



5 June 2018

English only

Information circular*

To: Members of the staff and participants of the after-service health insurance programme
 From: The Controller
 Subject: **Renewal of the United Nations Headquarters-administered health insurance programme, effective 1 July 2018**

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Annex VII

UnitedHealthcare Global Assistance and Risk

UnitedHealthcare Global Assistance and Risk is a service available to Aetna and Empire Blue Cross subscribers. The 2018 monthly cost per subscriber is \$0.23 and is built into the premium schedule for Aetna and Empire Blue Cross as set out in annex I of the present information circular.

UnitedHealthcare Global Assistance and Risk is a programme providing emergency medical assistance management, including coordinating emergency evacuation and repatriation, and other travel assistance services when the staff member is 100 or more miles from home. Below is a summary of the management coordination services provided.

Medical assistance services

Worldwide referrals: Worldwide medical and dental referrals are provided to help the participant to locate appropriate treatment or care.

Monitoring of treatment: UnitedHealthcare Global Assistance and Risk coordinators will continually monitor the participant's case and UnitedHealthcare Global Assistance and Risk physician advisers will provide the participant with consultative and advisory services, including the review and analysis of the quality of medical care being received.

Facilitation of hospital payment: Upon securing payment or a guarantee to reimburse, UnitedHealthcare Global Assistance and Risk will either wire funds or guarantee the required emergency hospital admittance deposits.

Transfer of insurance information to medical providers: UnitedHealthcare Global Assistance and Risk will assist the participant with hospital admission, such as relaying insurance benefit information, to help to prevent delays or denials of medical care. UnitedHealthcare Global Assistance and Risk will also assist with discharge planning.

Medication and vaccine transfers: In the event medication or vaccine products are not available locally, or a prescription medication is lost or stolen, UnitedHealthcare Global Assistance and Risk will coordinate their transfer to the participant upon the prescribing physician's authorization, if it is legally permissible.

Replacement of corrective lenses and medical devices: UnitedHealthcare Global Assistance and Risk will coordinate the replacement of corrective lenses or medical devices if they are lost, stolen or broken during travel.

Dispatch of doctors/specialists: In an emergency where the participant cannot adequately be assessed by telephone for possible evacuation, or cannot be moved, and local treatment is unavailable, UnitedHealthcare Global Assistance and Risk will send an appropriate medical practitioner to the participant.

Medical records transfer: Upon the participant's consent, UnitedHealthcare Global Assistance and Risk will assist with the transfer of medical information and records to the participant or to the treating physician.

Continuous updates to family, employer and physician: With the participant's approval, UnitedHealthcare Global Assistance and Risk will provide case updates to appropriate individuals designated in order to keep family, employer and physicians informed.

Hotel arrangements for convalescence: UnitedHealthcare Global Assistance and Risk will assist with the arrangement of hotel stays and room requirements before and after hospitalization.

The following services do not fall within the purview of health insurance but are, nevertheless, included in the monthly UnitedHealthcare Global Assistance and Risk fee paid by participants in the Aetna and Empire Blue Cross plans.

Travel assistance services

Emergency travel arrangements: UnitedHealthcare Global Assistance and Risk will make new reservations for airlines, hotels and other travel services in the event of an illness or injury.

Transfer of funds: UnitedHealthcare Global Assistance and Risk will provide an emergency cash advance subject to UnitedHealthcare Global Assistance and Risk first securing funds from the participant or participants.

Replacement of lost or stolen travel documents: UnitedHealthcare Global Assistance and Risk will assist in taking the necessary steps to replace passports, tickets and other important travel documents.

Legal referrals: Should legal assistance be required, UnitedHealthcare Global Assistance and Risk will direct the participant to an attorney who will assist in securing a bail bond.

Interpretation services: UnitedHealthcare Global Assistance and Risk's multilingual assistance coordinators are available to provide immediate verbal interpretation assistance in a variety of languages in an emergency; otherwise, UnitedHealthcare Global Assistance and Risk will provide referrals to local interpreter services.

Message transmittals: The participant may send and receive emergency messages toll-free, 24 hours a day, through the UnitedHealthcare Global Assistance and Risk emergency response centre.

Online services

Global Intelligence Centre: Participants have access to the UnitedHealthcare Global Assistance and Risk member centre, which includes detailed information on the UnitedHealthcare Global Assistance and Risk programme, as well as medical and security information for more than 230 countries and territories around the world. To activate the member centre account:

1. Visit <https://members.uhcglobal.com>.
2. In the login box, select "create user".
3. Enter the UnitedHealthcare Global Assistance and Risk ID number for the United Nations (33211).
4. Accept the user agreement.
5. Enter in your personal account information to designate yourself a unique username and password.

Medical Intelligence Reports: The participant will have online access to continuous updates on health information pertinent to your destination(s) of travel, such as immunizations, vaccinations, regional health concerns, entry and exit requirements and transportation information. Risk ratings are provided for each country ranking the severity of the risk concerning disease, quality of care, access to care and cultural challenges.

World Watch® global security intelligence: The participant will have online access to the latest authoritative information and security guidance for over 170 countries and 280 cities. Information includes the latest news, alerts, risk ratings and a broad array of destination information, including crime, terrorism, local hospitals, emergency phone numbers, culture, weather, transportation information, entry and exit requirements and currency.

The UnitedHealthcare Global Assistance and Risk global security and medical databases are continuously updated and include intelligence from thousands of worldwide sources. This information is also available upon request by calling the UnitedHealthcare Global Assistance and Risk emergency response centre.

