



UnitedHealthcare Global

Quarterly Newsletter



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

United
Healthcare
Global

Industry recognition for UnitedHealth Group

UnitedHealth Group was recently recognized by two noteworthy organizations.

- UnitedHealth Group was named among *FORTUNE*'s World's Most Admired Companies in 2021. For the 11th consecutive year, UnitedHealth Group was the top-ranked company in the Health Care: Insurance and Managed Care sector. The company was also named an All-Star among the Top Fifty Most Admired Companies overall and "became even more essential during the pandemic," according to *FORTUNE*. For more information on the rankings, view the [FORTUNE article](#).
- The Human Rights Campaign (HRC) Foundation has recognized UnitedHealth Group as one of the best places to work for LGBTQ employees with a 100% rating in its annual Corporate Equality Index (CEI). Employers earning top ratings helped advance greater equity for LGBTQ employees and their families through inclusive policies, practices and benefits. The HRC Foundation is the educational arm of the United States' largest civil rights organization, working to achieve equality for lesbian, gay, bisexual, transgender and queer people (LGBTQ). Learn more by reading the full [CEI report](#).

For our organization, this recognition is incredibly meaningful as it reflects our ongoing commitment to creating a healthy and inclusive workplace for all our team members.

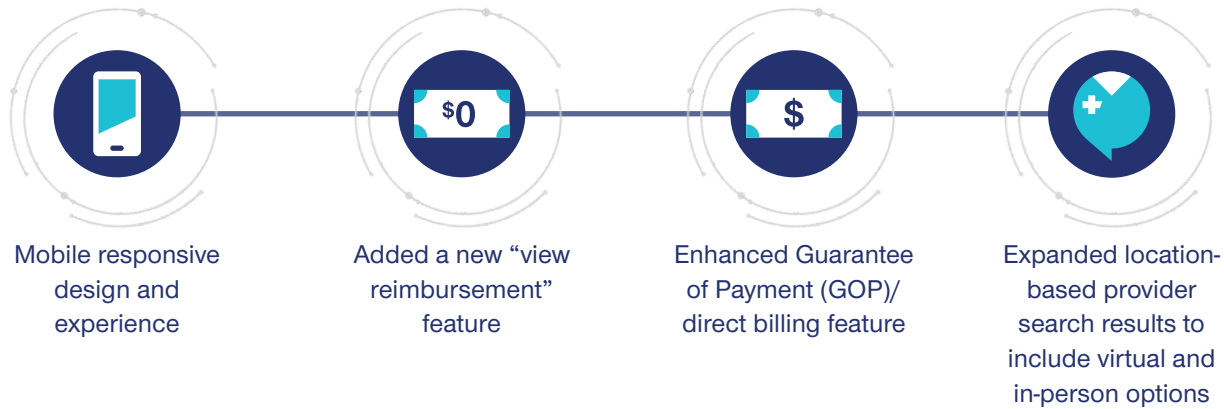


Product spotlight

Delivering an optimal member experience is important to us and our members. Our member portal, myuhc.com, is their direct connection, day and night, to find information and tools members need to get the most out of their benefits.

Within the portal, members have the ability to see what's covered, find a doctor, clinic or hospital in their location, submit and track claims, translate medical and pharmacy terms, request a new ID card, and more.

Recent improvements to myuhc.com include:



Looking ahead to 2021, we are planning the following enhancements:

- Increasing digital asset accessibility via mobile and desktop
- Increased focus on member onboarding communications, digital tools and technology
- Investments in provider portal to deliver a more accurate and cashless service model
- Data and analytics reporting packages for plan sponsors with insights and action planning



Network expansion

Advancing our international network and expanding care access has long been a key 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.

Global Telecare by Teladoc®

COVID-19 has been unlike any previous pandemic — the ease of transmission of the virus, symptom variability and the requirement to physically distance — changing how, when and where we seek health care and leading to the rapid adoption of telehealth solutions.

Telehealth programs, like Virtual Visits from UnitedHealthcare Global, utilize consumer technology giving patients the freedom to consult with physicians and clinicians from camera-enabled devices and telephones. The adoption of telehealth makes Virtual Visits not just a growing trend, but part of the shift toward health care that is focused on convenience and cost efficiency, without sacrificing quality.

As part of our ongoing support for our members health and safety, we are pleased to announce that we have expanded our virtual provider network, effective February 2021, to include Global Telecare by Teladoc. When searching for providers on myuhc.com, members will see Global Telecare by Teladoc alongside local providers, helping them to make the most appropriate care decision for their situation.

