



# Health Management Programme



## Personalised health management

Expatriate assignments are costly and are subject to a high failure rate, and health issues are a key driver of assignment failure. That's why UnitedHealthcare Global offers the Health Management Programme to all covered expatriates and their families to help them access the resources they need to manage their health, including chronic conditions, whether at home or on global assignment in an unfamiliar location.

The **UnitedHealthcare Global Health Management Programme** focuses on the specific needs of the member and their family, wherever they are in the world. Clinicians provide targeted support to help expatriate families overcome the challenges of accessing care and resources for complex, high risk conditions. These clinicians develop a relationship of trust with programme participants, getting to know their case history and needs on a personal level, helping members and their families manage their health and successfully complete expatriate assignments.



### Medication Management

Assist with all medication related needs, e.g. advising re: travel and entry restrictions and locating reputable sources for supply



### Medical Supplies Assistance

Locate reputable providers and assist with acquiring needed equipment and supplies



### Dietary Management

Address dietary needs impacted by change in culture and local foodstuffs



### Specialty Provider Assistance

Identify appropriate providers for complex, high risk, and chronic conditions. Facilitate appointments



### Action Plan for Urgent Needs

Develop plan with detailed steps for responding to specific symptoms ranging from self care to responding to a medical emergency

# A comprehensive approach to complex needs

Successful expatriate assignments require a comprehensive support system. Employers typically offer appropriate health benefits and access to local healthcare providers, but new and unfamiliar stressors and uncertainties may further complicate health conditions and make it more difficult to receive the care and resources they need.

**The Health Management Programme leverages UnitedHealthcare Global's expertise in culture, language and healthcare intelligence, enabling the clinicians to:**

- Identify and engage high-risk individuals and families
- Assess the member's unique needs
- Assist members in navigating complex health systems in their home and host countries
- Facilitate continuity of care
- Reduce the risk of complications
- Achieve improved clinical outcomes

# Dedicated support for employees and their families



**The programme provides expatriate families with a clinician who will help them identify solutions to alleviate medical issues, empowering them to:**

- Adapt to any changes in their clinical condition or situation
- Consistently stay on their medication or treatment plan
- Optimally manage their health
- Remain focused, productive and on assignment

# Early identification & engagement

The UnitedHealthcare Global clinical team identifies members who may benefit from the Health Management Programme. Referral sources range from member self-identification (ie. pre-trip planning, continuity of care needs identification, requests for medical assistance) as well as utilisation reviews by our clinical team including data indicators.

Clinicians reach out to members and begin to develop in-depth knowledge of their health issues, identify challenges and barriers to care, and develop strategies to optimise health. The cornerstone of this relationship is personal interaction and the development of an ongoing relationship of trust.



## 5 areas of focus

**Healthcare professionals support participants' health needs in 5 areas of focus:**

- Medication management
- Durable medical equipment and supplies
- Dietary management
- Specialty providers for high-impact conditions
- Action planning for urgent needs

# Focus on chronic and complicated conditions

The Health Management Programme helps members with the following chronic conditions and more:

Conditions Include:	
Diabetes	Chronic diseases (eg. Multiple Sclerosis, Parkinson's, Crohn's disease)
Coronary artery disease	High-risk obstetrics (OB)
Hypertension	Premature infant
Back pain	Human Immunodeficiency Virus (HIV/AIDS)
Asthma	Traumatic brain injury
Chronic obstructive pulmonary disease (COPD)	Stroke
Cancer	Kidney diseases
Special needs of children	

Request a demo of how this programme works by contacting our sales team today.

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