mindfulness programmes plus connections to certified experts via live, interactive or on-demand sessions
- **LiveWell** with self-help mental health programmes plus educational resources
- **Employee Assistance Programme (EAP)** with in-the-moment support from a masters-level specialist trained to help individuals connect with the help they need
- **Financial Wellbeing** offers a financial wellbeing programme including assessments, planning resources and other resources to help individuals create action-oriented plans

Sources:

[WHO](#)

[RELX/SDG resource](#)



Prevention as the best cure: World Immunisation Week, 24 April–30 April

Created by the World Health Organisation to promote the use of vaccines to protect people of all ages against disease, [World Immunisation Week](#) highlights the simple medical intervention that saves millions of lives every year. The ultimate goal is to help more people and the communities around them become protected from vaccine-preventable diseases. For globally mobile populations, it's extra important to be sure that employees and their families remain up-to-date on these essential preventive care steps.

UnitedHealthcare Global plans include destination-specific vaccination and immunisation cover. In addition, Virtual Visits offer an additional level of support and access to healthcare if someone gets sick while on a business trip or on assignment, with phone and video doctor appointments that include treatment and prescriptions.

Caring for women at a crucial time: May is World Maternal Mental Health Month

Created to raise awareness of the need for mental health support for mothers, World Maternal Mental Health Month coincides with Women's Health Month in May. Research shows that 1 in 5 mothers experience some type of mood or anxiety disorder during pregnancy and/or through the first year after childbirth. But the right treatment options can make a profound difference for both parent and child. These challenges are universally experienced — they can affect any mother, regardless of culture, age or income level.

UnitedHealthcare Global plans include access to 24/7 mental health support — we're even up to help during those middle-of-the-night feedings. Programmes like these can make a difference, such as **Mindful Matters** to help with mindfulness plus connections to certified experts via live, interactive or on-demand sessions, **LiveWell** for confidential access to self-help programmes, interactive tools and educational resources, and **Employee Assistance Programme (EAP)** with in-the-moment, real-time to a human who can help a struggling parent connect with the right kind of help for them.

Source:
<https://wmmhday.postpartum.net/>

Honouring the backbone of healthcare: International Nurses Day, 12 May

The International Council of Nurses has themed 2024's International Nurses Day to honour the essential role that nurses play in healthcare: Our Nurses. Our Future. Around the world, over 28 million individuals work to provide patients with the quality care they need and deserve. Held annually on Florence Nightingale's birthday, this day is a chance to raise awareness about those who strive to serve through health care, and find ways to celebrate and support their all-important work.

Source:
<https://www.icn.ch/how-we-do-it/campaigns/international-nurses-day>

Encouraging choices to enhance health: Men's Health Week, 13 June – 19 June

Regular, preventive visits to the doctor are known to provide better health outcomes and longer life expectancy. However, research shows that men are less likely to take advantage of the benefits of these annual care opportunities, making them more susceptible to preventable and treatable diseases and negatively affecting their health. Men's Health Network founded Men's Health Week to bring awareness to health issues that disproportionately affect men, and to encourage all to seek the preventive care and treatment options that improve wellbeing.

Mental health is an issue for men, as men are less likely to seek help for mental health issues than women. In many cultures, men avoid talking about mental health, making it challenging for health caregivers to identify problems and offer solutions. In response, a [helpful interactive manual](#) has been created to give men tips as well as a chance to evaluate where their health is at, and ways to improve it.

UnitedHealthcare Global believes in being a part of helping men take the proper preventive and treatment steps they need. Benefits are designed to help support men's specific health needs, with access to programmes including:

Livewell has programmes and resources designed to improve wellbeing through on-demand information and self-assessments. Multilingual mental health screeners are also available 24/7 for evaluating wellness.

Mindful Matters is a resource for evidence-based mindfulness programmes that lets participants connect with certified experts in live 14-minute sessions, learn through interactive features, and explore on-demand content specific to their needs and goals.

Employee Assistance Programme experts are just a phone call away, offering assistance in finding support for mental and behavioural health issues, substance use concerns, work and family struggles and more.

Sources:

<https://www.news-medical.net/health/Benefits-of-Primary-Health-Care.aspx>

<https://www.who.int/news/item/04-04-2019-uneven-access-to-health-services-drives-life-expectancy-gaps-who>

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6560805/>

<https://www.mentalhealth.org.uk/explore-mental-health/a-z-topics/men-and-mental-health>

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