



# Helping globally mobile populations thrive

United  
Healthcare  
Global

# Challenges for globally mobile populations

An overseas assignment can be a very exciting prospect for an employee. The opportunity to work with new colleagues in a different country can be the highlight of their career. However, the same things that make a trip abroad exciting - new job, new home, new culture - are often the very things that make an assignment stressful for employees. When an employee's assignment includes their partner or children, the stress can be compounded.

At UnitedHealthcare Global, we understand these challenges and have vast experience in managing the whole assignment process with our clients to ensure their employees and their dependants have a healthier journey.

## How we can help overcome assignment challenges

We partner with employers to approach health from a holistic perspective – proactively supporting the mental, emotional and physical wellbeing of individuals to maximise productivity at work and at home.

UnitedHealthcare Global has the capability to provide clients with access to a comprehensive range of insurance benefits, healthcare professionals, clinics, medical equipment and supplies, enabling international standards of care delivery, wherever you are in the world. As your single partner, we make all of the pieces work together to make communication easy for you.

### Health Insurance

Comprehensive suite of health insurance plans including easy access to quality healthcare network providers across the globe.

### Proactive Care

Rich wellness programmes for employees and their dependants to access at the touch of a button.



### Medical Services

Extensive solutions that will help an employer assess and mitigate foreseeable risks and support the employer's duty of care obligations.

### Assistance & Security

Providing peace of mind by keeping globally mobile employees safe and secure through our worldwide intelligence, assistance and security embedded into all of our health insurance plans.

**30+**  
years global  
experience

**8M+**  
members served  
in +130 countries

**1.6M+**  
global providers

**230+**  
countries monitored  
for quality care

**70k+**  
employees, half of  
which are clinicians

# The advantages of choosing UnitedHealthcare Global

Our single partner solution offers a comprehensive suite of benefits, some of which are outlined below. We also can tailor our plans to your population needs.



**Rich wellness and Employee Assistance programmes**, easily accessed through Optum My Wellbeing app.



**Members can make a claim in less than 90 seconds** through the myUHCGlobal app or portal and 90% are reimbursed within 5 days.



**Virtual Visits:** Virtual Visits makes connecting with a doctor, from a desktop or mobile device, easy.



**Health Management Programme** helps expatriates and their families access the resources they need to manage their health and chronic conditions.



**Medical and security intelligence reports** at the touch of a button through our Global Intelligence Center portal.



**Dedicated Global Client Management Team**, including your Client Services Manager and Implementation Manager.



**Easy access to UnitedHealthcare Global's** quality care provider network.



**High performance service:** Customer Care consistently exceeds Average Speed of Answer (ASA) and call abandonment targets.








**In-house multilingual 24/7 Customer Care** and claims operations.











# Our personalised client experience

Building relationships is so important to us as an organisation and is embedded as one of our five cultural values. Because of this, we ensure we provide a personalised service to you and all your employees. We have dedicated people who will help you and your employees understand their plans and how to use the services available, to get the most out of our offering. We work with our members on their assignment journey to ensure they live healthier, safer lives and both you and your employees can focus on the assignment at hand and less on health administration.

## Why choose us?

-  Dedicated account management, delivering personalised service and streamlined administration
-  Face to face or virtual member onboarding for your employee population
-  Tailored plan designs to meet your unique needs and compliance requirements
-  Reporting to deliver insights into your overall populations health and wellbeing
-  Easy to use client portal for day to day reporting access

## Member journeys made simple

-  Create reimbursement requests online via e-claiming. View short video of how easy it is to claim [here](#).
-  Find the email address and telephone number for the Client Services Team to contact them.
-  Consult reimbursement statements: stay informed in real-time.
-  Speak to a doctor or get a referral letter at the touch of a button with our Virtual Visits service.
-  Change personal information: postal address, email address and bank account details
-  Sign up to our Health Management Programme where clinicians can help proactively manage complex and high risk conditions.
-  Easy access to quality care across the globe through our trusted medical network of hospitals, clinics and healthcare professionals. View short video of how easy it is to find a medical provider [here](#).
-  Easy access to real-time medical and security updates through the Global Intelligence Center.
-  Download policy documents: Membership Guide, Schedule of Benefits, Member Card and Membership Certificate.
-  Pro-actively manage wellbeing both physical and mental through the Optimum My Wellbeing app and LiveWell portal.

## Get in touch

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