



UnitedHealthcare Global

Quarterly Newsletter



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

United
Healthcare
Global

Global Capabilities and Resources Expansion

Advancing our international network and expanding care access has long been a key growth objective for UnitedHealthcare Global. For those we serve, our network growth means more personalized solutions and increased accuracy of international care all aimed at improving employees' health, well-being and safety while abroad.

Network Expansion in Japan

Effective Jan. 1, 2021, Emergency Assistance Japan (EAJ) will join the UnitedHealthcare Global network in Japan. EAJ has developed a reputation among foreign insurers and assistance providers as the industry leader in Japan and will provide members with a range of network access services.

EAJ network in Japan gives our members the ability to:

- Search for 30+ major healthcare providers with international standard via myuhc.com
- Provide access to +100 providers (with certain limitations)
- Direct settlement for 100% plans for inpatient and outpatient services
- Multi-lingual capabilities and assistance in translation services

Network Expansion in Hong Kong

We are pleased to announce the completion of the Hong Kong network expansion project. This expansion will increase our direct network in Hong Kong by 80% in 2020 and will provide our existing clients and members with a better experience: wider network coverage, improved access to specialists, and increased direct billing options.

In addition to existing relationships with large hospitals, we have expanded the network to include key clinic groups, which translates to an additional 100+ clinics, increasing our Hong Kong network from 122 providers in 2019 to 220+ providers in 2020.



Product Spotlight: In-House Pharmacy Program

Making health and pharmacy decisions at home can be difficult but imagine making those same decision while working abroad, in another language and with a new type of health care system to navigate? The wrong choice could impact overall health, assignment success rates and lead to unplanned expenses for both employers and employees.

To keep health care understandable and more affordable for everyone, UnitedHealthcare Global works with OptumRx® to fill and deliver prescriptions, provide clinical management and ensure the affordability of prescription medications, worldwide.

Who is OptumRx?

OptumRx is a pharmacy care services company and a UnitedHealth Group division that goes beyond traditional pharmacy benefit management. Connecting billions of data points, they empower doctors to make informed decisions. They tackle trends and pinpoint solutions for clients. And they work every day to simplify the system for members and guide them to make better decisions.

Their in-house pharmacy capabilities have resulted in medication changes that support member safety and often lower costs for both the employer and member including:

- Digital tools that provide clients with trend reporting, consultative analysis and an online portal for news and information
- Prescription mail order options within the U.S.
- Dedicated Customer Care teams help employees understand their pharmacy benefits information and get their prescriptions filled
- myuhc.com member portal helps locate local pharmacies and translates drug names into different languages
- Coupled with our Health Management Program, our medical teams help employees stay on their medication and treatment plan, anywhere in the world

Learn more about the value of our in-house pharmacy services, as well the **strength of our alliance with Optum Rx** in meeting the sometimes urgent and complicated medication needs of our members.

To further demonstrate this, please check out our two pharmacy-related case studies **Transition of Care** and **Prior Authorization for Prescriptions and Prescription Refills**.



Mobilizing Support For Those We Serve

COVID-19 Response Efforts

UnitedHealth Group is leveraging its clinical knowledge and expertise to assist those we serve, providing financial and organizational support to make a meaningful difference in the fight against COVID-19. From the outset, our priorities have remained clear: the health, safety and support of the people and communities we serve – including our dedicated team of 325,000 people and the heroic members of the health care workforce – and the reliability and sustainability of health care delivery systems.

- As a company, UnitedHealth Group have taken additional action to directly support people affected by the COVID-19 pandemic by providing over \$1.5 billion of additional support for its customers. These measures build upon the company's ongoing efforts to address COVID-19 challenges by expanding coverage, supporting the health care system, protecting the health care work force and assisting those most affected by the pandemic
- Members will have \$0 cost-share (copay, coinsurance or deductible) for COVID-19 testing and testing-related visits during the national public health emergency period, scheduled to end Jan. 20, 2021, whether the testing and testing-related visit is in-person or a telehealth visit. Visit the **COVID-19 Resource Center** for more information and for details about COVID-19 vaccines and your coverage
- We have expanded our member resources to provide updated information, programs and support to help our members manage during the national public health emergency
- Programs and communications have been developed to help improve access to care and are designed to help support our members, providers and partners and connect them to the resources they may need. We are actively engaging with those we serve to help them feel more informed. Emails, phone calls, webcasts and videos are helping to get timely information about access to care and coverage into the hands of people who may need it most
- We are also working to simplify administrative processes and help address the short-term financial pressure that may be caused by the global public health emergency

Learn more about our mission to combat COVID-19, and **initiatives** we have undertaken during the early stages of the pandemic. **Read** about how our team of security and assistance experts chartered four aircrafts, evacuated 348 passengers and 168 pets, service and therapy animals, back to the United States before the borders closed.

