



UnitedHealthcare Global

Quarterly Newsletter

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

**Q3
2021**



**United
Healthcare
Global**

Welcome

Welcome to our Q3 newsletter, in which we are delighted to bring you the latest news and insights from across UnitedHealthcare Global.

Since our last quarterly newsletter we have seen lots of countries who have reopened their borders for international travel with caution, while continuing to roll out their vaccine programmes. Others continue to have national lockdowns as they tackle the different variants of COVID-19.

I would like to thank all our clients who participated in our 2021 NPS survey and look forward to reviewing the results with the team so we can continuously improve our client experience to you.

Thank you for your continued support.



Janette Hiscock, CEO, UnitedHealthcare Global, Europe

Proposition spotlight

UnitedHealthcare Global launches into German market

UnitedHealthcare Global is entering the German market to provide local businesses with access to internationally recognised health, wellness, assistance and security programmes through the company's new BeHealthy Deutschland expatriate insurance plans. The launch follows the success of UnitedHealthcare Global's entry into the European market in the United Kingdom in 2018, and the Dutch market in 2021. Read full story [here](#).



Specialised plans for the Channel Islands

UnitedHealthcare Global is proud to announce we have launched a new IPMI plan specifically designed for UK and EU clients with employees based in the Channel Islands. We are proud to provide this specialised plan to meet the unique needs of the expatriate populations living there and ensure they have easy access to quality healthcare. The new Channel Islands BeHealthy plan range consists of three plans offering members different levels of protection based on their needs. Read full story [here](#).

Case studies spotlight

Medical evacuation during a mental health crisis

Location: Middle East

Situation:

A member working as a government contractor in the Middle East faced severe mental health issues that required quick medical evacuation and clinical services. Adding to the situation were difficult domestic challenges happening back home. Given the uncertain nature of the member's emotional state, continued care coordination was a top priority.

Through the UnitedHealthcare Global Emergency Response Center (ERC), a clinical care manager was assigned and immediately began planning the member's return home. Obstacles such as complex international flight booking processes, limited connections due to the pandemic and strict crisis management protocols stood between the member and the care they desperately needed.

Outcome:

- A clinical care manager coordinated multiple connecting international flights and other services necessary to aid in proactively responding to the member's immediate medical needs
- A credentialed air ambulance partner, with logistical expertise and a focus on patient safety, was brought in to help with the medical evacuation
- Despite logistical challenges and border closures, the member was safely evacuated, and escorted the 7,000 miles to home
- Upon arrival, the clinical care manager secured admission to a mental health facility so the member could receive support and ongoing care.



Wellbeing spotlight

Five steps to help get your workforce more active, by Dr. Shoba Subramanian, Medical Director Europe, UnitedHealthcare Global

Since the pandemic began, are you exercising more or less each week?

Some may find that they have been more physically active since the outbreak of COVID-19, with lockdowns giving many people a little more time for themselves. However, some people have struggled to motivate themselves to be active outside of work, with 4 out of 5 employees unable to 'shut off' from work in the evenings¹ - suggesting that working from home doesn't necessarily mean more time for exercise.

There are several ways employers can encourage their employees to be more active. This article outlines five ways employees can increase their activity levels, all of which can be easily adapted for use at home or in the office. Read full article [here](#).

Preparing new expatriates for an overseas assignment, by Dr. Phil Sharples, Chief Medical Officer, Global Solutions, UnitedHealthcare Global

Sending an employee on an overseas assignment whether short, medium or long term can be a big decision for both an employer and employee. This is even more so in a COVID-19 environment.

It is critical that sufficient preparation is put in place to support employees prior to any overseas deployment, to help make the transition as smooth as possible. This article highlights a few things to consider as employers prepare employees and their families to go overseas. Read [more](#).

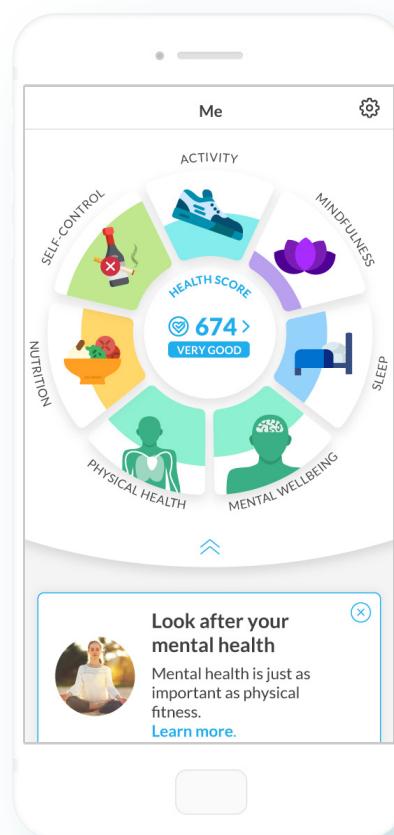
NPS

Annual Net Promoter ScoreSM survey

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. Thank you to all our clients who have taken part in this year's survey.

Following on from our Q1 and Q2 newsletters, we have made further enhancements to align to our NPS actions:

- Upgrade of our Optum My Wellbeing app:** We have added new features to our Optum My Wellbeing app, including the **Wheel of Life™ — lifestyle navigation tool**



The Wheel of Life is our enhanced lifestyle navigator. It focuses on seven different areas to track your holistic health:

Activity — any kind of physical activity you take (walking, climbing stairs, etc.)

Self-control — the amount of caffeine, nicotine, alcohol that you may consume

Nutrition — the intake of your food and drink

Physical health — includes biometrics and state of the body as diseases (blood and heart-related analysis)

Mindfulness — the practice of being fully present and aware (yoga, meditation, etc.)

Sleep — any kind of activity related to sleep and rest

Mental wellbeing — emotional, psychological and social wellbeing that affects how you think, feel and act

- 2. Swiss Franc currency option:** We have now added the Swiss Franc currency as an option to purchase our plans in. Clients can now choose our BeHealthy plans in Sterling, Euro, US Dollar and Swiss Franc.

In September, we have added new team members to our proposition, sales and sales support teams and are delighted to welcome our new team members to our growing team.

Recognition

No.5 in the Fortune 500

We are delighted to announce that UnitedHealth Group, the parent company of UnitedHealthcare Global is once again ranked as no.5 in the Fortune 500 list of companies its most recent 2021 report listings. You can read the full report [here](#).

2021 Sages of Clinical Services Awards

Congratulations to Dr. Alex Rowe who has been awarded a Sages of Clinical Award. These prestigious awards acknowledge and publicly recognise clinical professionals serving in a variety of roles throughout the UnitedHealth Group enterprise. Alex continues to go above and beyond to ensure the highest level of care and attention to the people he serves and truly lives our mission of 'Helping people live healthier lives and help make the health care system work better for everyone, thank you Alex.



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