



Elevated care

International Care Management program

Empowering members with personalized support

Our International Care Management program provides support for every step of the health care journey, helping members take a holistic approach to physical and emotional well-being. Led by our clinical Care and Response Excellence (CARE) team, our innovative, industry-leading program supports everything from clinical precertification and pre-trip planning, to acute and chronic care management, and much more. It is comprehensive global care management included right in your benefits.

What people are telling us¹

95%

of consumers say that their health goals are designed to raise overall quality of life

64%

say they want more personalized health care

70%

want more ease of access



Employees with one or more medical conditions are often less likely to recognize their health ambitions, achieve their goals and live their best lives.

They also cost companies 233% more than healthy employees.²

We're going a step further

Powered by analytics that help us identify at-risk employees, we can intervene and help create positive health changes when it matters most, leading to better health outcomes and lower medical costs.

Simply put, our program provides a higher clinical touch with even greater engagement and behavior change. Plus, our higher than average clinical staff means a higher level of service for your employees.

What's included

- ✓ Single nurse for the family — 1:1 support for acute care and chronic condition management for any condition
- ✓ Multilingual nurses that provide culturally relevant support
- ✓ Expanded care team, including health coach and behavioral health specialist
- ✓ Pre-trip and post-assignment planning for employees on assignment
- ✓ Health coaching and educational support, as well as well-being tools
- ✓ Group wellness webinars on most popular conditions
- ✓ Assistance for major health events
- ✓ Emergency medical evacuation services
- ✓ Maternity management
- ✓ 24-hour Nurse Line



80% of members reached engaged in a clinical conversation



97% member satisfaction



1:20,000

Nurse to member staffing ratio

As compared to similar care programs with average ratios of 1:25,000 or more.

¹ Path to Better Health Study by CVS Health, first released in 2018 and called the Health Ambitions Study, was conducted in April and May 2019 and included two surveys fielded by Market Measurement, a national market research consulting firm.

² University of Michigan 2015.

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