Custom travel reports: Using the Medical Intelligence Reports and World Watch® online intelligence tools, the participant is able to create customized, printable health and security profiles by destination.

Hotspots travel alerts: Subscribe through the member centre to receive a free weekday email snapshot of security events from around the world. This bulletin provides a quick review of events, listed by region and destination, that could have a significant impact on travellers. Each event summary includes country threat levels and significant dates.

Conditions and limitations

The services described above are available to the participant only during the participant's enrolment period and only when the participant is 100 or more miles away from his or her residence.

How to use UnitedHealthcare Global Assistance and Risk access services 24 hours a day, 7 days a week, 365 days a year

If participants have a medical problem, they should call the toll-free number of the country in which they are located (see list below), or call collect the 24-hour UnitedHealthcare Global Assistance and Risk emergency response centre in Baltimore, Maryland:

Phone: +1-410-453-6330

Website: www.uhcglobal.com

Email: Assistance@uhcglobal.com

A multilingual assistance coordinator will ask for your name, your company or group name, the United Nations UnitedHealthcare Global Assistance and Risk ID number (33211) and a description of your situation.

If the condition is an emergency, go immediately to the nearest physician or hospital without delay and then contact the UnitedHealthcare Global Assistance and Risk emergency response centre. It will then take the appropriate action to provide assistance and monitor care.

International toll-free telephone access numbers

Listed below are the telephone numbers for the worldwide UnitedHealthcare Global Assistance and Risk network. If you have a medical or travel problem, call UnitedHealthcare Global Assistance and Risk. Printed on your ID card are the telephone numbers for the worldwide UnitedHealthcare Global Assistance and Risk network. Call the toll-free number for the country in which you are located if one is available. If you are in a country that is not listed, or if the call will not go through, please call the Baltimore, Maryland, coordination centre collect. Be prepared to give

UnitedHealthcare Global Assistance and Risk your name, identification number, the name of the organization and a brief description of your problem.

Australia, including Tasmania	1-800-127-907
Austria	0-800-29-5810
Belgium	0800-1-7759
Brazil	0800-891-2734
China (northern)*	10888 (wait for tone) 800-527-0218
China (southern)*	10811 (wait for tone) 800-527-0218
Dominican Republic	1-888-567-0977
Egypt (inside Cairo)*	2-510-0200 (wait for tone) 877-569-4151
Egypt (outside Cairo)*	022-510-0200 (wait for tone) 877-569-4151
Finland	0800-114402
France and Monaco	0800-90-8505
Germany	0800 1 811401
Greece	00-800-4412-8821
Hong Kong, China	800-96-4421
Indonesia	001-803-1471-0621
Ireland	1-800-409-529
Israel	1-809-41-0172
Italy, Vatican City and San Marino	800-877-204
Japan	00531-11-4065
Mexico	001-800-101-0061
Netherlands	0800-022-8662
New Zealand	0800-44-4053
Philippines	1-800-1-111-0503
Portugal	800-84-4266
Republic of Korea	00798-1-1-004-7101
Singapore	800-1100-452
South Africa	0800-9-92379
Spain and Majorca	900-98-4467
Switzerland and Liechtenstein	0800-55-6029
Thailand	001-800-11-471-0661

* Indicates that the caller should dial the first portion of the phone number, wait for the tone and then dial the remaining numbers.

Turkey 00-800-4491-4834
United Kingdom of Great Britain and Northern Ireland, 0800-252-074
Isle of Jersey, the Channel Isles and Isle of Man
United States of America, Canada, Puerto Rico, United States Virgin Islands, Bermuda 1-800-527-0218

UnitedHealthcare Global Assistance and Risk assistance coordination centre

(call collect)

United States: Baltimore, Maryland 1-410-453-6330

Notes:

When a toll-free number is not available, travellers are encouraged to call UnitedHealthcare Global Assistance and Risk collect. The toll-free numbers listed are available only when physically calling from within the country. You are strongly encouraged to note this in your printed material to avoid confusion.

The toll-free Israel line is not available from payphones and there is a local access charge.

The toll-free Italy, Vatican City and San Marino number has a local charge for access.

In Italy, operator-assisted calls can be made by dialling 170. This will give you access to the international operator.

The toll-free Japan line is available only from touchtone phones (including payphones) equipped for international dialling.

If calling from Mexico on a payphone, the payphone must be a La Date payphone.

When calling the phone numbers in China, please dial as follows:

Northern regions — first dial 10888, then wait a second to be connected. After being connected, dial the remaining numbers.

Southern regions — first dial 10811, then wait a second to be connected. After being connected, dial the remaining numbers.

When calling the phone numbers in Egypt, please dial as follows:

Inside Cairo — first dial 510-0200, then wait a second to be connected. After being connected, dial the remaining numbers.

Outside Cairo — first dial 02-510-0200, then wait a second to be connected. After being connected, dial the remaining numbers.

International callers who are unable to place toll-free calls to UnitedHealthcare Global Assistance and Risk

Many telephone service providers, such as cell phones, payphones and other commercial phone venues, charge for, or outright bar, toll-free calls on their networks. In this case, callers should be instructed to try calling collect. If that is not an option, they will need to dial the UnitedHealthcare Global Assistance and Risk number directly and provide a number to which UnitedHealthcare Global Assistance and Risk may immediately call back.