



UnitedHealthcare Global

Quarterly Newsletter



Addressing important topics, highlighting improvements and providing updates that are relevant to you, your business and employees

United
Healthcare
Global

Welcome

Welcome to our first quarterly newsletter of 2021. We are delighted to bring you insights and updates from across UnitedHealthcare Global. We hope this will provide a useful resource for you as we continue to navigate an ever changing world.

This past year has been challenging for us all. At UnitedHealthcare Global, we have faced this challenge with compassion for those we serve and empathy for the situations our customers and colleagues find themselves in. Leveraging innovation from across our Group where we can and continuing to drive high levels of performance across our teams and throughout the business has been crucial, but it is the relationships with our customers, our partners and our colleagues that has helped us to succeed.

As we adapt and finds ways to move forward through this pandemic, I'm sure that like us, every organisation is proud of the work their staff have done to keep things moving and progressing over the last year. I hope that you find this quarterly newsletter a useful insight into the evolution of our business and healthcare more widely.

Janette.

Janette Hiscock, CEO, Europe, UnitedHealthcare Global

Proposition Spotlight

UnitedHealthcare Global launches in the Netherlands

We are delighted to announce that we are entering the Dutch market and providing local businesses access to our internationally recognised health, wellness, assistance and security programmes, through our International Private Medical Insurance plans. Together, with our partner ONVZ who we are working with to provide locally compliant plans, the launch follows the success of UnitedHealthcare Global's entry into the European market via the United Kingdom in 2018. Read full story [here](#).

Return to Work Screening Tool

As vaccine programmes are rolled out and case rates of COVID-19 start to fall, you may be thinking about what the 'new normal' looks like in the workplace. Employees may be transitioning back to their offices or regular place of work, but an employer's Duty of Care still remains the same - even with new health and safety protocols, employers must ensure their employees are protected in their place of work.



To help employers, we've designed a new Return to Workplace Screening Tool, an online health screening service which allows clients to monitor the health and wellness of their global workforce. It has been designed to highlight COVID-19 exposure and any changes in their employees' health and wellbeing that may have developed since they were last in their worksite.

This tool is sold separately to our insurance plans and is provided by our Medical Services team in Europe. You can find more information [here](#).

Network spotlight

Advancing our international network and expanding care access has long been a key objective for UnitedHealthcare Global. For those we serve, our network growth means more personalised solutions and increased accuracy of international care all aimed at improving employees' health, wellbeing and safety while abroad. This quarter highlights our network expansion in our Virtual Visits provider space, read full story below.

Global Telecare by Teladoc

COVID-19 has been unlike any previous pandemic - the ease of transmission of the virus, symptom variability and the requirement to physically distance - changing how, when and where we seek health care and leading to the rapid adoption of telehealth solutions.

Telehealth programmes, like Virtual Visits from UnitedHealthcare Global, utilise consumer technology giving patients the freedom to consult with physicians and clinicians from camera-enabled devices and telephones. The adoption of telehealth makes Virtual Visits not just a growing trend, but part of the shift toward health care that is focused on convenience and cost efficiency, without sacrificing quality.

As part of our ongoing support for our members health and safety, we are pleased to announce that we have expanded our virtual provider network, effective February 2021, to include Global Telecare by Teladoc.

Teladoc - and all our Virtual Visit providers - offers services designed to meet the unique needs of globally mobile individuals seeking general medical care. With fast, convenient, and on-demand access to care, employees can see and speak with a doctor anywhere, anytime without having to leave home or the workplace.



COVID-19 Response Efforts

From the outset of the pandemic, our singular priority has remained clear: the health, safety and support of the people and communities we serve. This includes our dedicated team of 325,000 people and the heroic members of the health care workforce along with the reliability and sustainability of health care delivery systems. Read below for some helpful information and resources to support you:

COVID-19 Update, by Dr. Alex Rowe, UK Medical Director

Where he covers:

- What should we be doing to protect ourselves and those around us
- Masks as a key part of the suppression of COVID-19
- General travel tips
- A reminder of symptoms and further guidance. Read full article [here](#).

