



Paris, France



UnitedHealthcare Global



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

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Summer in Paris 2024: Special Report for business travelers

The entire world is watching this summer as elite athletes gather in Paris and throughout France to compete. If any employees are traveling to or through France at this time, or if you have workers on long-term assignments, it's important to help them be prepared and fully informed on what travel will look like. To help companies and employees alike, we've created a comprehensive guide: the 2024 Athletic Competitions in France Special Report.

This report has been carefully curated to provide employees with locale-specific intelligence, enabling them to plan and prepare for this event in France. Key topics in the report include:

- 1. Host cities and competition venues.** Detailed information about host cities with insights into the competition venues, helping employees familiarize themselves with locations and plan itineraries accordingly.
- 2. Health care and hospitals.** Health care accessibility is always important, and awareness of resources is crucial. The report includes an overview of the health care system in France, along with a list of hospitals located near the event venues.
- 3. Security and safety summary.** The report has a comprehensive summary of security measures in place, including information on crime. To further enhance employee safety, the report offers valuable and unique event tips, including information on security perimeters. By being aware of travel limitations and potential risks, employees can stay vigilant and take precautions to prioritize their safety throughout their stay.
- 4. Airport and in-city transportation.** Navigating transportation can be challenging in an unfamiliar country. The report includes must-know details about airports and in-city transportation options to simplify logistical planning.

We believe that providing employees with this valuable resource will not only enhance their travel experience but also contribute to their overall wellbeing during their time in France.

[Download the 2024 Athletic Competitions in France Special Report.](#)

If you have any questions or need further assistance, please do not hesitate to reach out to your UnitedHealthcare Global representative.



New to the network: Local Qatar coverage

UnitedHealthcare Global works with local insurers around the world to provide convenient access to quality care for global workforces. These collaborations connect individuals more seamlessly to local health care networks and insurance plans, providing a quality customer experience as well as locally compliant benefits programs.

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

Better health care experiences in Qatar

The advantages of collaborating with a local insurer are many. First and foremost, our teams can better help your employees navigate the health care system in Qatar since there is a local connection, giving all access to care right where and when they need it. In addition, these connections offer:

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

UnitedHealthcare Global is pleased to continue our commitment to providing quality care at a local level, and a vision for well-being that extends to everywhere your employees are.

Doha, Qatar



Service Heroes

Making every moment matter

Each year, we recognize Service Heroes: Team members who personify this mission and create a better experience for members, providers, customers and their colleagues. Every one of these individuals created personal connections that improve the health and well-being of our members, simplify the experience for our colleagues and providers, and work to exceed the expectations of every customer.

Since 2008, the Service Heroes Program has recognized thousands of employees across the globe for providing extraordinary attention and care for the people we serve. Out of thousands of nominations from across UnitedHealthcare, 6 individuals from UnitedHealthcare Global were selected to receive the 2024 Service Hero award:

- **Amir Amin**, Client Service Specialist
- **Rick Campbell**, Correspondence Representative Lead
- **Cherie Gonzalez**, Correspondence Representative Lead
- **Dani Thompson**, Customer Service Manager
- **Leslye Ward**, Senior Enrollment and Eligibility Representative
- In memoriam: **Sarah Garcia**, Executive Assistant



World Patient Safety Day, September 17

Every year, the World Health Organization (WHO) raises awareness about the importance of patient safety through this global public health day. This year, the focused theme of “Improving diagnosis for patient safety” shines a light on how important correct, timely diagnosis is for improved health outcomes. By seeking out solutions that address systemic challenges and cognitive factors such as training regarding biases, fatigue and stress, we all can work together to create a multifaceted approach to improving patient safety throughout their entire health care journey. This success in patient safety depends on the combined efforts of families, caregivers, health workers, policymakers, health care leaders and the patients themselves.

At UnitedHealthcare Global, we offer programs and support designed to empower patients to be informed and more in control of their health and well-being. This includes:

- **Health Management Program:** Helping members and caregivers manage chronic or complex health conditions when living abroad, including access to dedicated clinicians who provide support from diagnosis through treatment.
- **Global network of providers:** Providers around the world are carefully vetted against a detailed set of criteria to understand how their services align to international standards of care. Our proprietary database allows teams to direct members to quality care.

Sources:

World Health Organization (WHO). “World Patient Safety Day, 17 September 2024: ‘Improving diagnosis for patient safety.’”
<https://www.who.int/news-room/events/detail/2024/09/17/default-calendar/world-patient-safety-day-17-september-2024-improving-diagnosis-for-patient-safety#:~:text=World%20Patient%20Safety%20Day%2C%2017,Improving%20diagnosis%20for%20patient%20safety%E2%80%9D>



The 2024 Annual Survey

At UnitedHealthcare Global, our mission is to help people live healthier lives and help make the health system work better for everyone. It is the driving force behind everything we do. To uphold this commitment to quality and further our purpose, we conduct an annual survey of our customers. It's a moment for us to collect feedback, evaluate progress and set new goals for the future.

Your feedback helps drive improvement and innovation. This survey also serves as a measure of how well we have responded to past feedback, assessing our progress in people, products and operations. We hope it offers an opportunity for all to provide their thoughts and opinions as we value every single person's voice.

The most important question we ask every year: "How likely are you to recommend UnitedHealthcare Global to a friend or colleague?" Our goal is to earn a "10" every time, showing that we consistently deliver an experience that is deserving of this strong recommendation from you.

Watch for a survey launch in September

Help us better deliver our commitment to providing quality experiences with our products, services, tools and teams. We will launch the 2024 survey in September and it will remain open for approximately 5 weeks. We would greatly appreciate your participation. Look for your personal invitation and connect with your dedicated sales representative and strategic client executive partners to discuss what you value and appreciate, as well as any issues you encounter while working with us.

We sincerely thank you in advance for participating in the survey.

Their Success, Our Commitment

We believe that every member deserves exceptional support tailored to their unique needs. That's why we are proud to offer a range of personalized 1:1 services designed to help ensure assignment success. From welcome calls to emails and webinars, we are committed to providing members with the support they need, in moments big and small.

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