



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 Q2 newsletter, in which we are delighted to bring you the latest news and insights from across UnitedHealthcare Global.

As we move into the 2nd half of 2021, and begin to think about returning to the work environment, many of us will be planning for this return and exploring how we continue to support the wellbeing of our teams. It is encouraging to see vaccine programmes rolling out across the globe, and with many countries easing out of local lockdowns and starting to reopen borders for international travel again, it feels like we are slowly seeing signs of recovery.

As your healthcare partner, I want to assure you that UnitedHealthcare Global is here to support you with helpful resources to proactively support the health and wellbeing of your globally mobile populations.

Thank you for your continued support.



Janette Hiscock, CEO, UnitedHealthcare Global, Europe

COVID-19 response efforts

We continue to support in the fight against COVID-19 globally, with our workforce of over 330,000 employees, working tirelessly to continue to protect the health and safety of all who we serve.

Supporting our colleagues and the communities we serve in India

The current surge of COVID-19 in India creates challenges for nearly 30,000 of our team members, we remain committed to their health and safety, as well as the health and safety of their loved ones and the communities we are a part of.

We launched an enhanced telehealth programme, distributing health and safety kits, procuring a supply of oxygen concentrators to lend to employees and providing access to vaccination scheduling resources.

In addition to the resources for team members, UnitedHealth Group, through the United Health Foundation, has donated an additional \$1 million in response to the growing public health crisis, which will fund the procurement of more than 2,500 oxygen concentrators to address the urgent need for essential medical equipment. This contribution is the latest effort in our \$100-million-plus commitment to fighting COVID-19 and supporting impacted communities worldwide, including a previous donation of \$1.5 million to India.

This contribution will provide much needed relief with core medical equipment and supplies to help India's healthcare professionals combat the devastating impact of COVID-19. Read full story [here](#).

Proposition spotlight

ExploreWell, tailored to meet the unique needs of employees in remote and challenging environments

UnitedHealthcare Global has over 30 years' experience supporting upstream, midstream and downstream oil and gas operations. Over that time, projects have continued to be in remote and sometimes hostile or hazardous locations, with limited access to local health infrastructure. As the medical needs of our clients have evolved within these environments, we have adapted our solutions and approach to meet these challenges and continuously support our clients. Our holistic solution not only covers the insurance needs of your workforce to gain the best medical attention around the globe, we also provide proactive, preventive care solutions through virtual health assessments, rich wellness programmes, global medical arrangements and our risk and assistance services managed all through one Provider. If you operate in this type of remote and challenging environment and would like to learn more about ExploreWell, visit the plan benefits [here](#).



Better, together

UnitedHealthcare Global is grateful for each of our partnerships and eager to support the growth of your business. That's why we developed and successfully implemented a joint solution that leverages our Europe and United States divisions. Offering dual situs policies in both Europe and the United States, this customisable solution:

- Streamlines health plan administration with collaborative account teams
- Adheres to global and local compliance regulations
- Provides a structure to produce savings
- Facilitates the right member experience
- Assists in protecting and growing your business

Want to hear more, please contact your Sales Representative or Client Relationship Manager.

Virtual Health Assessments

Employers have a duty of care to employees to assess foreseeable risks and take reasonable steps to protect their health, safety and well-being. For globally mobile populations, it means understanding the health of the traveller or international assignee prior to their trip or assignment. A simple, online health assessment is the first step towards understanding health risks that may impact overseas travel or relocation. These assessments provide employers with the information they need to plan for any adjustments and empower employees to proactively manage health conditions.

Virtual Health Assessments (VHA) have been developed by medical professionals to ensure employers, employees and their dependents have access to the most cost-effective, real-time and comprehensive health assessments and medical support, prior to travel. These services are provided and administered by UnitedHealthcare Global Medical (UK) Limited. Learn more [here](#).

Case studies spotlight

Case study 1: Health management support members can rely on wherever they are

Location: Latin America

Duration: Late 2020

Expatriate assignments are costly and can be subject to a high failure rate. Often, health issues are the reason for the failure. That's why UnitedHealthcare Global offer the Health Management Programme to all covered global assignees and their families. This programme helps members manage their chronic condition and overall health – whether at home or on assignment in an unfamiliar location.

The UnitedHealthcare Global Health Management programme focuses on the specific needs of the member and family, wherever they are in the world. It is designed and staffed especially for global populations, with a focus on alleviating health-related anxieties for members and their families, which can reduce the risk and cost of failed assignments. Clinicians provide targeted support and assistance and help families of global assignees overcome the challenges of accessing care and resources for complex, high-risk conditions.

We understand that no two members or their needs are the same. That's why getting to know each member is crucial in order to create a plan that works specifically for their situation, health and well-being. A recent [case study](#) involving a high-risk pregnancy, details how our global services team provided a treatment plan that was unique to the member's needs and situation.



