

# Global Health Management Program

## Personalized health management

Expatriate assignments are costly and are subject to a high failure rate, and health issues are a key driver of assignment failure. That's why UnitedHealthcare Global offers the Health Management program to all covered expatriates and their families to help them access the resources they need to manage their health and chronic conditions, whether at home or on global assignment in an unfamiliar location.

The **UnitedHealthcare Global Health Management program** focuses on the specific needs of the member and family, wherever they are in the world. Clinicians provide targeted support and assistance and help expatriate families overcome the challenges of accessing care and resources for complex, high risk conditions. These clinicians develop a trusting relationship with program participants, getting to know their case history and needs on a personal level to help members and their families manage their health and successfully complete expatriate assignments.

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**+ \$1M**  
cost of a 3 to 5  
year international  
assignment

**42%**  
assignment  
failure rate

**\$400k**  
the financial  
cost of a failed  
assignment

Sources:  
- FIDI: The real cost of expatriate assignment failure (July 2016)  
- The Forum for Expatriate Management: International Assignment Failure and Tracking Methods (August 2016)

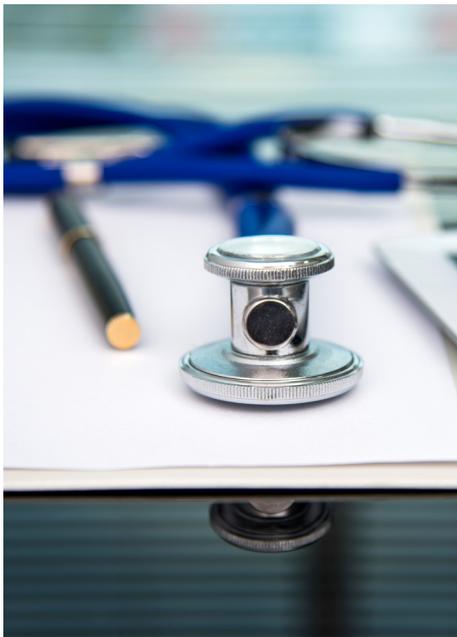
## A comprehensive approach to complex needs

Successful expatriate assignments require a comprehensive support system. Their employer typically offers appropriate health benefits and access to local health care providers, but new and unfamiliar stressors and uncertainties may further complicate health conditions and make it more difficult to access the care and resources they need.

**The Health Management program leverages UnitedHealthcare Global's expertise in culture, language and health care intelligence, enabling the clinicians to:**

- Identify and engage high risk individuals and families
- Assess the member's unique needs
- Assist members in navigating complex health systems in their home and host countries
- Facilitate continuity of care
- Reduce the risk of complications
- Promote improved clinical outcomes

## Dedicated support for employees and their families



**The program provides expatriate families with a clinician who will help them identify solutions to alleviate medical issues, empowering them to:**

- Adapt to any changes in their clinical condition or situation
- Consistently stay on their medication or treatment plan
- Optimally manage their health
- Remain focused, productive and on assignment

## Early identification & engagement

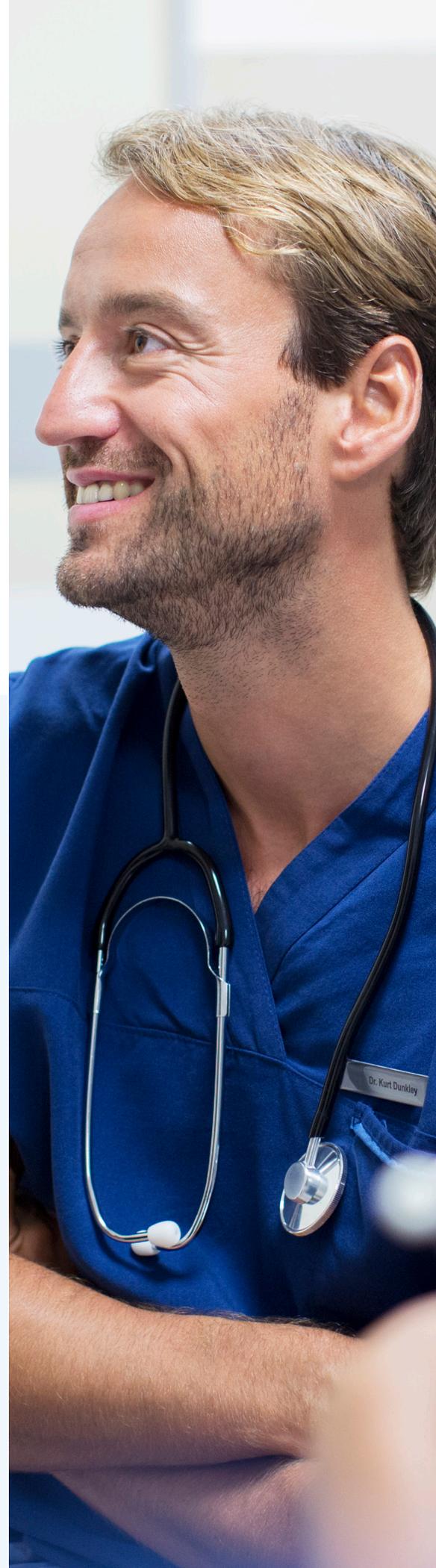
The UnitedHealthcare Global clinical team identifies members who may benefit from the Health Management program. Referral sources range from member self identification (i.e. pre-trip planning, continuity of care needs identification, requests for medical assistance) as well as utilization reviews by our clinical team including data indicators.

Clinicians outreach to members and begin to develop in-depth knowledge of their health issues, identify challenges and barriers to care, and develop strategies to optimize health. The cornerstone of this relationship is personal interaction and the development of an ongoing trusting relationship.

# 5 areas of focus

**Health care professionals support participants' health needs in 5 areas of focus:**

- Medication management
- Durable medical equipment and supplies
- Dietary management
- Specialty providers for high impact conditions
- Action planning for urgent needs



# Focus on chronic and complicated conditions

The Health Management program helps members with the following chronic conditions and more:

Conditions Include:	
Diabetes	Chronic disease (i.e. Multiple Sclerosis, Parkinson's, End-Stage Renal Disease, Chron's)
Coronary artery disease	High-risk obstetrics (OB)
Hypertension	Premature infant
Back pain	Human Immunodeficiency Virus (HIV)
Asthma	Traumatic brain injury
Chronic obstructive pulmonary disease (COPD)	Stroke
Cancer	Renal failure/kidney disease
Special needs of children	

## Contact UnitedHealthcare Global

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