FREQUENTLY ASKED QUESTIONS

How do you access the services?
Members simply call a toll-free phone number to access the worldwide UnitedHealthcare Global network. If a toll-free number is not available from within a country to which the individual is traveling, they can call UnitedHealthcare Global collect. The telephone access numbers are printed on the fulfillment material or ID card the members receive.

When do you utilize the services?
UnitedHealthcare Global is available 24 hours a day, every day of the year. Many times people are under the impression that the services are used only in serious cases. Be assured that we are here to help with any type of illness or injury, regardless of the severity.

Is there a part of the world where UnitedHealthcare Global cannot provide services?
UnitedHealthcare Global services extend worldwide. In just the last two years, we have helped people in 200 different countries around the world. However, we must adhere to any restrictions where the rendering of such care or service is prohibited by U.S. law, local laws, or regulatory agencies.

How many cases does UnitedHealthcare Global handle a year?
UnitedHealthcare Global manages approximately 30,000 cases per year in virtually every country of the world; of which, approximately one half are emergency medical cases.

How does UnitedHealthcare Global help locate appropriate medical care?
UnitedHealthcare Global has a global network of more than 59,000 providers worldwide. The network contains hospitals, clinics and physicians, as well as other providers geared uniquely to the travel insurance industry, such as air ambulances, house-call physicians and medical escorts. We have rigorous credentialing and recredentialing standards. UnitedHealthcare Global members are provided referrals based on the medical specialty needed, location, language, office hours, training, etc.

Does UnitedHealthcare Global require that members go to specific hospitals, doctors, or clinics?
In order to reap the full benefits of our service, we strongly recommend that our members contact us before entering hospitals so that we can refer them to facilities that we have worked with in the past. UnitedHealthcare Global refers its members to the best providers in the area. If our members go to other providers, we cannot be certain of the level of treatment. However, we will provide the same assistance services regardless of where the individuals are treated.
What happens in the event of a hospitalization?

It is important that UnitedHealthcare Global is notified as soon as possible. We will then monitor your care and work through the complex details of foreign hospitalizations. We will immediately speak with your treating doctor to assess your condition, your treatment plans, and whether or not an evacuation is necessary. UnitedHealthcare Global will update your family, employer and personal physician as appropriate. In addition, we will coordinate all insurance verifications and admission details.

How does UnitedHealthcare Global facilitate hospital admissions?

UnitedHealthcare Global will coordinate all billing and insurance verifications, including settling any guarantees of payment. This ensures that there is no delay or denial of medical treatment because a Member is unable to make the up-front payment or because a Member’s insurance is not recognized.

What if the local facilities are not capable of providing treatment?

In evaluating the local facilities, UnitedHealthcare Global considers such factors as the quality of the blood supply, medical technology and specialties available, use of sterile equipment and the patient’s medical requirements. If facilities are inadequate, the Regional Medical Advisor will report on the safety of such an evacuation, any medical needs the patient may require en route and the evacuation plan details. We will consult with all parties involved and fully manage the issues surrounding the evacuation.

What is a typical cost to evacuate an individual?

Evacuation costs vary depending on the location and the severity of the medical problem. Typically, an evacuation can run anywhere from $10,000 to in excess of $75,000.

What is actually involved in an evacuation?

Many people are under the impression that an evacuation is simply one call to an air ambulance; however, evacuations are much more complex and involve:

- Evaluation of the transport requirements (such as oxygen requirements, doctors necessary, any special equipment, altitude specifications, etc.)
- Discharge administration
- Admission into a new facility
- Identifying qualified aeromedical escorts and air ambulances
- Coordinating ground transportation on both ends of the evacuation
- Immigration and flight clearances
- Assistance with family travel arrangements

What are the types of medical evacuations?

The evacuation method is determined based on the patient’s condition and location.

- Commercial Airline Transfer (for less severe medical problems, such as a broken arm)
- Commercial Airline Transfer with Medical or Non-medical Escort
• Stretcher Commercial Airline Transfer (several seats are removed for the stretcher)
• Air Ambulance Transfer

**Once a member is released from the hospital, do the services end?**
UnitedHealthcare Global assists with a Member’s case until they have returned home or have received final treatment.

**What if a Member has a non-medical problem?**
Members simply call the UnitedHealthcare Global’s access numbers and we can assist with lost or stolen passports, legal referrals, translation services, emergency transfer of funds and a host of other non-medical problems.

**What if there is a political situation and the Member needs evacuation or security services?**
If a client wishes to conduct an evacuation due to a deteriorating security situation, UnitedHealthcare Global can assist with the coordination of such transport. We have 24-hour capabilities to book commercial airline reservations or arrange charter flights according to the requirements of the client. Cases can be coordinated urgently, based on the availability of aircraft. If a client is not sure about the relative cost effectiveness of numerous commercial flights versus a charter, (assuming that both options are available), we can obtain a price comparison. UnitedHealthcare Global can also assist with determining any visa regulations that would apply to the travelers, and confirming hotel and ground transportation arrangements in the destination city. If provided with specific demographics and location information, we can formulate more specific Contingency Plans with pricing for clients at an additional charge.

In a more acute security situation, where special security personnel and arrangements are needed, UnitedHealthcare Global can assist clients in accessing appropriate services.