


A man with dark hair, wearing a light blue dress shirt and a patterned tie, is looking out a window with a grid pattern. He is wearing a watch on his left wrist. The background is bright and out of focus. A blue curved graphic element is on the left side of the image.

**Welcome to your
global health benefits.**

 **UnitedHealthcare**[®]
Global



**Wherever you go,
UnitedHealthcare Global
is there with you.**

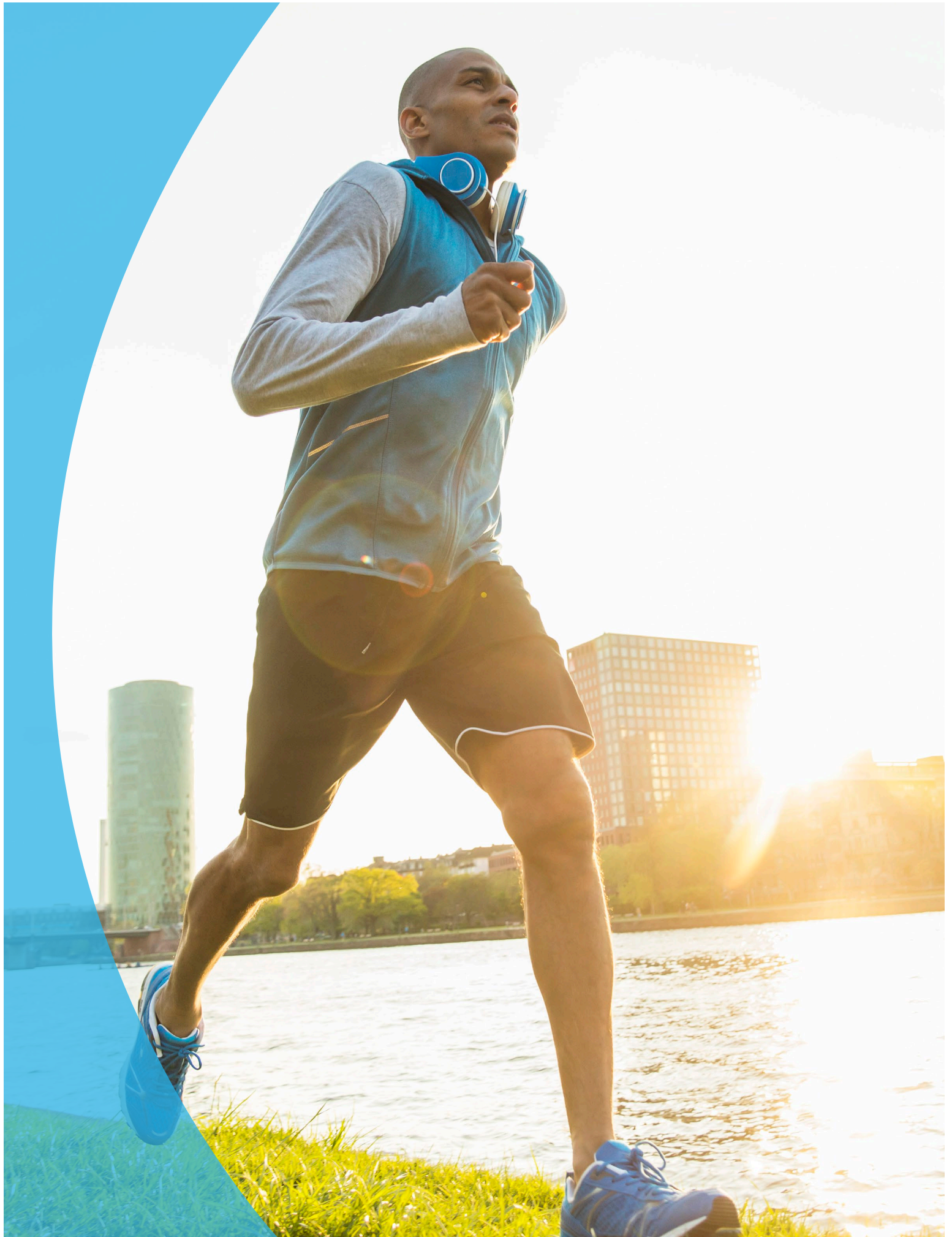
Your plan is as mobile as you are.

No matter where your assignment takes you, you have access to the health care resources you need. Your UnitedHealthcare Global Insurance plan works efficiently and simply, wherever you are in the world.

Health care can be complicated, so this guide is designed to make it simple. Facts and tips are organized into sections that guide you through everything you need to know. We suggest you read through the guide once and then save it for future reference.

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1 Get Started

Your expatriate journey

Helping you navigate



Adjusting to life as an expatriate and accessing health care while on assignment can be more challenging than at home. UnitedHealthcare Global is providing this welcome information and additional resources to make sure you have the support you need, every step of the journey. We'll help you navigate the health system in your host country and overcome language or cultural barriers. We're also here to help your covered family members, who may not have made the journey with you.

New expatriate journey

Existing expatriate journey

Welcome Call: Your journey begins with a Welcome call. Your Customer Care team invites you to schedule or request a personalized overview of your health benefits, the resources available to you, and all of the ways we can help.

Assignment Readiness: We will provide pre-deployment planning and clinical support to identify any specific needs you may have.

Continuity of Care: If you are already on assignment, we're here to consult with you and your family to help make sure you can continue to receive appropriate care for any conditions or treatment plan.

Your ID Card: You will receive an ID card, which provides doctors' offices and hospitals with important information regarding your coverage. Take your ID card with you to your health care appointment.

The Global Network: We'll help you find doctors, hospitals and retail pharmacies to get the care you and your family needs, anywhere you are.

Customer Care: We're here for you 24/7/365 by phone or through our self-service tools.

Technology Tools: A range of mobile and desktop tools provides you with options for managing your health.

Health Management and Wellness: Members with health conditions or requiring additional support can connect with a clinician or a professional counselor.

Re-integration support: After successfully completing your assignment, we're here to help transition to life and work in your home country.

Get Started



Your medical ID card, one website, one number to call

Review your medical ID card



Always keep your ID card with you.

Your ID cards contains a lot of information about your benefits, so it's important to know what everything means.

- 1. Member ID:** Identifies you as a covered individual and is how we keep track of your benefit usage. When you call Customer Care, you will be asked for this number.
- 2. Group number:** Identifies your employer and the plan you are in.
- 3. Member:** The name of the person who carries the plan.
- 4. Dependents:** Names of everyone covered under the plan.
- 5. Office:** Amount you owe at a primary care physician visit.
- 6. ER:** Amount you owe at an emergency room visit.
- 7. UrgCare:** Amount you owe at a visit to an urgent care center.
- 8. Spec:** Amount you owe at a specialist visit.
- 9. Rx Bin & Rx Grp:** Identifies you as a UnitedHealthcare member for OptumRx prescription drug administration in the U.S.
- 10. myuhc.com:** Your member website, where you can manage your benefits.
- 11. +1.877.844.0280:** 24/7 Customer Care number to call

UnitedHealthcare
Global
Health Plan

Expatriate Insurance

1 Member ID: 123456789 **2** Group Number: 999999

3 Member:
SUBSCRIBER SMITH

4 Dependents:
SPOUSE SMITH
CHILD1 SMITH
CHILD2 SMITH
CHILD3 SMITH

Payer ID

9 **OPTUMRx™**
Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UHEALTH

U.S. Copays:
5 Office: \$25 **6** ER: \$250
7 UrgCare: \$100 **8** Spec: \$35

UnitedHealthcare Expat Insurance Choice Plus
Administered by United Healthcare Services, Inc.