Case study 2: Personalised support and air transport

Location: Marsa Matruh, Egypt
to Florida, U.S.

Duration: February – April 2020



Situation

On a Mediterranean Sea cruise, a couple found themselves in a uniquely distressing situation: one was diagnosed COVID-19 positive and sent to a quarantine facility in Egypt, while the other tested negative and was sent home to the U.S.

Testing was only available every 3 days. This extended the member's time in Egypt — where she did not speak the language — as she waited for 2 consecutive negative test results to come back before she could travel. Additionally, she required ongoing blood pressure medication and had limited cell phone service to connect with family and resources in the U.S.

As test after test came back positive for COVID-19, our asymptomatic member became discouraged and emotionally distraught.

Outcome

- UnitedHealthcare Global's Emergency Response Center (ERC) was contacted. They assigned a single point of contact to consistently communicate with the member, streamline communication and reduce complexity as well as anxiety.
- While the member awaited test results that would allow her to travel home, UnitedHealthcare Global prepared everything necessary to make international travel as turnkey and immediately actionable as possible, anticipating the need to navigate airspace closures, travel curfews and military presence.
- They contacted the U.S. Embassy Consulate who quickly became a key stakeholder in the communications and planning for the member's repatriation with multiple calls, meetings and emails, as standard protocol would not be an option in this specific situation.
- Sensing the emotional toll this was taking on the member, our ERC team coordinated with the member's son to create a care package containing her personal items and had it delivered by ground travel service to Egypt. It arrived the same day the member received the news her 2nd COVID-19 negative results came in.
- Local and international providers, the U.S. Embassy, staff in Cairo and ground transport services across Egypt resulted in a successful return to Florida after 36 days in quarantine.

Wellbeing spotlight

Refreshing your wellbeing strategies, by Janette Hiscock, CEO UnitedHealthcare Global, Europe

Creating employee wellbeing policies can be a complex task for many employers. However, as the COVID-19 pandemic continues through 2021, employers may want to counteract the difficulties employees are facing outside of work by creating a secure and healthy place of employment, whether it is a virtual workplace or in the normal place of work. I've outlined a few considerations for employers reviewing or revisiting employee wellbeing strategies. Read full article [here](#).

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 overall customer experience. Our NPS survey will be sent out in September to our clients and we would love to hear your feedback. We encourage you to participate once you receive the survey email.

Following on from our Q1 newsletter we have made further enhancements to align to our NPS actions:

- 1. Upgrade of our myUHCGlobal member app:** We have added new features to our member app, including increased speed and multilingual capabilities. In addition to the English language, the app can now be accessed in French, German, Portuguese and Spanish, which can be selected by user preference upon log in.
- 2. LiveWell portal upgrade:** With a fresh new look and easier navigation, livewell.optum.com has been redesigned to give employees and their dependants an improved user experience while accessing Employee Assistance Programme (EAP) resources. Employees can plan and prepare for upcoming life events and manage ongoing challenges with new and updated resources which are available 24/7. New articles and video content are available to support mental health and emotional wellbeing. The click to call feature gives quick and convenient access to book an appointment and additional languages have been added for culturally relevant articles. Through LiveWell, members now have access to Sanvello too, the #1 app for stress, anxiety, and depression with over 3 million users. As a reminder, members simply log in with their access code provided in their registration guide.
- 3. Supporting a personalised experience for our customers:** We continue to add new hires to our team in Europe to ensure our intermediary partners, clients and members have the personalised support they need, as we continue to grow our client and member base.



Recognition

Industry recognition

Shortlisted of Best Group International PMI Provider

UnitedHealthcare Global have been shortlisted in the UK Health & Protection awards in October 2021, for 'Best Group International PMI Provider.'

"I'm immensely proud that UnitedHealthcare Global has been recognised in this category and it's a credit to our amazing team that our company stands where it does today in such a competitive landscape.

I want to take this opportunity to thank all our Intermediary partners for voting for us and for their continued support. This nomination is a true testament to all of the hard work that has taken place across our business to support our members, clients and intermediary partners. We look forward to attending the awards in October in London.", commented Janette Hiscock, CEO UnitedHealthcare Global, Europe.



Brand Finance Healthcare Services 10

UnitedHealthcare is ranked as the most valuable healthcare services brand in the world with a brand value of US\$27.3 billion from a recent report published by Brand Finance. Providing health care benefits globally, serving individuals and employers, and Medicare and Medicaid beneficiaries, UnitedHealthcare has recorded solid revenue results this year. Fellow UnitedHealthcare Group subsidiary, Optum, sits in 4th position, recording a 4% increase in brand value to US\$12.4 billion. Read full report [here](#).



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Helping your globally mobile populations thrive

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