



UnitedHealthcare Global

Quarterly Newsletter



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

Helping Organizations Manage Through a Pandemic

Health Care Changes and Support Programs

If there is one thing that experts can agree on concerning COVID-19, it is that things cannot go back to the way they were. It has altered the way business interacts and is conducted. It has changed where and how we work. It has challenged the way you and your employees' interface with health care.

At UnitedHealthcare Global, our opportunity to serve you and your globally mobile population has never been greater. From testing and service expansion to medical evacuations and corporate donations, our entire organization remains committed to leading the development of a more modern, progressive and effective health system that provides extraordinary value — building healthier communities and improving the quality of life for those we serve.

UnitedHealthcare Global

- For clients who have programs that include medical and prescription benefits, we waived costs for COVID-19 testing provided at approved locations in accordance with local regulatory guidelines. In addition, we waived copays, coinsurance and deductibles for visits associated with COVID-19 testing, whether the care was received in a physician's office, an urgent care center or an emergency department. [Visit the educational site.](#)
- For clients who have programs that include medical and prescription benefits, we expanded access to telehealth around the globe so members could stay in the comfort of their home and get the right care. [Visit the educational site.](#)
- For clients who have programs that include medical and prescription benefits, eligible UnitedHealthcare Global Solutions members needing help obtaining an early prescription refill can call the customer care number located on their medical ID card for one-on-one assistance.
- Since January 2020, our Customer Care Center has responded to 450 COVID-19 related cases.
- Between March 28th and April 8th, our Assistance team chartered 4 separate aircrafts that evacuated 348 passengers and 168 pets and therapy animals.
- As travel bans went into effect, we secured and booked nearly 200 airline tickets to bring members home, another 50 tickets were secured and booked due to repeated flight cancellations. We did this while managing another +60 COVID-19 related inquires and reimbursement cases.

UnitedHealthcare

- We deployed 700 Advance Practice Clinicians to serve members and patients on telehealth lines.
- To help ease the burden and aid in recovery from the effects of the pandemic, UnitedHealthcare donated \$12.3 million through Empowering Health grants to community-based organizations across 21 states. [Read news release.](#)



- To address health disparities, we've piloted a scalable mobile and local testing program that works with local partners to provide testing and wrap-around services including food, health and safety kits and education designed to meet the unique needs of disadvantaged communities in Los Angeles, Philadelphia, Orleans Parish and Navajo Nation.

UnitedHealth Group

- We have 100,000 clinical team members heroically working on the front lines of this crisis - caring for patients across our more than 1,500 facilities.
- UnitedHealth Group committed nearly \$75 million to fight COVID-19 and support impacted communities, including health care workers, hard-hit states and localities, seniors, and those experiencing homelessness and food insecurity.
- UnitedHealth Group was chosen by the U.S. Department of Health and Human Services (HHS) to help reimburse health care providers and facilities who have conducted COVID-19 testing or provided COVID-19 treatment for uninsured individuals. To support this program, we worked with HHS to launch an educational website, toll-free support line and a new portal. [Visit the educational website.](#)
- A UnitedHealth Group study helped clear the path for [self-administered COVID-19 tests](#), which are now FDA approved. [Read the news release.](#)
- Dedicated senior executives to assist in accelerating the development of a COVID-19 vaccine. [Read the news release.](#)



Helping Organizations Return to Work

In early 2020, we introduced a 9-part virtual event series dedicated to COVID-19 education. Over 3,000 clients and broker partners attended the series and participated in our Q&A sessions making it an incredible two-way dialogue and learning opportunity for all involved.

Based on the positive response to this series and in support of return to work efforts by multinational organizations, we launched a second webinar series entitled [“Return to Work”](#).

While there are a number of priorities to consider as organizations plan for the transition back to work and each situation is likely to present different challenges, UnitedHealthcare Global offers 7 priorities to consider that may help ensure a safer and healthier experience for those involved..

- [Download](#) “Return to Work Playbook” to help build a plan for a safer and healthier return to work..
- [Download](#) the one-page overview for an at-a-glance view of important actions’ organizations can take when planning a return to work strategy.

We invite you to follow us on [LinkedIn](#) so you can register for our next webinar.





Expanding Our Global Capabilities and Resources

Quality has always been at the center of the UnitedHealthcare Global philosophy – from how we carefully select local partners and providers to identifying areas for process improvements. These advancements help ensure we deliver personalized solutions, accurate care and relevant services designed to help organizations foster a culture of health aimed at improving employees' health, wellbeing and safety while abroad.

Alliance Health Group

Effective September 1, 2020, Alliance Health Group will be part of UnitedHealthcare direct network in the UK.

Alliance Health Group is the largest physician group in the UK with robust quality management, cost containment and high standards for patient services.

The UnitedHealthcare Global-Alliance Health partnership enables members to:

- Search for over 2,000 qualified medical professionals representing 65 specialties and 34 sub-specialties via myuhc.com
- Enjoy concierge service with appointment scheduling and minimum wait times around referrals and/or treatment services
- Receive quality care under the guidance of Alliance Medical Directors and Corporate Charter and Clinical Governance
- Benefit from care planning through Alliance Health's multi-specialty care management and treatment pathway reviews for high-complexity or high-cost cases

ISO® 9001: 2015 Certification

Over 18 months ago, UnitedHealthcare Global embarked on a quality-driven process journey to implement an Enterprise Management System (EMS) in our North America market. To do this right and give our customers the confidence that they were partnering with an organization who offers best-in-class processes, we chose to pursue an ISO 9001:2015 Certification.

To achieve an ISO 9001:2015 certification, a company must follow the requirements set forth in the ISO 9001 Standard. The 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.

After +200 interviews and five virtual site audits, we are pleased to announce that UnitedHealthcare Global's Enterprise Management System received an ISO 9001:2015 Certification. For your organization, this 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.

UnitedHealthcare Global Annual Net Promoter ScoreSM Survey

Our purpose — to connect the world to better health, one person at a time — is at the heart of everything. It guides product design and informs customer service program enhancements to meet the unique needs of multi-national organizations and globally mobile populations.

To help advance our purpose, I invite you to participate in the annual UnitedHealthcare Global Net Promoter Score or NPS® survey starting the week of September 6, 2020. This is an opportunity to help us better understand your needs so we can build responsive programs that improve your overall experience with UnitedHealthcare Global. Watch for an email invitation with a link to this brief, but very important, survey.

If you're not familiar with NPS, it is the ultimate measure of how well we are listening to your feedback and acting upon it through our people, products and operations. A key part of the survey is based one of the first questions: "How likely are you to recommend UnitedHealthcare Global to a friend or colleague?" Those who are highly likely to recommend us, giving a "9" or "10" response to the question, are considered Promoters. It is our goal is to ultimately deliver an experience that's worthy of this strong recommendation from you.

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