0501

This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit the websites or call.

For Members: **10** www.myuhc.com **11** +1.877.844.0280
Collect Calls Outside U.S.: +1.763.274.7362

For U.S. Providers: www.UnitedHealthcareOnline.com 877-842-3210
For Non-U.S. Providers: +1 763-274-7362
International Claim Fax: +1 813-877-8167
Medical Claims: PO Box 740111, Atlanta, GA 30374-0111

Pharmacy Claims: PO Box 740111, Atlanta, GA 30374-0111
For U.S. Pharmacists: 888-290-5416

Register at myuhc.com



It's your direct connection, day and night.

Use your secure web portal to find information and tools to help you get the most out of your benefits.

- See what's covered
- Find a network doctor, clinic or hospital
- Submit and track claims
- Translate medical and pharmacy terms
- Get a replacement for your member ID card
- And much, much more

Registration is easy.

Registering at **myuhc.com** will give you one universal login – the HealthSafe ID – that you can use on myuhc.com or on the **Health4Me**® smartphone app.

Have your Member ID card ready (or, you can use your Social Security Number and date of birth) and then:

- 1 Go to www.myuhc.com
- 2 Select Register Now
- 3 Follow the step-by-step instructions - you will be guided along the way with helpful onscreen feedback.

If you have previously registered for myuhc.com as a UnitedHealthcare member, you will need to register again for access to your UnitedHealthcare Global benefits and information.

One password is all you need.

Register at **myuhc.com**, and use the same username and password to log in to:

- myuhc.com
- Health4Me mobile app

Get Started



Download the Health4Me® mobile app

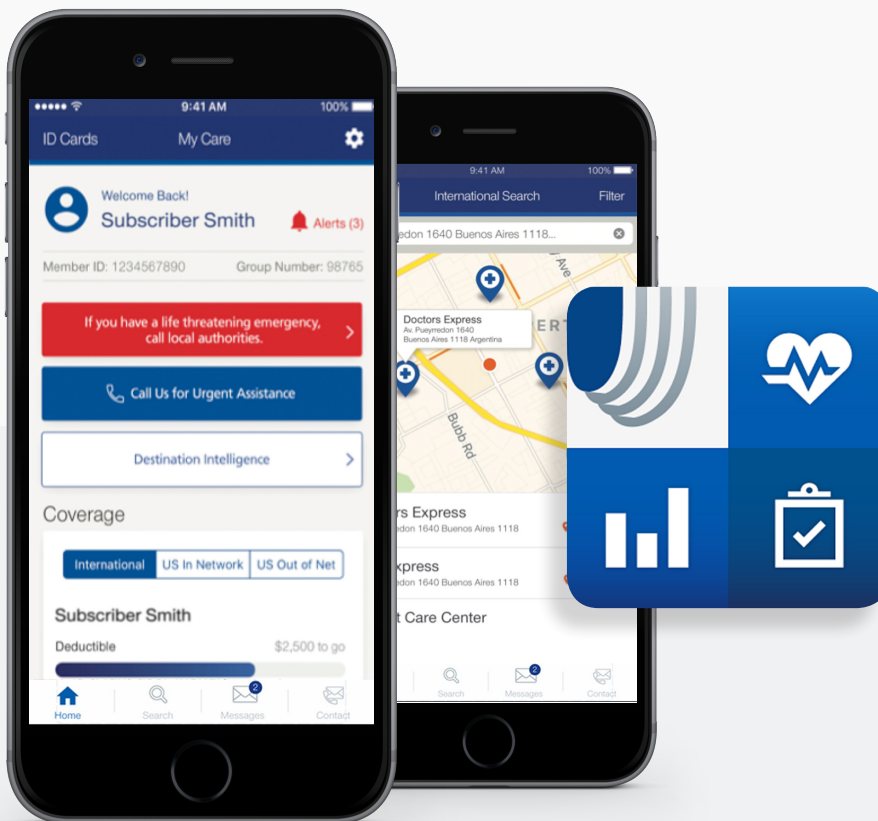


You can do so much with Health4Me

With mobile functionality designed especially for expatriates, the award-winning Health4Me app travels with you, wherever you are. You can download it from the App Store® or Google Play™ in U.S., Singapore, and United Arab Emirates. Once downloaded, it works around the world.

Use the same credentials you use to log in to myuhc.com. Then:

- **Find a doctor, hospital or clinic nearby**
- **Identify providers who accept direct payments from UnitedHealthcare Global**
- **View recent medical and security alerts globally or by country**
- **Subscribe to receive future medical and security alerts for up to 10 countries, including your current GPS location of the mobile device**
- **Call us for urgent help with one touch**
- **Review your coverage**
- **Upload and track claims**
- **Share your ID card with your doctor**

