



Case study:

Delivering support for a high-risk pregnancy

Location: Latin America to the United States

Duration: Late 2020



Situation:

A member in Latin America was getting ready to welcome a new baby in 2021. In addition to high-risk pregnancy concerns, the pandemic was overwhelming her local hospital and she feared that she would be turned away for care because the facility wouldn't be able to take care of her. After identifying the need for a higher level of care, the clinical team stepped in to help the member find an appropriate level neonatal intensive care unit in the United States.

Outcome:

- A clinical care manager was assigned to the member and arranged a commercial flight to the U.S. for the member and her spouse
- The care manager followed up weekly, scheduling appointments with the obstetrician, locating outpatient labs and helping to ensure she received routine sonograms
- At 34 weeks, the member successfully delivered a baby girl. Shortly after, the clinical team repatriated the family back home.