Teladoc — and all our Virtual Visit providers — offers services designed to meet the unique needs of globally mobile individuals seeking general medical care. With fast, convenient, and on-demand access to care, employees can see and speak with a doctor anywhere, anytime without having to leave home or the workplace.



COVID-19 response efforts

Mobilizing support for those we serve

From the outset of the pandemic, our singular priority has remained clear: the health, safety and support of the people and communities we serve. This includes our dedicated team of 325,000 people and the heroic members of the health care workforce along with the reliability and sustainability of health care delivery systems. We continue to support these efforts and invite you to visit the [COVID-19 Resource Center](#) for new and updated information on the pandemic, including:

- [Frequently-Asked Questions \(FAQs\)](#)
- [“7 priorities for a safer and healthier return to work”](#), a guide designed to help organizations make a more successful transition back to the workplace.
- "Leading Beyond Crisis: Leaders Need to Know to Respond, Recover and Thrive" [presentation](#) and [webinar](#) featuring a panel of cross-industry experts discussing key trends and tactics leaders need to know today to move beyond the crisis toward recovery, tomorrow.



COVID-19 enhancements to Global Intelligence Center

Our Intelligence teams are constantly monitoring the globe and keeping those we serve informed of latest in COVID-19 developments. The following resources in the Global Intelligence Center have recently been added and updated:

- COVID-19 Country Medical Alerts/Updates includes case rates, trend direction, testing availability and testing sites locators and approved vaccines, vaccination availability to globally mobile members, and source references
- COVID-19 Travel Restrictions includes non-resident entry, quarantine, and face mask requirements, in addition to other health and movement screening/restrictions. Please note, information is available country by country with Global Intelligence Center access.
- COVID-19 Health Safety Guidelines for Travel white paper
- COVID-19 Airline and Hotel Chain Published Safety Measures includes reference point of common measures taken by airlines and hotel chains per their official statements

Spain
THREAT LEVEL: MEDIUM

Spain Events

- 2/22/2021 Demonstrators gather across Barcelona in seventh consecutive night of protests
- 2/21/2021 Rioting occurs in Barcelona for sixth consecutive night
- 2/21/2021 Protests continue in Barcelona for sixth consecutive night
- 2/20/2021 Violent demonstrations continue for fifth consecutive night in Barcelona

COVID-19 Summary Status

| Country | Foreign Nationals Permitted | Mandatory Quarantine | Face Masks Required |
|---------|-----------------------------|----------------------|---------------------|
| Spain | Partial | No | Yes |

COVID-19 Summary Status

As of 18 February 2021, with a daily average of 17.1 new cases per 100,000 people, Spain is currently "in accelerated spread" mode (Source: [Pandemics Explained](#)). Numbers have been declining since the middle of January. [Avoid non-essential travel.](#)

| Airline | Rating | Published COVID Safety Policies | Passengers Must Wear Masks | Enhanced Cleaning Protocols | Physical Distancing or Temp Screening | Middle Seat Not Booked or Capacity Limits | Hand Sanitizer Stations | New Boarding Procedures (Boarding from the back or small groups at a time) | Offer Types of Hygiene Kit |
|--------------------------|--------|---------------------------------|----------------------------|-----------------------------|---------------------------------------|---|-------------------------|--|----------------------------|
| Summary | | 100% | 96% | 100% | 98% | 6% | 62% | 90% | 62% |
| Air China | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Air India | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Air Lanka | 7.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Aviation Bayan Airways | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Azerbaijan Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Azores Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Bahamasair | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Blue Air | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Blue Wing Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Brussels Airlines | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| British Airways | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Burkina Faso Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Cathay Pacific | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| China Eastern Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| China Southern Airlines | 6.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Copa Air | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Corendon Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Dragonair | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Emirates | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Etihad Airways | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Eurostar | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Evianair | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| flydubai | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| flyVLM | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Germanwings | 7.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Georgian Airways | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Goldair | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Hawaiian Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| KLM | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| KLM Royal Dutch | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Korean Air | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| LOT Polish Airlines | 7.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Lufthansa | 7.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| LOTUS | 6.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Qatar Airways | 9.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Qatar Airways | 9.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Royal Jordanian Airlines | 7.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Singapore Airlines | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Swire | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Taiwan | 7.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Turkish Airlines | 8.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Ukraine International | 6.0 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Virgin Atlantic | 8.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Virgin Australia | 5.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |
| Wizzair | 7.5 | 0.5 | 2 | 2 | 2 | | | 0.5 | 0.5 |

| Country | Vaccine Program | Status | Approval/Authorization | Priority | Target Population | Notes |
|---------|-----------------|----------|---|----------|-------------------|---------------------------------------|
| USA | CDC-19-00021 | Approved | Emergency Use Authorization | Priority | All adults | Phase 3b: balance of adult population |
| UK | MVA-19-001 | Approved | UK MHRA Conditional Marketing Authorisation | Priority | All adults | Phase 3: balance of adult population |

