COVID-19 Webinar
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Presenters

Our team is devoted to helping multinational organizations and their globally mobile populations navigate and master the complex global health care and security landscape.

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What is the coronavirus?

Coronaviruses are a family of viruses common throughout the world that can cause illness in both animals and people.

Coronaviruses that infect animals can sometimes evolve into a new human coronavirus and cause disease in people.

Two more recent and past Coronaviruses are Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS).

In addition, coronaviruses also cause the common cold.
How has the virus spread?

There is sustained transmission person-to-person.

It is roughly as contagious as influenza, but how sick people become varies from person to person.
Where has the virus spread?

So far, Coronavirus has spread to 114 countries.

Source: Johns Hopkins CSSE
Last updated: 13 March 2020, 7:30AM
How is the virus spread?

This is an emerging virus, so there are still many unknowns.
COVID-19 spreads mainly when an infected person coughs, or touches an infected surface or object and then touches their own mouth, nose or eyes.
How is the virus spread?

It is spread between people by droplets usually coughed up.

As with all respiratory viruses, it is advisable to limit close contact (within 6 ft / 2 m) with an infected person.
What are the symptoms of COVID-19?

Symptoms are similar to a respiratory infection and may include:

• Fever
• Coughing
• Shortness of breath or difficulty breathing

Other symptoms may include: Sore throat, diarrhea, body aches, tiredness, sputum, coughing up blood headache and nausea.

Important:

Some people (usually the elderly, or the immunocompromised) may experience more severe symptoms, such as pneumonia, severe acute respiratory syndrome, kidney failure or even death.
If someone believes they have been exposed to COVID-19, the following actions are recommended:

- Avoid public places, including public transportation
- Self-quarantine. Stay home.
- Avoid people who are older or very young.
- If your symptoms are severe, go to an emergency room (ER).
- In China & South Korea, people with severe symptoms, including fever, go to a government-designated hospitals.
- Contact your country’s national health authorities for specific guidance.

Important:

Quarantine is necessary because a person may be carrying the virus – and able to spread it – even though he or she does not have any symptoms.
What are the guidelines on using masks?

Masks are effective only when used in combination with frequent hand-washing with alcohol-based hand rub or soap and water.

- If you wear a mask, then you must know how to use it and dispose of it properly
- Wash your hands before putting on the mask
- Cover mouth and nose and make sure there are no gaps
- Avoid touching the mask
- Replace the mask with a new one as soon as it is damp and do not reuse
- Dispose of it in a closed trashcan

Important:
Wash your hands for at least 20 seconds using soap and water.
Is there a treatment?

- There is no vaccine for COVID-19
- At present, there is no specific treatment
- Care for affected individuals may include hydration or breathing support, as necessary, for severe illness
How can I protect myself from coronavirus?

- Do not travel to China, Iran, Italy, South Korea or on a cruise unless essential; reconsider travel globally when at risk

- Wash your hands frequently with soap and water for 20 seconds or using alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available

- Avoid touching your eyes, nose and mouth

- Avoid close contact with people who are sick

- Clean and disinfect frequently touched surfaces, like your phone or computer

- Cover your nose and mouth with a tissue when you cough or sneeze then throw the tissue in the trash

- Stay home when you are sick

- Refrain from touching livestock or wild animals (household pets are OK)
What if someone with symptoms has to be transported?

- People will not be allowed to be taken out of quarantine

- Any medical transport (confirmed or case contact) will be done (if at all)
  - In a bio-containment unit
  - With agreement of all national authorities

- Commercial (or any public) transport should NEVER be considered if you have any symptoms or have been in contact with someone who is positive

- The travel restrictions are negatively impacting the medical transport of non-coronavirus patient and such transports will be delayed due to the current situation
Is there guidance related to international travel?

- Do not travel to China, Iran, Italy, South Korea or on a cruise unless essential; reconsider traveling globally when at risk.

- All individuals planning travel should seek advice on the potential risks in their chosen destinations and understand how best to protect their health and minimize the risk of acquiring disease.

- Participate in screening at international airports and ports in the affected areas.

- Travelers who have contact with confirmed cases or direct exposure to potential sources of infection should be placed under medical observation and should avoid travel for the duration of the incubation period (up to 14 days).

- Travel restrictions differ by country and are changing frequently.

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Business Preparedness

- Create a detailed emergency response plan
  - Roles and responsibilities
  - Work from home, flexible scheduling and travel restrictions policies
  - Accurate count of employees and specific locations worldwide
  - Create a communication plan

- Keep employees healthy
  - Provide appropriate work space and increase work-from-home capabilities
  - Promote healthy habits
  - Practice prevention efforts

- Employees who are at risk for exposure and who have any symptom should stay home or be sent home

- Obtain information from reliable sources
Where can I find more information?

All UnitedHealthcare Global clients and their employees are invited to visit the UnitedHealthcare Global Intelligence Center to get information about the virus, health updates and travel considerations.

