

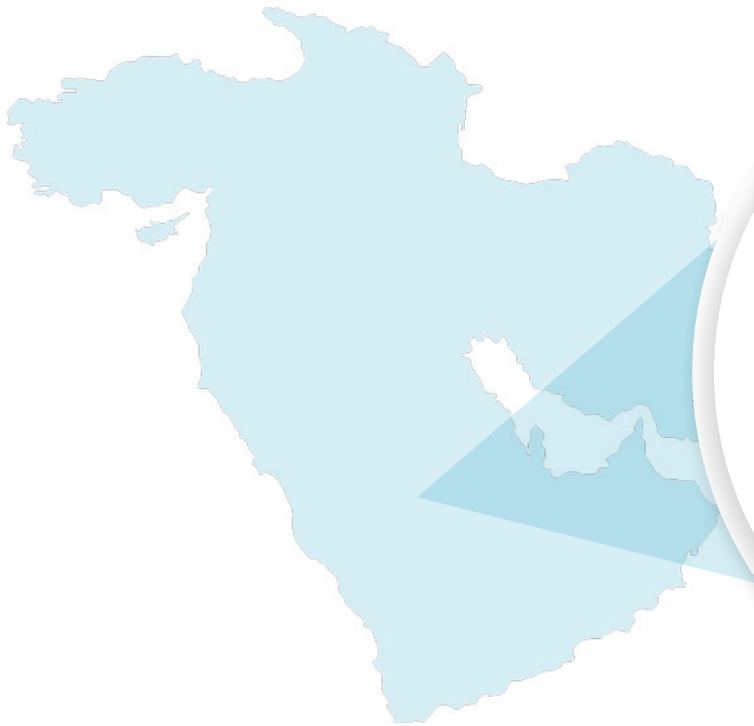


Case Study:

Mental Health Evacuation During a Pandemic

Location: Middle East

Duration: April 2020



Situation:

A client received notice that an employee was in need of immediate medical attention. He would potentially need to be evacuated out of the country for higher care needs. Due to the pandemic, travel restrictions and bans made international travel difficult.

To add to the complexity, the employee was located at a medical center where his cell phone would not work. The only communication available between the client and employee was through sporadic email and a messaging app.

Outcome:

A Seamless Experience

Despite the duration of the case and switching case managers due to shift changes, there were smooth transitions and notes kept by UnitedHealthcare Global partners so the client did not have to catch up the new case manager.

TIMELINE