How to keep employees motivated while working from home, by David White

Where he covers:

- The ongoing need for employers to strengthen the boundaries between work and home
- The importance of virtual services on employee wellbeing
- Boosting morale amongst the workforce in difficult times. Read full article [here](#).

Health Insurance COVID-19 helpful information

- COVID-19 Frequently Asked [Questions](#)
- Wellbeing support [services](#)
- 7 Priorities to consider for your Return to the workplace [strategy](#)

Wellbeing Spotlight

Finding that healthy balance with devices, by John Kaye, Market Development Director Europe

Many of us will spend most our days in front of a screen to complete our work as well as to connect with friends and family. We know how important technology is to our everyday lives, but we also know that constant screen time can be draining. We've pulled together some tips to help you get a healthy balance with devices as we continually adjust our relationship with time spent on screen and online as the pandemic progresses. Read full article [here](#).

Global Intelligence Spotlight

Our Intelligence teams are constantly monitoring the globe and keeping those we serve informed of the latest in COVID-19 developments. The following resources in the Global Intelligence Center have recently been added and updated:

- **COVID-19 Country Medical Alerts/Updates** includes case rates, trend direction, testing availability and testing sites locators and approved vaccines, vaccination availability to globally mobile members and source references.
- **COVID-19 Travel Restrictions** includes non-resident entry, quarantine, and face mask requirements, in addition to other health and movement screening/restrictions. Please note, information is available country by country with Global Intelligence Center access.
- **COVID-19 Health Safety Guidelines for Travel** white paper.
- **COVID-19 Airline and Hotel Chain Published Safety Measures** includes reference point of common measures taken by airline or hotel chain per their official statements.

As a reminder employers and members can log into the Intelligence Center by clicking [this link](#) and entering their log in [details](#).



NPS

Annual Net Promoter ScoreSM Survey Results Are In

The Net Promoter Score (NPS) survey is our annual opportunity to help us better understand customer needs so we can continue to address any pain points and build programmes that improve customer overall experience. Based on this year's survey results we have put the following NPS actions in place in Q1:

- 1. Helpful member videos:** We've launched a series of helpful 'how to' videos' to make the experience of our myUHGlobal app easier to navigate and improve our virtual healthcare offering. You can find them all on our [YouTube channel](#).
- 2. Wellbeing at Work blog:** We know how important wellbeing at work continues to be, so we've launched our [Wellbeing at Work blog](#) and Health Awareness educational campaigns so people can continue to educate themselves in the healthcare space. Here we share the latest news and events from UnitedHealthcare Global in Europe. You can also find articles on Healthy Living, Fitness, Nutrition, COVID-19 and much more. Enjoy reading!
- 3. Continuing to enhance the client experience:** We continue to work on simplifying our invoicing processes, improving our client engagement with our expanded support teams and build new client collateral, including a new onboarding pack.
- 4. Supporting a personalised experience for our customers:** We've made investments in expanding our team in Europe, continuous training programmes and rolling out new technology to continue to deliver the highest level of service quality, for our brokers, clients, members and partners. We are proud to support all our customers.



Recognition

Industry Recognition for UnitedHealth Group

We wanted to share the news that UnitedHealth Group was recently recognised by two noteworthy organisations:



- **UnitedHealth Group was named among FORTUNE's World's Most Admired Companies in 2021.** For the 11th consecutive year, UnitedHealth Group was the top-ranked company in the Health Care: Insurance and Managed Care sector. The company was also named an All-Star among the Top Fifty Most Admired Companies overall and "became even more essential during the pandemic," according to FORTUNE. For more information on the rankings, view the [FORTUNE article](#).
- The Human Rights Campaign (HRC) Foundation in the US has recognised UnitedHealth Group as one of the best places to work for LGBTQ employees with a 100% rating in its annual Corporate Equality Index (CEI). Employers earning top ratings helped advance greater equality for LGBTQ employees and their families through inclusive policies, practices and benefits. Learn more by reading the full [CEI report](#). For our organisation, this recognition is incredibly meaningful as it reflects our ongoing commitment to creating a healthy and inclusive workplace for all our team members.



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