Additional resources on health and travel requirements as well as FAQ’s about the coronavirus include:

- World Health Organization
- US Centers for Disease Control and Prevention
- Johns Hopkins Center for Systems Science and Engineering (CSSE) at JHU
- IATA Travel Center

Important:

It is worth noting that the World Health Organization (WHO) believes that the risk of contracting the virus is relatively low.
Supporting employees and families at difficult times

Even though they may not be directly impacted, employees may feel everything from initial shock to stress, anxiety and grief. This is entirely normal.

What are common responses to stressful situations?

- Intense feelings. Feeling shocked and overwhelmed. It may be hard to focus, concentrate or make decisions.
- Physical stress like headaches, dizziness and nausea
- Changes in sleeping or eating patterns

Tips for recovering from stressful situations

- Ask for help
- Identify supportive and helpful people when help or advice is needed
- Contact the Employee Assistance Program
- Talk to others about thoughts and feelings
- Focus on feelings. Acknowledge feelings as they occur. Self-awareness is an important first step in learning to manage feelings.
Emotional support services for UnitedHealthcare Global members

Employee Assistance Program

Employee Assistance Program (EAP) and behavioral health services help employees access the most appropriate level of care. Your EAP is a confidential, 24/7 support line for UnitedHealthcare Global members and qualifying dependents.

Benefits Include:
- Ability to speak confidentially to a counsellor and talk through your emotions
- Members have access to up to 5 sessions of support, per issue, per year
- To support WHO advice and reduce further risk of contamination, all counselling in China is currently telephonic, not face to face.

How to use EAP

Visit mywellbeing.com or livewell.com
Find resources and local telephone numbers.

Find the local country code
Example: Main EAP number In China +1.800.820.8723
Alternative number from mobile/cell phone +1.400.820.8723
Out of country number +86 21 6101 0030

Contact a Mental Health Professional
Healthier employees lead to less doctor visits, reduced claims and reduced health care costs.
What services do UnitedHealthcare Global members have access to?

1. **MYUHC.COM and HEALTH4ME APP**
   - Search for providers
   - Get treatment estimates
   - Submit and track claims
   - Access health resources

2. **INTELLIGENCE CENTER**
   - Medical intelligence
   - Security intelligence
   - Country information
   - Alerts
   - Notification

3. **EMPLOYEE ASSISTANCE PROGRAM**
   - Mental health services and resources
   - Speak to a counselor

4. **VIRTUAL VISITS**
   - 24/7 access to physicians
   - Desktop and mobile device accessible
   - Multiple provider options

5. **MY WELLBEING**
   - Body, mind and lifestyle tracking app
   - Individual health score
   - Virtual coaching
   - Wellness challenges
   - EAP services

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1 MyUHC.com, Health4Me, Employee Assistance Programs, MyWellbeing and Virtual Visits are currently only available to expat members. Proprietary information of UnitedHealth Group. Do not distribute or reproduce without express permission of UnitedHealth Group.
Dr. Amit Arwindekar
North American Medical Director
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Dr. Amit Arwindekar is an international medical director for assistance and insurance, a clinical leader and educator practicing in Chicago, IL. His passion is developing of the next generation of clinical leaders and building the systems to make high-quality emergency care accessible to all patients.

As the North American Medical Director for UnitedHealthcare Global he specializing in cross-border medical care, evacuation, medical transportation, complex case management and medical services innovations to meet the needs of global citizens. As a medical director in academic urban emergency departments, he has built systems to insure quality care, reduce waiting times, increase capacity and build collaboration across specialties by implementing transparency of information, clear communication and empowering frontline staff.

He serves an Assistant Professor of Emergency Medicine at the University of IL College of Medicine.

He received his medical degree from Georgetown University School of Medicine and his MBA from the McDonough School of Business before completing specialist training in Emergency Medicine at the University of Chicago.

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Benjamin Holley
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Ben is National Vice President, Sales, based in New York, New York. He is responsible for global growth initiatives that support expatriate insurance, assistance and risk, global medical, and other cross border solutions and leads the sales team in North America.

Throughout his career Ben has partnered with broker and consulting firms in over 50 countries, traveled extensively internationally to meet with expatriates, forge business partnerships, tour foreign medical facilities, and hold focus groups on the needs of today's globally mobile employees. His travels have taken him to 42 countries and 39 of the 50 States.

Prior to joining United Healthcare Global, Ben spent 7 years at Cigna Global serving as Senior New Business Manager in charge of new business sales activity in the New York City and New England markets. He also spent several years with William Gallagher Associates working as an international consultant where he advised clients on expatriate benefits, multinational pooling, local benefit placement, and a range of other international employee benefit topics.

Ben is a graduate of Colby Sawyer College in New Hampshire with a BA in History, Society and Culture, and now lives in the New York City area with his wife and three daughters.