



## Case study

# Mental health crisis support while studying abroad

### Situation

A member studying abroad in the United States suffered a mental health crisis and needed to return home to China. She also required medical care before, during and after her travels. Intense pandemic travel restrictions and testing requirements, flight limitations and cultural barriers created additional care challenges.

### Outcome



To help get the member on a flight to China as quickly as possible, our Clinical team urgently worked to obtain a COVID test from a lab that the Chinese government accepted before her flight home



With a focus on the member's health and well-being, our Clinical team coordinated the medical care given to the member in the comfort of a hotel while she waited for her flight home



Our Assistance team successfully coordinated the safe return of the member to her family



Once the member arrived in China, our Clinical team helped ensure that her current and ongoing medical needs were met by providing the needed care and medication so she wouldn't experience another mental health relapse

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