



UnitedHealthcare Global and the Worldwide Broker Network

Market Trends Survey 2020

United
Healthcare
Global



Overview

This report outlines the highlights and key findings from the UnitedHealthcare Global and the Worldwide Broker Network Market Trends Survey. The survey was issued to over 100 firms and received a 35% response rate. Out of those who responded, around 40% were based in Europe, followed by around 25% based in North America and around 15% in Asia Pacific. The Middle East and South and Central America accounted for around 20% of participants. This research was conducted to help us understand the latest market feedback from this network of intermediary consultants and how we can continue to work with our partners to provide the most innovative solutions for their clients and members.

On behalf of UnitedHealthcare Global and the Worldwide Broker Network, we would like to say thank you to all of the network who participated in the survey. Your knowledge, expertise and insights are extremely important to us and we hope you find the trends interesting.

Key findings



Local compliance regulations are the largest barrier to implementing global health and travel policies



Training on the ever changing landscape of global health trends was seen as important by 40% of respondents



Network size and access are the most important factors when it comes to recommending a carrier to clients



Quality and ease of access are the most important factors for providing healthcare solutions to clients



Virtual care is seen as the most transformative next step in healthcare, followed by **wellness and mental health solutions**

Implementing global health and travel policies

Results from the survey showed that local compliance regulations were perceived as the largest barrier to implementing global health and travel policies. This was followed by product availability, finding clients with expat and global travel populations, and demonstrating the value of global health and travel policies.

Respondents found cost, lack of knowledge on the products and other variables to be less of a barrier when it comes to implementing global health and travel policies.

Training/information in international employee benefits

When asked which type of training is the most useful when it comes to international employee benefits, 40% of respondents said they would like to learn more about the ever changing landscape of global health trends.



This was shortly followed by wanting more training on legal and compliance updates, followed closely by client and member studies or surveys related to global healthcare.

Respondents found that they are less likely to need training and information on product updates and only around 5% require assistance with global medical and security alerts.

Global expat or travel insurance carriers for your clients

When considering which global expat or travel insurance carrier to recommend to clients, respondents identified network size and access as the most important factors. This was followed by technology, affordability, and clinical capabilities.

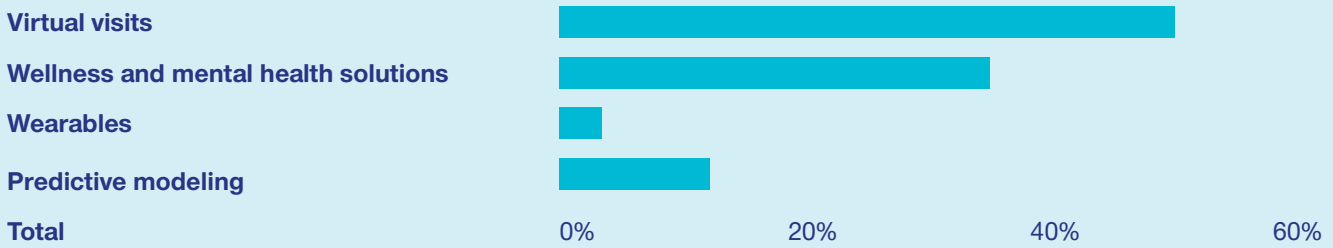
Respondents found sales representative and/or client manager, commission level and other variables to be the least important factors when it comes to deciding which global expat or travel insurance carrier they would recommend to clients.

Providing healthcare solutions to your clients

When asked what remains top of mind when it comes to providing healthcare solutions to clients, around half of the respondents found quality of care to be most important. This was shortly followed by over 40% opting for ease of access. Affordability and culturally relevant solutions were less important to respondents.

Future of the healthcare industry

When asked what was seen as the next transformative thing in healthcare, half voted for virtual visits followed by around 38% for wellness and mental health solutions. The least voted transformative variables were predictive modeling and wearables, 10% and under.



Future of global insurers

When asked whether big brand disrupter companies like Google or Amazon would replace global insurers, most respondents answered that it is difficult to tell. However, 45% of respondents answered no, given the amount of complexities and regulations required to set up as an insurance business. A small minority voted yes (less than 10%) due to big companies already disrupting plenty of other markets.





Here's what brokers think contributes to a great insurer...

Some respondents left some open feedback on what they think makes a great insurer. This section highlights those insights. Thank you for sharing:

'The team is most important. Experience, knowledgeable, client centric. Solutions orientated. Tactically strong when transitioning from another carrier. Providing information on new products.'

'Looking for ease of transactions, and a sales team that helps navigate an insurance carrier's internal obstacles.'

'Product flexibility - ability to tailor benefits as per client's needs, fair pricing and easy access for claims and query handling.'

'Always delivering on any commitments and service agreements made to us or the client without fail.'

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