



Case study

Ensuring a successful transition of complex medication coverage

Situation

A United Kingdom-based mother of a dependent member was in need of help: her son, who suffered from cystic fibrosis, lived in the United States and was transitioning to UnitedHealthcare Global (UHCG) coverage from a different insurance provider. The complexity of the transition of care, which included prior authorization paperwork, securing medical records and the transfer of numerous specialty prescription medicines was too overwhelming. Disheartened and confused, the mother reached out and requested assistance from the UnitedHealthcare Global's Dedicated Client Service Manager (DCSM) team.



Eliminating the risk of a member running out of medication despite a change in coverage.

Outcome

Collaboration, communication and a genuine empathy for the member family resulted in a seamless transition of care, as well as just-in-case backups regarding uninterrupted medication delivery.

- The DCSM team notified the Health Management team of the situation, and collaborated with them to determine benefit coverage and available assistance
- The health manager coordinated with UHCG pharmacist and Optum RX to verify documentation needed from prescribing physician in order for on-time processing, filling and shipping from a specialty pharmacy
- The Optum RX staff also implemented overrides in case the prescribing physician's office did not provide documentation in a timely manner, all to ensure the member received his necessary medications without interruption
- The U.S.-based member received his specialty medications with no lapses, and is able to contact the health manager for any future assistance needed for his cystic fibrosis
- The member's mother expressed her gratitude that the Health Management team was available to assist during a very stressful time

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