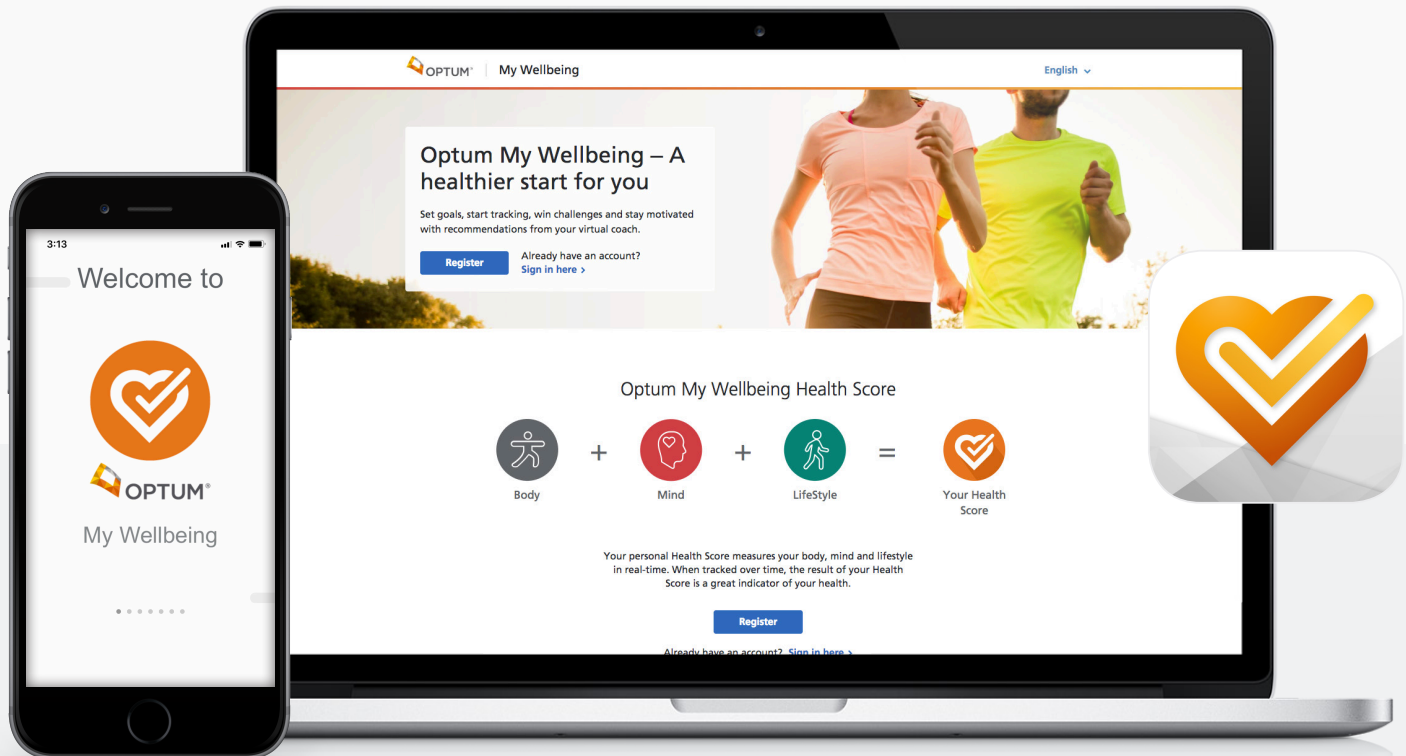
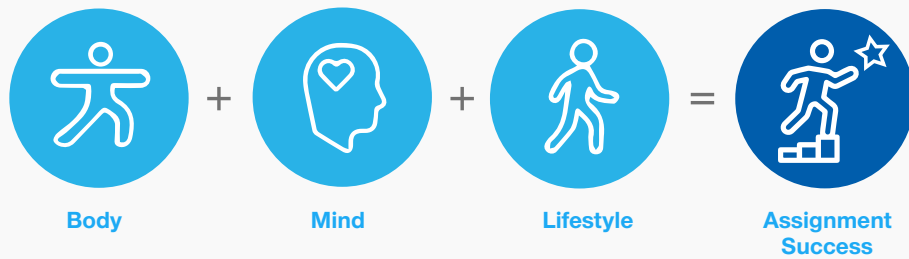


My Wellbeing



For a healthier journey

My Wellbeing is a digital health platform provided by Optum®, a UnitedHealth Group® company, designed to help you and your dependents create and sustain positive behavioral changes and inspire the development of healthy habits for life.



Get Started

- 1
- 2
- 3
- 4
- 5

My Wellbeing (cont.)



Personalized Goals and Challenges

- Set personal goals
- Join an online, group activity challenges
- Choose from social, physical or nutrition programs

Real-time Health and Activity Tracking

- Discover your Health Score and use it to track your results to achieve your goals
- Get support from a virtual coach

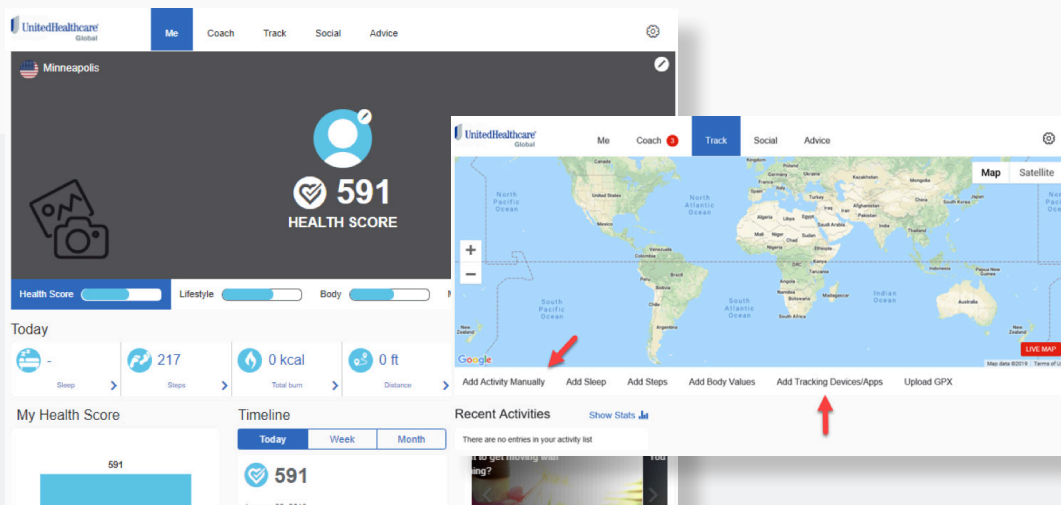
Stay Connected, Stay Focused

- Get inspired and focused with online communities
- Receive timely coach check-ins and reminders can help you set goals and stay inspired
- Support available in 12 languages

Seamlessly Connected

- Easily accessed by smartphone or online
- Connects to health-related devices and apps, such as heartrate and blood pressure trackers

