



UnitedHealthcare Global

# Quarterly Newsletter



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



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# Better, together

UnitedHealthcare Global is grateful for each of our partnerships and eager to support the growth of your business. That's why we developed and successfully implemented a joint solution that leverages our United States and Europe divisions. Offering dual situs policies in both the United States and Europe allows this customizable solution to:

- Streamline health plan administration with collaborative account teams
- Adhere to global and local compliance regulations
- Provide a structure to produce savings
- Enhance the member experience
- Assist in protecting and growing **your** business

Want to learn more about how this market-leading solution can help you? Please contact your Sales Representative or Strategic Client Executive.





# Foster a culture of health in the workplace

A key focus of workplace benefit strategies had been on physical wellness — discouraging behaviors and lifestyles that may lead to poor health and premature death. With the advent of COVID-19 and shifts in the workplace, the focus is transitioning to a more holistic approach that encompasses an individual's 5 primary health dimensions — physical, social, financial, community and mental.

A new survey by Optum® and the National Business Group on Health (the Business Group) found that, of the more than 2,000 employees surveyed, many wish their employer would support a more holistic approach that addresses the 5 dimensions of overall well-being.

The survey results showed a strong link between financial, physical and mental health dimensions, as well as community and social health. They also suggested practical, new opportunities that employers can use to improve the employee experience. When more dimensions are addressed, employers find a happier, healthier and more productive workforce. This is essential to securing the well-being of their employees and workplace experience.

Learn more about what we're doing to help with global health and well-being:

- Optum's [“Learning from our past and reimagining the future”](#) report
- [UnitedHealthcare Global Health and Well-Being Survey](#)

To support members mental and physical health, we are expanding our My Wellbeing program capabilities. Later this year, users will be able to access the Wheel of Life™ — a lifestyle navigation tool within the experience focused on seven different areas:

- Activity
- Nutrition
- Mindfulness
- Self-control
- Physical health
- Sleep
- Mental well-being

The personalized platform will continue to offer health and fitness tracking, tools to help motivate and sustain behavioral changes as well as provide direct access to IEAP resources.



# Health management support members can rely on wherever they are

About 40% of all overseas assignments fail. The average cost of an expat assignment can amount to \$311,000 per year<sup>1</sup>. The cost of failure is high. Complex and chronic health conditions, if left unaddressed, have the potential to increase failure rates. To help organizations get in front of these issues, UnitedHealthcare Global offers a comprehensive Health Management program designed around the unique health needs of each global assignee and their families. This program helps members manage their chronic condition and overall health — whether at home or on assignment in an unfamiliar location.

Our Health Management program is designed for global populations and focuses on alleviating health-related anxieties for members and their families. This can reduce the risk of failed assignments. Clinicians provide targeted support and assistance and help families of global assignees overcome the challenges of accessing care and resources for complex, high-risk conditions.

We understand that no two members or their needs are the same. That's why getting to know each member is crucial in order to create a plan that works specifically for their situation, health and well-being. To see the Health Management program in action, read the latest [case study](#) involving a high-risk pregnancy details how our global services team provided a treatment plan that was unique to the member's needs and situation.

## Five areas of focus

Health care professionals support members' health needs in the following areas:

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



# Help keep your people healthy and safe

Peace of mind and protection for travelers

When companies or individuals need to travel abroad, it's important that they feel prepared and safe. Part of that is equipping them with the tools and knowledge to reduce risk and handle the unexpected.

## **Global medical intelligence has the power to provide destination-specific information including country summaries, major diseases, health risks and required immunizations, medical alerts, and medical provider locator.**

Companies with foreign operations will face unexpected crises from time to time. According to Harvard Business Review, companies that reap the most from sending employees abroad recognize that they must ensure the organization's and employees' health and safety over the long term — not just send in medics or security personnel in response to a crisis. They must also be about ensuring the organization's and employees health and safety over the long term.<sup>2</sup>

The Global Intelligence Center (GIC) helps empower individuals and organizations to prepare for and navigate international travel by providing access to critical real-time tools and information — all with one login:

- Access security and medical information about travel destination, including recent alerts, immunization requirements and quality of care at the destination
- Prepare for international travel by providing passport and visa requirements, travel guides, pre-travel checklists and carrier information with Airline Risk Ratings\*
- Intertwined security and medical intelligence that collaborates with providers for the right action, applying destination based logistics, including immigration, aircraft origin, patient's medical travel requirements and medical transport
- WorldWatch® Monitor\* is a digital safety and security platform designed to make it easier for an organization to prepare, plan, respond to and protect globally mobile employees, no matter where their journey takes them

## **When companies and their employees learn more about their destination, they are empowered to make proactive decisions that help reduce risk:**

- Medical provider selection and capabilities by locale helps ensure that appropriate and quality care is delivered
- Travel restrictions, considerations and security assessments help determine if employees can safely travel to their destination and whether assistance is needed
- Proper travel documentation and vaccination requirements help employees avoid travel hiccups

Through the Global Intelligence Center, a country-specific report can also be customized for individual or company needs. For more information, contact your Sales Representative or Strategic Client Executive.

\* Additional fees may be incurred.



# COVID-19 Vaccine Access Report

When individuals are working in another country and unsure of its COVID-19 situation and requirements, our Global Intelligence Center can help. With detailed vaccine access information for over 60 countries, the COVID-19 Vaccine Report highlights how, who, when and where vaccines are available. Click [here](#) to view a sample report.

The full guide is available if you have the UnitedHealthcare Global Intelligence as part of your insurance plan. To access the full guide, simply visit [members.uhcglobal.com](https://members.uhcglobal.com). To request a country specific report, contact your Sales Representative or Strategic Client Executive.



# 2021 Net Promoter Score survey



Our purpose — to connect the world to better health, one person at a time — is at the heart of everything we do. It guides product design and informs customer service program enhancements to meet the unique needs of multi-national organizations and globally mobile populations.



One of the many ways to advance this purpose and continue our commitment to quality is through the annual Net Promoter Score<sup>SM</sup> (NPS) survey. If you are not familiar with NPS, it is the ultimate measure of how well we are listening to your feedback and acting upon it through our people, products and operations. Each year we invite our clients, brokers, members and providers to participate in this survey. Everyone's voice matters. This is an opportunity for YOU to provide feedback and for US to deliver on our promise to provide the best possible experience of our products, services, tools and teams. This feedback is what drives improvement and innovation.



A key part of the survey is based on one of the first questions: “How likely are you to recommend UnitedHealthcare Global to a friend or colleague?” Those who are highly likely to recommend us, giving a “9” or “10” response to the question, are considered Promoters. It is our goal to ultimately deliver an experience that's worthy of this strong recommendation from you.

The survey will launch in September and remain open for about 5 weeks. Mark your calendar and watch for your personal invitation, and please tell us what you think. In the meantime, feel free to connect with your dedicated Sales Representative and Strategic Client Executive partners on the things you value and appreciate, as well as any issues you may encounter when working with us. Our door is always open.

**We thank you in advance for participating in the survey and for your ongoing partnership.**

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<sup>1</sup> Source: <https://insights.learnlighthouse.com/en/articles/overseas-assignments/>

<sup>2</sup> Source: <https://hbr.org/1999/03/the-right-way-to-manage-expats>

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