



Healthcare Navigation Services

Compassionate care. Seamless support. Global reach.

Navigating the U.S. health care system can be complex – especially for international patients. Finding a trusted partner with the experience, scale and compassion to guide individuals through every step of their medical journey is essential.

UnitedHealthcare Global's Healthcare Navigation Services is a game-changing solution designed to simplify the experience for patients seeking treatment in the U.S. We provide comprehensive, end-to-end support that ensures clarity, comfort and confidence throughout the entire care journey.

**United
Healthcare**
Global

What sets us apart

With over 20 years of experience, a network of 2.1 million+ providers, and 24/7 global support, we deliver a health care experience that's not only backed by access to world-class facilities – but also deeply human.

Our end-to-end support includes:

- **Integrated patient journey management:** From provider referrals and registration to appointment scheduling, medical records coordination, and transportation arrangements, we manage every detail with precision and care.
- **Personalized guidance:** Patients receive tailored wellness packets that provide essential information and city specific resources so they know what to expect and feel supported every step of the way.
- **Clear case visibility:** Our reporting tools provide a clear view of open and closed cases, claims inventory, and provider utilization – helping reduce cancellations, no-shows, and administrative friction.
- **Specialized support:** Multilingual assistance teams help ensure seamless operations including the handling of critical tasks and coordination of stress-free travel arrangements from the airport to medical facilities or accommodations. Patients enjoy 24/7 access to the Emergency Response Center for immediate support and rapid response.
- **Coordinated case management:** In-house clinical teams help bridge communication between the patient's home-country care team and U.S.-based providers, helping ensure everyone involved has the information needed to make timely, informed decisions.

Why it matters

Whether you're an insurer, employer, or government health agency, partnering with UnitedHealthcare Global means giving your members access to world-class care with none of the guesswork. We make the complex simple – and the unfamiliar feel familiar.



Contact your U.S. Networks and Administrative Services representative

call

email