



UnitedHealthcare Global

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GlobalConnect

Addressing important topics, highlighting improvements
and providing updates relevant to your business

**United
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Product spotlight: myuhc.com enhancements

As the central hub for information and communication, **myuhc.com** plays an important role for our valued members. Last quarter we shared updates that included simplified navigation and improved page load time. More recently, we evolved the platform even further, allowing members to personalize their experience to their needs.

Customized communications

Members need timely information on their claims. To help with this, we redesigned the communication preferences capabilities on **myuhc.com**. Members can now choose to receive email confirmations when a claim is submitted online. We also have added notification capabilities for the processing and payment of non-U.S. claims, ensuring that members can stay updated every step of the way.

Simplified GOP creation

We are excited to introduce a new method for generating a Guarantee of Payment (GOP) on **myuhc.com**. Thanks to the most recent update, members will have access to a comprehensive list of services to create a GOP. Members present their GOP to a health care provider at the time of service to confirm coverage and benefits. The GOP ensures direct payment of the claim, eliminating the need for members to pay out of pocket and then submit a claim for reimbursement.

Two-step security verification

It's crucial to protect members' personal information, and we are committed to maintaining the highest security standards. We implemented a new login process to improve security on **myuhc.com**. Instead of answering security questions upon login, members will be prompted to enter their phone number to receive a one-time passcode via SMS or phone call, creating a more secure two-step verification process. This update allows international phone numbers to receive the passcode, ensuring all our members can protect their data as they access their accounts.

At UnitedHealthcare Global, we are dedicated to continuously improving member experience. We hope these updates further enhance each member's journey, and make managing their health care needs easier and more convenient than ever before.



Product spotlight: SafeTrip

Travel home for the holidays with SafeTrip

It's the time of year when families travel to gather for the holidays — or escape together for a fun getaway. Whatever the plans are, it's important to have proper trip protection for a safer and less stressful travel experience.

UnitedHealthcare Global's **SafeTrip** offers a range of benefits to protect travelers from unforeseen circumstances. Whether a medical emergency, a cancellation, lost baggage or another unforeseeable challenge, having the right coverage can be a backup plan for unexpected expenses.

SafeTrip plans may include emergency medical coverage, trip cancellation or interruption insurance, and baggage protection. To be prepared for a medical emergency, travelers can purchase coverage that ensures that they and their family members have access to quality health care wherever travels take them. Designed to extend to critical or emergency situations, **SafeTrip** plans can even include medical evacuation or extreme sports coverage.

Trip interruption or cancellation insurance helps if unexpected events force travelers to cancel or cut short their trip due to injury, illness or weather. Baggage protection coverage provides reimbursement for lost, stolen or damaged luggage, minimizing cost and inconvenience. If renting a car, there's rental car coverage in case of a mishap on the road.

In the end, **SafeTrip** provides backup for when things go wrong and allows travelers to relax and enjoy their holidays to the fullest.



Expanding our network: Local coverage in Qatar

As part of our commitment to provide access to quality care for global workforces, UnitedHealthcare Global works with local insurers around the world. These collaborations allow us to provide access to local health care networks and insurance plans, a quality customer experience and locally compliant benefits programs.

UnitedHealthcare Global is pleased to announce a new collaboration with QLM Life & Medical Insurance Company Q.P.S.C. (QLM), providing a local health care insurance solution for clients and members living and working in Qatar. QLM is an insurer with access to a wide network in Qatar, United Arab Emirates, Bahrain, Jordan, Kingdom of Saudi Arabia, Kuwait, Lebanon and Oman.

Better health care experiences in Qatar

Collaborating with a local insurer gives members access to care where and when they need it. In addition, our teams can help members navigate the health care system in Qatar through:

- Knowledge of the local market, as well as the ability to leverage strong relationships with local networks to improve efficiency and performance
- Access to a large provider network to enhance member experience through direct pay capabilities
- A designated call center team to support member needs
- Access to a member app and portal to check coverage, submit claims and locate a provider quickly and easily

It's through this sort of commitment at a local level, as well as vision at a global level, that we can positively impact the experience and wellbeing of our members around the world.



iPMI Global Round Table: The importance of the European and UK IPMI markets

Janette Hiscock, UnitedHealthcare Global CEO, Europe and UK, was featured in a recent roundtable discussion with iPMI Global about the importance of Europe and UK for the international private medical insurance (IPMI) market. Hiscock observed, “Europe and the UK play a vital role in our IPMI business. These markets offer a wide customer base, favorable economic conditions, and significant revenue potential. Establishing a strong foothold in these regions not only enables us to serve a diverse clientele but also enhances our credibility and reputation on a global scale.”