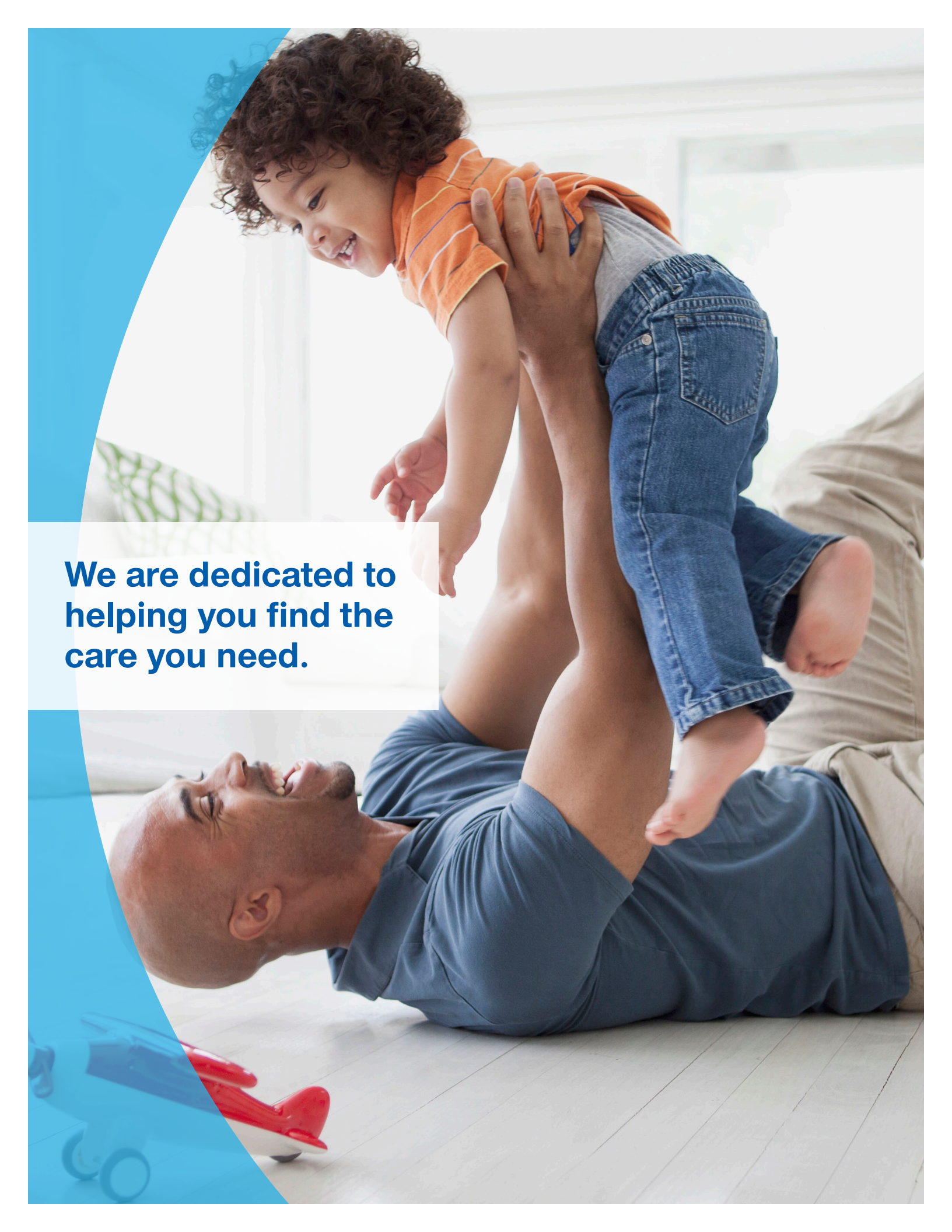
Available at mywellbeingsolution.com. Enter Company Access Code **uhcglobal**. Download the Optum My Wellbeing app from your favorite app store.



My Wellbeing notes:



Lined writing area for notes.



We are dedicated to helping you find the care you need.

Quality care, direct payment

When you need care



Your plan provides access to a global network of health professionals, hospitals, clinics and diagnostic facilities so that you can get the care you need at home or on assignment.

Visit myuhc.com:

- For **International Provider searches** select: Global Resources > International Provider Search > then select the country and city
- For **U.S. provider searches**, use the **Find a Doctor link**

Outside the U.S. and Canada:

- Call the Direct Access Number for the country from which you are calling. Visit <https://www.business.att.com/bt/access.jsp> for a list of direct access codes by country. At the prompt, dial **+1.877.844.0280**.
- If your country isn't listed, call **+1.763.274.7362**. Reverse charges will be accepted.

In the U.S. or Canada:

Toll-free **+1.877.844.0280**

Is it an emergency?

Follow the “**first call**” protocol for the country you are in. For instance, in the U.S., that means “Call 911.” The Health4Me smartphone app displays the local emergency numbers for most countries worldwide.

Visit

https://travel.state.gov/content/dam/students-abroad/pdfs/911_ABROAD.pdf

for a list of global first protocol numbers.

When you need care



Direct Payment System

UnitedHealthcare Global has set up a direct payment system with our global network providers. This means health care bills come to us for payment, minimizing your out-of-pocket expenses. There may be some circumstances in which you need care from a provider who does not have an existing direct payment agreement with UnitedHealthcare Global. If that happens, call Customer Care. In many cases, we can arrange direct payment.

Virtual Visits



Seeing a doctor at home and on assignment should be simple. That's why we are pleased to offer Virtual Visits as part of your UnitedHealthcare Global benefits program.

Whenever you need care – day or night – Virtual Visits from UnitedHealthcare Global can be a great option. From treating colds and fevers, to caring for migraines and allergies, use the website or mobile app* to connect with a doctor.

- **Real time visits with medical professionals**
- **Physicians who can diagnose and prescribe****
- **Health care beyond normal clinic hours**
- **More time at work, not time driving to or waiting for an office visit**

Register for Virtual Visits:

Inside the United States visit: uhc.com/virtualvisits

Outside the United States visit: babylonhealth.com/uhcg

*Outside the U.S., the Babylon app cannot be downloaded from the Apple App Store in Australia, Canada, China, Kenya, Nigeria or from outside the U.S., the Babylon app cannot be downloaded from the Google Play Store in Australia, Canada, China, or Rwanda. Cellular messaging and data rates may apply.

**Prescription services for U.S. services may not be available in all states. Prescription services for non-U.S., international virtual visits are only available in the European Economic Area (EEA) and Switzerland.

Submit claims



UnitedHealthcare Global will make sure your claims are paid quickly and accurately, no matter where you are. At **myuhc.com**, you can submit claims online and see your claims history.

Four ways to submit a claim:



ONLINE at myuhc.com:

For International claims: Select Global Resources > Submit New Claim > then provide details regarding the health care visit on the New Claim form



MOBILE:

Via the **Health4Me app** on your smartphone.



MAIL:

UnitedHealthcare Global Insurance
P.O. Box 740111
Atlanta, GA 30374-0111



FAX:

Outside the U.S. or Canada:

Call the Direct Access Number for the country from which you are calling. Visit <https://www.business.att.com/bt/access.jsp> for a list of direct access codes by country. At the prompt, dial **+1.877.370.4150**.

In the U.S. or Canada:

Toll-free **+1.877.370.4150** or **+1.813.870.0796**

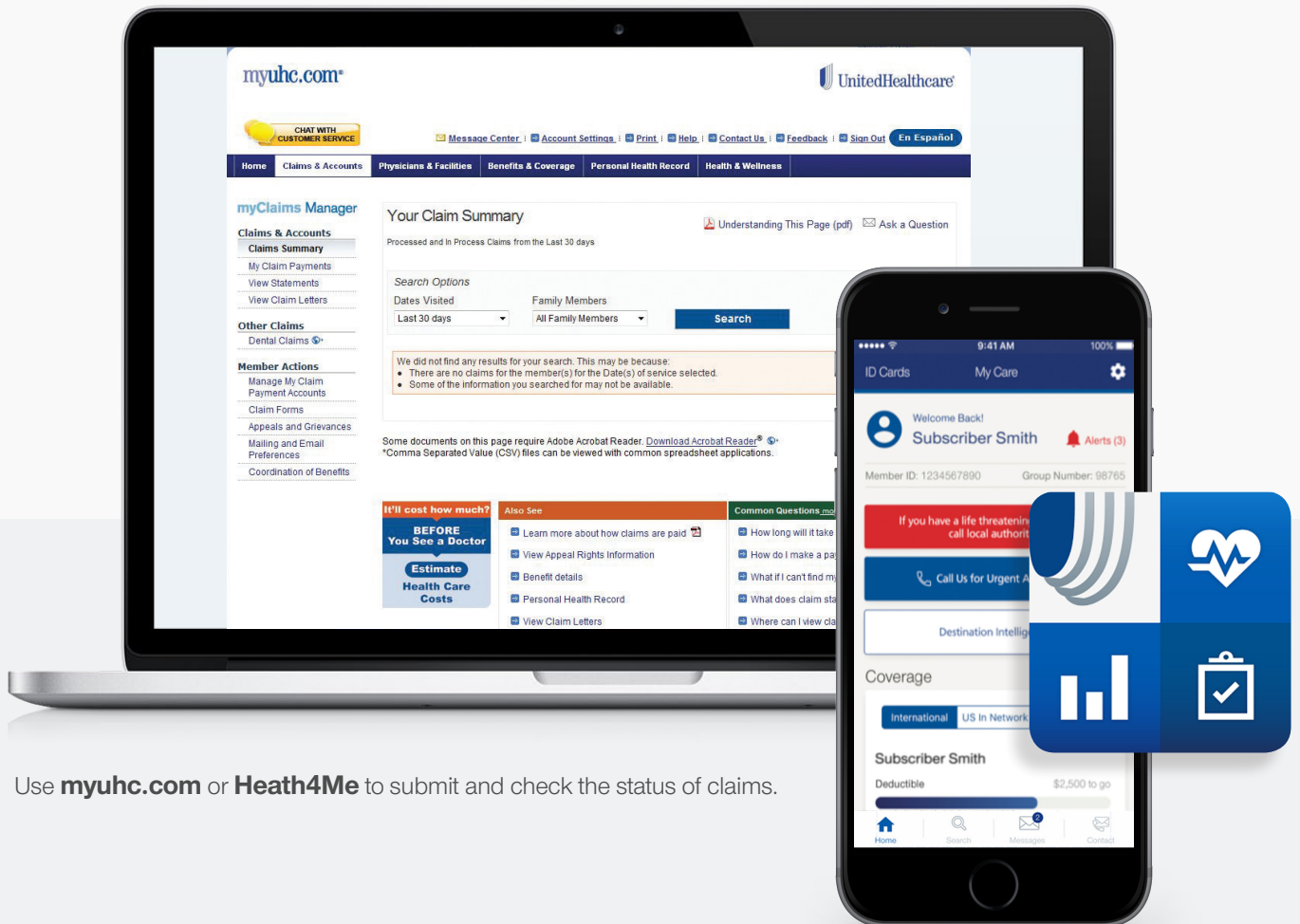
A copy of the claim form is included with this kit. You can download a claim form at **myuhc.com** (available in multiple languages).

Check the status of a claim

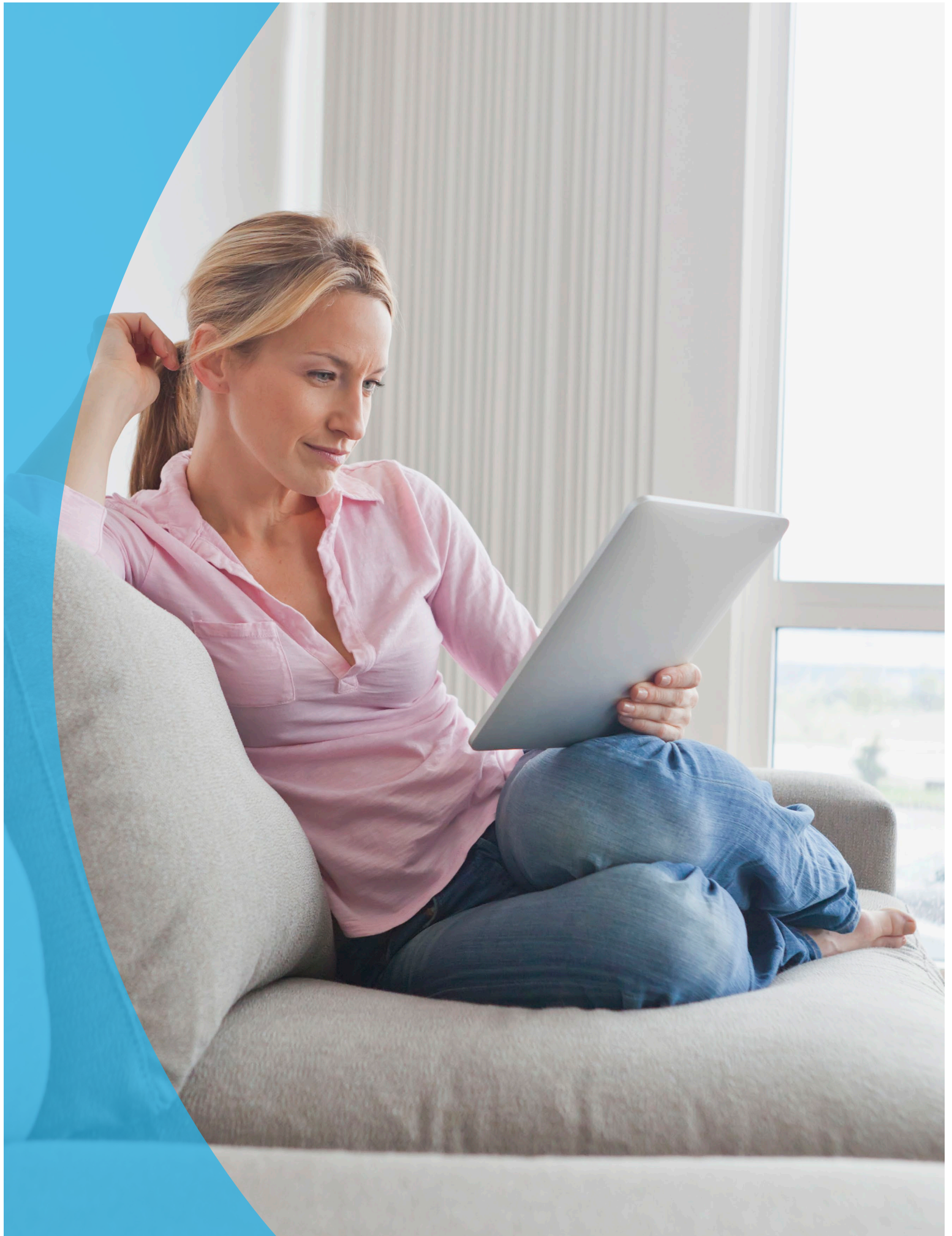
It's easy. To check on the status of a claim, visit **myuhc.com** or the **Health4Me** app on your smartphone. You can also reference your past claims history.

Care & Claims

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- 3
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- 5



Use **myuhc.com** or **Heath4Me** to submit and check the status of claims.



3 Pharmacy Facts

Safe and easy medication management

Getting your prescriptions



OptumRx is your plan's pharmacy benefits manager and works to offer safe, easy and cost-effective ways for you to get the medication you need. Show your member ID card at retail pharmacies in the U.S. to limit your out-of-pocket expenses

OptumRx also offers the convenience of receiving prescription medications delivered to your U.S. address. You can order a three-month supply, often with a reduced copayment compared to copay at retail pharmacies. U.S. federal regulations prohibit shipment of prescription medications outside the U.S., Puerto Rico and Guam.

