

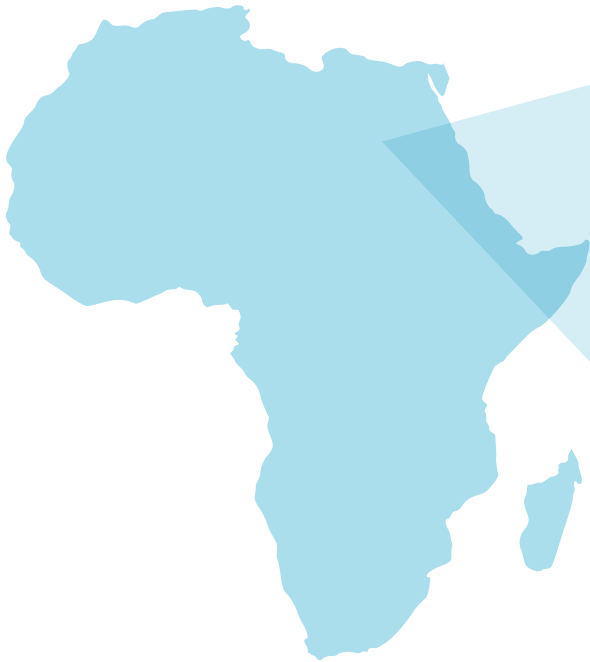


Case Study:

Personalized Support and Air Transport

Location: Marsa Matruh, Egypt to Florida, U.S.

Duration: February – April 2020



Situation:

On a Mediterranean Sea cruise, a couple found themselves in a uniquely distressing situation: one was diagnosed COVID-positive and sent to a quarantine facility in Egypt, while the other tested negative and was sent home to the U.S.

Testing was only available every 3 days. This extended the member's time in Egypt — where she did not speak the language — as she waited for 2 consecutive negative test results to come back before she could travel. Additionally, she required ongoing blood pressure medication and had limited cell phone service to connect with family and resources in the U.S.

As test after test came back positive for COVID, our asymptomatic member became discouraged and emotionally distraught.

Outcome:

- UnitedHealthcare Global's Emergency Response Center (ERC) was contacted. They assigned a single point of contact to consistently communicate with the member, streamline communication and reduce complexity as well as anxiety.
- While the member awaited test results that would allow her to travel home, UnitedHealthcare Global prepared everything necessary to make international travel as turnkey and immediately actionable as possible, anticipating the need to navigate airspace closures, travel curfews and military presence.
- They contacted the U.S. Embassy Consulate who quickly became a key stakeholder in the communications and planning for the member's repatriation with multiple calls, meetings and emails, as standard protocol would not be an option in this specific situation.
- Sensing the emotional toll this was taking on the member, our ERC team coordinated with the member's son to create a care package containing her personal items and had it delivered by ground travel service to Egypt. It arrived the same day the member received the news her 2nd COVID-19 negative results came in.
- Local and international providers, the U.S. Embassy, staff in Cairo and ground transport services across Egypt resulted in a successful return to Florida after 36 days in quarantine.