Read the [full article](#) to learn more about what’s driving growth in the European and UK IPMI markets.



Healthier Habits: Making Dry January Count

Dry January has gained significant popularity in recent years as a month-long challenge where individuals abstain from alcohol. The annual tradition, which originated in the United Kingdom, has now become a global movement. UnitedHealthcare Global members can find valuable resources from **LiveWell** to aid them in their journey towards more informed decisions about drinking, as well as a healthier lifestyle.

What is Dry January?

Dry January is a voluntary commitment to abstain from alcohol for the entire month. It offers individuals a chance to take a break from drinking, reflect on their alcohol consumption habits, and experience the benefits of a sober lifestyle.

Why does Dry January matter?

Dry January matters for two reasons.¹

1. Taking a break from drinking for a full month allows individuals to truly assess the impact of alcohol on physical and mental wellbeing. Ongoing alcohol consumption can have detrimental effects on sleep quality, liver function, weight management and mental health. By abstaining from alcohol for multiple weeks in a row, participants can observe possible changes including improved sleep, increased energy levels, weight loss, reduced cancer risk and enhanced mental clarity.

2. Dry January can raise awareness around dependency on alcohol. This month provides an opportunity to reevaluate one's relationship with alcohol and establish healthier habits moving forward.

Resources and support for sobriety

UnitedHealthcare Global members can use their **LiveWell** access for a range of valuable resources and tools designed to promote overall wellbeing and support each person in achieving their health goals.

For those participating in Dry January, **LiveWell** offers educational materials, online support communities, and expert advice to help navigate the challenges of abstaining from alcohol. Members can access articles, videos, and webinars that offer guidance on managing cravings, coping with social situations, and finding alternative ways to relax and unwind.

Additionally, **LiveWell** offers personalized coaching services that can assist individuals in setting realistic goals, developing healthy habits, and maintaining long-term behavior change. These coaches provide support, accountability, and tailored strategies to help UnitedHealthcare Global members.

Source:

¹ <https://alcoholchange.org.uk/help-and-support/managing-your-drinking/dry-january>



World Cancer Month: Closing the care gap

World Cancer Month, observed every February, is a global campaign that unites individuals, communities and organizations in the fight against cancer. The month-long observance emphasizes the importance of prevention and early detection of cancer, encouraging people to adopt healthy habits and reduce risk factors. This campaign also raises awareness about healthy lifestyles and dispelling myths.

As part of this worldwide effort, UnitedHealthcare Global highlights the importance of preventative health screenings in the fight against cancer. Through comprehensive health care solutions, UnitedHealthcare Global offers access to screenings that can aid in early detection and improve outcomes. By prioritizing these regular screenings, individuals can take proactive steps towards their health and well-being, ensuring that potential cancer risks are identified and addressed as early as possible.

World Cancer Month also focuses on support and care for those affected by cancer, highlighting their physical, emotional, and financial challenges. The Employee Assistance Program and **LiveWell** programs offered via UnitedHealthcare Global plans can help individuals, family members and caregivers affected by cancer. Through global collaboration, we all can help accelerate progress in cancer research, treatment, and care, together working toward a future where cancer is no longer a global health challenge.





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SafeTrip travel insurance coverage is underwritten by Centurion Casualty Company or H&W Indemnity SPC Ltd. for and on behalf of Global Solutions SP. The plans also contain non-insurance Travel Assistance Services provided by United Healthcare Services Inc., or its applicable affiliate operating as UnitedHealthcare Global. Claims Administration is provided by Co-Ordinated Benefit Plans, Inc.. Coverages may vary under applicable law and not all coverage is available in all jurisdictions. Insurance coverages are subject to the terms, limitations and exclusions in the plan, including an exclusion for pre-existing conditions.

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