Filling prescriptions before you leave

You can receive up to a one-year supply of prescription medication. Call **Customer Care** before you go to get help filling your prescriptions prior to departure or at retail pharmacies in your host country. OptumRx will help determine if your medication is suitable for long-term supply and how it should be stored.

In the U.S., Puerto Rico and Guam, you and covered family members can fill prescriptions at more than 67,000 in-network retail pharmacies. Locate pharmacies at myuhc.com or call **Customer Care** for help.

Buying prescriptions abroad

Because U.S. federal regulations prohibit shipment of prescription medication outside of the U.S., Puerto Rico and Guam, it's best to fill your prescriptions at local retail pharmacies while on assignment. Call **Customer Care** for help in finding retail pharmacies nearby. You can pay for your medication and submit a claim to us for reimbursement.

What if the medication name is different?

Medication names and strengths can vary from country to country. Visit myuhc.com to see drug name translations and get detailed information on medications. Call **Customer Care** for help in understanding medication differences and your benefits.

Pharmacy Facts

1

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A few things to note:

- Your plan covers prescription medication only. Pharmacy benefits will not apply if your medication is available over-the-counter in the host country.
- If you can't get a specific medication in another country, there may be a comparable option. Discuss this with your doctor ahead of time so you are prepared.

Reach customer care:

When you need help, our multilingual Customer Care Center is here to support you.



PHONE:

Outside the U.S. or Canada:

Call the Direct Access Number for the country from which you are calling. Visit <https://www.business.att.com/bt/access.jsp> for a list of direct access codes by country. At the prompt, dial **+1.877.844.0280**.

If your country isn't listed, call **+1.763.274.7362**. Reverse charges will be accepted.

In the U.S. or Canada:

Toll-free **+1.877.844.0280**



EMAIL:

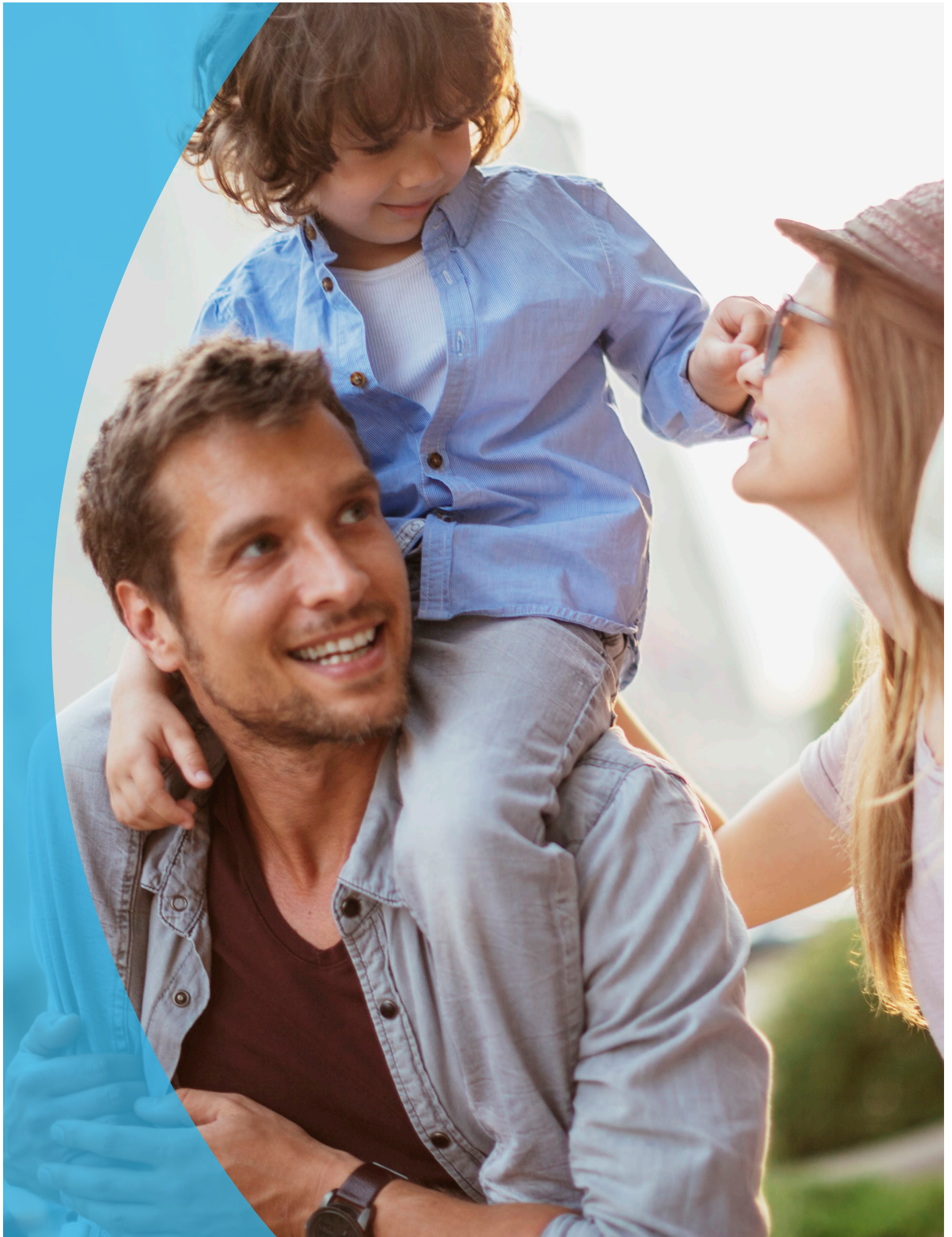
To send emails securely to our team:

Log onto **myuhc.com**, select > Message Center

Alternatively, for general queries, email us at:

expatinsurance_memberservices@uhcglobal.com

Note: You can also chat with customer services at any time once logged onto myuhc.com.



4 More Program Details

Health management and wellness services



Living and working in another country can be challenging. You may experience situations you have never had to address before. Our goal is to make sure you have the resources you need to get acclimated to your new environment and to succeed.

Welcome call

You can schedule or request a welcome call from an experienced team member at UnitedHealthcare Global Customer Care. They will give you a short background on UnitedHealthcare and how we can help. They also will confirm or collect your email address so we can connect with you in case we need to reach you during your assignment. This is your time to share any concerns you or your family have while you are on assignment.

Health Management Program

Your benefits program includes access to the Health Management Program, which provides personal support if you or your family members are living with chronic health conditions or have a child with special needs. The program provides direct access to a clinician who will become familiar with your case history and get to know the challenges you face in managing your condition. You will connect with the same clinician whenever you need help managing your health or accessing resources and care. Working with the same clinician enables you to develop a personal relationship and gain confidence that your health is getting the individual attention it deserves.

The clinician will support your family's health needs in five primary areas:

- **Medication management**
- **Durable medical equipment and supplies assistance**

More Program Details



- **Dietary management**
- **Assistance with Specialty providers**
- **Action planning for urgent needs**

After becoming familiar with your case history and your personal health needs, your clinician will help you navigate the complexities of your condition and the challenges of finding appropriate care at home or on assignment abroad. Our goals are to help you stay on your treatment plan, reduce complications, improve clinical outcomes, and stay focused and productive to successfully complete your expatriate assignment.