COVID-19 - Germany - Update 9 - 3/17/2021

Description

As of 16 March 2021, with an average of 12.3 daily new cases per 100,000 people Germany is currently at "accelerated spread" mode (Source: [Pandemics Explained](#)). [Avoid non-essential travel.](#)

Recent Medical Alerts

| Start Date | Description |
|------------|---------------------------------------|
| 03/22/2021 | COVID-19 - South Africa - Update 4 |
| 03/19/2021 | COVID-19 - Canada - Update 5 |
| 03/19/2021 | COVID-19 - Netherlands - Update 5 |
| 03/19/2021 | COVID-19 - Spain - Update 5 |
| 03/17/2021 | COVID-19 - Germany - Update 9 |
| 03/17/2021 | COVID-19 - Australia - Update 297 |
| 03/17/2021 | COVID-19 - Worldwide - Update 297 |
| 03/17/2021 | COVID-19 - Chile - Update 4 |
| 03/17/2021 | COVID-19 - United States - Update 11 |
| 03/17/2021 | COVID-19 - Egypt - Update 3 |
| 03/17/2021 | COVID-19 - Turkey - Update 5 |
| 03/17/2021 | COVID-19 - Angola - Update 2 |
| 03/17/2021 | COVID-19 - Iraq - Update 5 |
| 03/17/2021 | COVID-19 - Pakistan - Update 5 |
| 03/17/2021 | COVID-19 - Japan - Update 7 |
| 03/17/2021 | COVID-19 - Kenya - Update 5 |
| 03/17/2021 | COVID-19 - South Korea - Update 5 |
| 03/17/2021 | COVID-19 - Israel - Update 2 |
| 03/17/2021 | COVID-19 - United Kingdom - Update 11 |
| 03/17/2021 | COVID-19 - Lebanon - Update 5 |
| 03/17/2021 | COVID-19 - Italy - Update 8 |
| 03/17/2021 | COVID-19 - Senegal - Update 4 |
| 03/17/2021 | COVID-19 - Myanmar - Update 5 |
| 03/17/2021 | COVID-19 - Turkey - Update 5 |
| 03/17/2021 | COVID-19 - Brazil - Update 9 |
| 03/17/2021 | COVID-19 - Philippines - Update 5 |
| 03/17/2021 | COVID-19 - China - Update 8 |

References:

- For a case count in Germany, please look up: [Johns Hopkins' Center for Systems Science and Engineering](#).
- For local health authorities information, access: [Federal Ministry of Health \(Bundesministerium für Gesundheit\)](#).
- For Travel and Security information on Germany, access [WorldWatch](#).

Annual Net Promoter Score survey

In late 2020, you helped us complete our annual Net Promoter ScoreSM (NPS) survey which measures both client and member satisfaction levels with our products and services. Despite the challenges and additional demands presented by COVID-19, you carved out the time to tell us how we are performing, and this year's response was excellent. We appreciate your engagement with the survey and your feedback. You told us that we need to:

- More frequently share information on products and services
- Design a more proactive communications strategy around you and your employees
- Enhance health and well-being benefits and services
- Better leverage technology to provide timely information to optimize the member experience

We heard you and are committed to taking the right actions that will improve the experience with UnitedHealthcare Global. In fact, our teams have already started working on several programs:

Training and education

Like you, our people are our most vital asset. That is why we are investing in ongoing training and education for our Customer Service Professionals centered on increasing the emotional connection created with members when they contact us for assistance. LEARN a Global HEART of Service Culture Program is an employee-developed, holistic skills development program grounded in our company values and focused on consistently improving our customer service to ensure that those we serve feel consistently heard and understood. LEARN is an acronym that stands for:

- L** – Listen with intent
- E** – Empathize and understand
- A** – Affirm with holistic solutions
- R** – Respond with compassion and clarity
- N** – Needs are addressed together as a team

Process improvements

In 2020, UnitedHealthcare Global achieved an ISO 9001:2015 certification. This standard is used by organizations to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements and to demonstrate continuous improvement.

For your organization, the certification means that you have a partner who adheres to a quality management system that is both appropriate and effective, focused on continual improvement and acts on those improvements. More simply stated: we say what we do, we do what we say, we prove it, and we continually improve it.

**From all of us at UnitedHealthcare Global,
we thank you for participating in the survey
and for your ongoing partnership.**

**United
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Global**