Travel in a COVID-19 World

We know things are changing quickly and, as travelers ourselves, it can be confusing to know what to do. That is why our Intelligence teams created the '**Travel Guide for a COVID-19 World**' guide, gathering together the information you need to make smart travel decisions, whether you're considering travel for employees now or in the future.

Well-being During COVID-19

UnitedHealthcare Global offers these products to help our members maintain balance, provide support and inspiration during this trying time, as well as alleviate the stresses that may be associated with the upcoming holiday season, UnitedHealthcare Global offers both mental and behavioral health programs accessible via any device.

Wellness Program

My Wellbeing is a digital health platform designed to help members and their dependents create and sustain positive behavioral changes and inspire the development of healthy habits for life. With the My Wellbeing app members can:

- Set personal goals and join online group activity challenges
- Discover their Health Score and use it to track results and achieve goals
- Get support from a virtual coach
- Get inspired and focused with online communities
- Access International Employee Assistance Program benefits

My Wellbeing is available at mywellbeingsolution.com. Employees can register using company access code 'uhcglobal'. Encourage employees to download the My Wellbeing app from Optum so they can take well-being program on the go.



International Employee Assistance Program (IEAP)

The challenges we face each day have the potential to be overwhelming. And when we feel overwhelmed home life, overall happiness and productivity at work can suffer.

Available around the clock, confidential and secure, the International Employee Assistance Program support for multiple concerns, including:

- Depression, anxiety and stress
- Substance abuse
- Problems or conflicts at work
- Parenting and family struggles
- Financial or legal issues
- Isolation and loneliness
- Culture shock
- Re-integration support
- Legal and financial consulting

Learn more at mywellbeingsolution.com, register using Company Access Code 'uhcglobal' and click on the 'Advice' button to be directed to IEAP services.

Behavioral Health Services

Live and Work Well* is an online, behavioral health resource designed to empower members with the resources they need to feel healthier, happier, and more in control of their well-being. Resources include:

- Access to the latest news, events and library of expert articles and advice
- Learn about conditions and issues that may be affecting life
- Self-help services
- Interactive tools
- Talk to a licensed therapist or psychiatrist online
- Action-oriented advice
- Find a provider
- Discover local community and work-life resources
- Quickly and confidentially connect to expert guidance regarding conditions and situations

Live and Work Well program is 100% digital, making it easy, convenient and safe for members to find the support they need to live their best life.

* Live and Work Well is uniquely available in the U.S. only



Virtual Visits

When you don't feel well, getting to the doctor's office (especially during this time of COVID) can be a challenge. With Virtual Visits, members can talk to a doctor from a mobile device* or computer without the hassle of leaving home. Doctors can diagnose and treat a wide range of non-emergency medical conditions such as colds and rashes.

From any desktop or mobile device*, members are able to see a doctor, access care from anywhere, and receive a prescription when appropriate**.

- No more waiting rooms. Simply schedule an online appointment or request a call-back. Talk to a doctor by video from home, office or on the move, without having to travel to a clinic.
- Doctors can diagnose a wide range of nonemergency medical conditions and prescribe medications
- Prescriptions can be sent to a local pharmacy**

Learn more about Virtual Visits and find providers on myuhc.com.

*Cellular messaging and data rates may apply.

**Certain prescriptions and prescription delivery may not be available in all locations. Other restrictions may apply.

Health Management Program

To help employees and their family members who have complex or chronic conditions access health resources at home or on assignment, our clinician-led **Health Management Program** provides targeted support and assistance and help expatriate families overcome the challenges of accessing care and resources for complex, high-risk conditions.

Clinicians develop a trusting relationship with program participants, getting to know their case history and needs on a personal level to help members and their families manage their health and successfully complete expatriate assignments.

Contact your Strategic Client Executive to learn more about your Health Management Program benefits.

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