These are examples of some of the health conditions that may present issues for you at home or while on assignment:

- **Diabetes**
- **Coronary artery disease**
- **Hypertension**
- **Back pain**
- **Asthma**
- **Chronic obstructive pulmonary disease (COPD)**
- **Cancer**
- **Chronic diseases, such as Multiple sclerosis (MS), Parkinson's, End-stage renal disease (ESRD) and Crohn's**
- **High-risk obstetrics**
- **Premature infant**
- **Human immunodeficiency virus (HIV)**
- **Traumatic brain injury**
- **Stroke**
- **Renal failure/kidney disease**
- **Special-needs children with medical, psychiatric and social needs**, such as learning disabilities or medical conditions needing special medications and treatments

Contact **Customer Care** if you have needs managing your chronic condition while at home or abroad. We'll look for opportunities such as your welcome call, pre-deployment planning, and other interactions with you to identify if you or any of your family members may need help managing health conditions.

International Employee Assistance Program (IEAP)

You and your dependents have access to our experienced network of health care professionals, who are trained to deal with relocation and adjustment issues. Some of the most common issues are:

- **Culture shock**
- **Isolation and loneliness**
- **Adjustment challenges**
- **Marital and family struggles**
- **Substance dependency**
- **Stress and anxiety**

You and your family members can receive up to five local, in-person counseling visits per issue. Or, if you prefer, you can substitute up to five sessions of counseling by phone. We can provide referrals to qualified, credentialed counseling staff. UnitedHealthcare will provide clinical oversight of these services to ensure quality. If longer-term care is needed, our team will work to coordinate with your health plan benefits.

Re-integration support

Returning home after an international assignment can be just as challenging as leaving. During your last few weeks on assignment, you can take advantage of support coaching and education on repatriation and re-integration. You can also arrange for continued support after returning home if you need it.

Legal and financial consulting

While we cannot provide legal advice, we can refer you to legal professionals so you can get answers. Common reasons for seeking legal advice are:

- **Visas**
- **Couple and family concerns**
- **Banking**
- **Motoring offenses**
- **Financial planning**
- **Consumer rights**

More Program Details



Say goodbye to tobacco



We are committed to your wellness. If you want to kick the habit, we are here to support you. UnitedHealthcare Global covers certain over-the-counter and prescription tobacco cessation medications at \$0 cost-share, when you meet the requirements.¹

How to qualify for tobacco cessation benefits

There are just a few requirements to receive medications at \$0 cost-share. You must:

- **Be 18 or older**
- **Try an over-the-counter nicotine product** (covered only if supplied directly from the provider)
- **Get a prescription for a covered tobacco-cessation medication**
- **Fill your prescription at a network pharmacy in the U.S. or submit a claim for reimbursement if you fill your prescription at an international pharmacy.**

Over-the counter medications Covered in the U.S., prior authorization is not required. Not covered outside the U.S.	Nicotine replacement gum Nicotine replacement lozenge Nicotine replacement patch
Prescription medication Covered globally, prior authorization is not required.	Bupropion sustained-release (generic Zyban) tablet
	Nicotrol Inhaler Nicotrol Nasal Spray Chantix Tablet
	Covered after you have tried: 1) One over-the-counter nicotine product (covered only when purchased at provider's office; not covered at retail pharmacies) and 2) Bupropion sustained-release (generic Zyban) separately

¹ Tobacco cessation coverage at \$0 copay is available to members enrolled as part of a fully insured group. Contact UnitedHealthcare Global Customer Care to confirm program eligibility.

Preventive care services



Your benefits include preventive care services, including routine tests, pre-assignment immunizations, and screenings. Early detection enables doctors to evaluate treatment options and begin therapies that may reduce complications and the risk of disease progression. This chart displays examples of services that are typically covered. Other screenings may also be covered, up to the limit detailed on your schedule of benefits. Subject to usual & customary as well as country-appropriate guidelines. Log in to myuhc.com to view your benefits limits or call **Customer Care**.

Physical Examination	Review analysis of health questionnaire Physical examination by physician Measurement of blood pressure Height and weight Rectal examination	
Blood Test	BUN, Creatinine T-cholesterol, Triglycerides HDL-cholesterol, LDL-cholesterol Glucose, HbA1c Na, K, Cl CBC (complete blood count) Rubella screening	Rubella screening - child-bearing years.
Hepatitis Panel	Hepatitis B & C	
Urinalysis	Ph, specific gravity, protein, ketones, nitrite glucose occult blood, bilirubin, urobilinogen	
Stool Test	Occult Blood in Stool	
Cancer Screening	Pap smear with HPV – preventive – female only	Recommend for women age 21 or older.
	Mammogram screening – female only	
	Prostate specific antigen (PSA) test – male only	Urologic Society screening recommendations for men less than age 70.
	Screening for lung cancer with low-dose computed tomography	Annual screening for lung cancer with low-dose computed tomography in adults ages 55 to 80 years who have a 30 pack-year smoking history and currently smoke or have quit within the past 15 years. Screening should be discontinued once a person has not smoked for 15 years or develops a health problem that substantially limits life expectancy or the ability or willingness to have curative lung surgery.
Cancer Screening (Choose only one)	Colonoscopy	Recommended starting at age 40-45 if high risk (a personal history of CRC or adenomatous polyp; a genetic syndrome predisposing to CRC (i.e. hereditary nonpolyposis colorectal cancer (HNPCC); familial adenomatous polyposis (FAP), one or more first-degree relatives with CRC; two or more second-degree relatives with CRC; IBD causing pancolitis or longstanding (>8 to 10 years) active disease; certain other clinical situations (such as a personal history of childhood cancer requiring abdominal radiation therapy).
	Sigmoidoscopy	Age 50-75 years, every 5 years combined with high-sensitivity fecal occult blood testing.
	Fecal Immunochemical Test	Age 50-75 years, yearly.
	Fecal DNA	Age 50-75, every 3 years.

