



Case study:

Managing prescription refills while on international assignment

Location: Tokyo, Japan

Duration: May 2020



Situation:

A 56-year-old member with a long-term assignment in Tokyo, Japan needed help obtaining his medications. He had a history of multiple chronic medical conditions and required seven different medications. This was made more difficult when one of his medications wasn't available in Japan, and strict travel restrictions prevented him from carrying more than a one-month supply of medication into the country.

Outcome:

- Once contacted, a UnitedHealthcare Global Health Manager began to work with pharmacists at UnitedHealthcare and UnitedHealthcare Global to verify that the member's medication was available and could be shipped into the country
- With help from the pharmacists and information from the member, the Health Manager created a plan to get the medication refill to the member in the safest and quickest way through an international pharmacy
- The member received his medication in time and was pleased with the service and immediate response of the Health Manager and pharmacy teams
- Relieved to know that he will continue to have the necessary medications available while on assignment in Japan for the next few years, the member also appreciated the fact that the Health Manager would be available for additional assistance in the future