More Program Details



Service Category	Tests and Examinations	Service Guidelines
STD Screening	Chlamydia infection screening Gonorrhea screening HIV screening Syphilis screening HPV (human papilloma virus)	
Behavioral Health Screenings and Counseling	Interventions to reduce alcohol misuse Chemoprevention of breast cancer (counseling) Screening for depression Behavioral counseling to promote a healthful diet and physical activity for cardiovascular disease prevention in adults with cardiovascular risk factors Screening for obesity Behavioral counseling to prevent sexually transmitted infections Counseling and interventions to prevent tobacco use Behavioral counseling to prevent skin cancer Screening for intimate partner violence Counseling regarding prevention of falls in community dwelling adults 65 years or older	
Immunization	Routine immunizations	
Other Screenings and Tests	Abdominal aortic aneurysm (AAA) screening – male only	One-time screening by ultrasonography in men ages 65 to 75 years who have ever smoked.
	Osteoporosis – female only	Women 65 and over.
	Dual energy X-ray absorption for osteoporosis screening – female only	Women 65 years and older or younger women with increased fracture risk.
	Evaluation for BRCA testing and BRCA lab screening – female only	<p>Screening typically offered to women 18+ yrs. who have family members with breast, ovarian, tubal or peritoneal cancer and who have been screened with one of several screening tools designed to identify a family history that may be associated with an increased risk for potentially harmful mutations in breast cancer susceptibility genes. Family history factors associated with increased likelihood of potentially harmful BRCA mutations include breast cancer diagnosis before age 50, bilateral breast cancer, family history of breast and ovarian cancer, presence of breast cancer in > 1 male family member, multiple cases of breast cancer in the family, >1 or more family members with 2 primary types of BRCA-related cancer, and Ashkenazi Jewish ancestry.</p> <p>Several familial risk stratification tools are available to determine the need for in-depth genetic counseling, such as the Ontario Family History Assessment Tool, Manchester Scoring System, Referral Screening Tool, Pedigree Assessment Tool, and FHS-7. Women with positive family history and positive screening results may receive genetic counseling and if indicated after counseling, BRCA testing. This test may NOT be given to women whose family history is not associated with an increased risk of mutation or who don't have screening associated with increased risk for BRCA mutation.</p> <p>The screening and history may need to be documented before BRCA testing would be allowed.</p>
	Latent TB Screening Latent TB Screening	Recommended for adults and children.

NOTES: Preventive services are those performed on a person who:

1. Has not had the preventive screening done before and does not have symptoms or other studies suggesting abnormalities; or
2. Has had screening done within the recommended interval with the findings considered normal; or
3. Has had diagnostic services results that were normal after which the physician recommendation would be for future preventive screening studies using the preventive services intervals.
4. Has a preventive service done that results in a therapeutic service done at the same encounter and as an integral part of the preventive service (e.g. polyp removal during a preventive colonoscopy). The therapeutic service would still be considered a preventive service.

ANY of the above services MAY be appropriate if the patient has signs or symptoms of disease but then the tests are DIAGNOSTIC not PREVENTIVE and the reason for the test must be given.

5

Reference



UnitedHealthcare Global Expatriate Insurance Claim Form

Return this form with a copy of the bill(s) or receipt(s) via mail, fax, or email.

Claim Type(s): Medical Dental Vision Pharmacy/Rx

Website:

Submit Claims online at www.myuhc.com

Mobile:

Submit claims via the Health4Me app on your smartphone

Address:

UnitedHealthcare Global
PO Box 740111
Atlanta, GA 30374-0111

Fax:

+1.877.370.4150

Direct Dial Fax:

+1.813.870.0796

Please complete all sections of this claim form. Claims may be delayed if all sections of this form are not completed. However, this does not guarantee that additional information will not be requested from you to process the claim. You will be notified should additional information be required.

In order to be considered for payment:

International: Filing deadline is 365 days from the date of service.

U.S.: Please refer to your Certificate of Coverage document in www.myuhc.com.

Please complete a new and separate claim form for:

- Each patient
- Each currency type
- Each inpatient hospital stay
- Each different healthcare provider (unless multiple invoices with provider information are attached)

Questions? Call Customer Care: +1.877.844.0280 OR +1.763.274.7362 (Reverse charges accepted).

UnitedHealthcare Global will accept calls from a relay service for the hearing impaired.

Section 1 – Patient Information

Member ID

Group number

Name (Last, First, MI) _____ Date of Birth / / (mm/dd/yyyy)

Gender: Male Female

Relationship to Subscriber/Policyholder: Subscriber/Policyholder Spouse/Partner Child Other Dependent

Phone # _____ Email address _____

Street _____ Town/city _____

Region/State _____ Country _____ Postal Code _____

Is the patient covered under another insurance health plan? Yes No If Yes: Name address and phone number of other insurance carrier: _____

Reimburse: Member Provider Other If Other selected, please provide name _____

If reimbursement is to provider or other, please provide your signature here _____

Section 2 – Member Reimbursement Options

(In order to save you time, you may access www.myuhc.com to verify and securely update your banking and currency preference.)

Note: If no selection is made, reimbursement will be via a U.S. dollar check.

Use previously provided banking details Payment by check Electronic funds transfer payment

*Please check current payment preference on file prior to selection

Bank Name _____ Account Name/Payee _____

Bank Branch Address _____

SWIFT/BIC Code _____ IBAN _____

Beneficiary bank routing/Sort code _____ Account Number _____

Would you like to keep the banking details above on file for future reimbursements? Yes No

Section 3 – Claim Information

Provider/facility name _____

Provider/facility full address _____

Where did the treatment take place? City _____ Country _____

Section 3 – Claim Information (cont.)

Type of Treatment	Description of Illness	Date of Service (mm/dd/yy)	Amount billed	Currency

Are the services provided related to an accident? Yes No

(mm/dd/yyyy)

Type of Accident: Work Auto Other _____

Date of accident

/ /

I authorize my physician to release medical information and records necessary to process this claim.

(mm/dd/yyyy)

Signature _____

Date

/ /

Patient Signature (or Legal Representative)

Section 4 – To Be Completed by Treating Physician for Any Services Listed Below

Type of care: Inpatient Admission Outpatient surgery Diagnostic Testing Home Health Care
 Injectable Medications Radiation Therapy Chemotherapy Outpatient Therapy

Complete Applicable Information Below (Please Print)

(mm/dd/yyyy)

Diagnosis _____

Date symptoms first started

/ /

Physical Evaluation _____

Physician's Orders or Prescription _____

Diagnostic Test Results _____

Prior History Treatment _____

Co-morbid Conditions _____

Physician's notes/Comments _____

Physician Name (please print) _____

Medical Profession _____

Phone number (with country code) _____

E-mail _____

Physician's Full Address _____

Country _____

Signature of Treating Physician _____

Date

/ / (mm/dd/yyyy)

By signing below, I am stating that the information above is correct. Any person who knowingly files a statement of claim containing any misrepresentation or any false, incomplete or misleading information, may be guilty of a criminal act punishable under law and may be subject to civil penalties.

Signature _____

Print Name _____

Member/Legal Guardian

Signature of Minor Member or Member's Representative

Relationship to Member _____

Date

/ / (mm/dd/yyyy)

Please maintain a copy of this document for your records.

Contact us:

When you need help, our multilingual Customer Care Center is here to support you.



PHONE:

Outside the U.S. or Canada:

Call the Direct Access Number for the country from which you are calling. Visit <https://www.business.att.com/bt/access.jsp> for a list of direct access codes by country. At the prompt, dial **+1.877.844.0280**.

If your country isn't listed, call **+1.763.274.7362**. Reverse charges will be accepted.

In the U.S. or Canada:

Toll-free **+1.877.844.0280**



EMAIL:

To send emails securely to our team:

Log onto myuhc.com, select > Message Center

Alternatively, for general queries, email us at:

expatinsurance_memberservices@uhcglobal.com

Note: You can also chat with customer services at any time once logged onto myuhc.com.