

Medical Management 2020

Case Story

COVID-19 Global collaboration



The situation:

Craig, a U.S. citizen, was away on vacation in Greece when the rapid increase in COVID-19 cases around the world caused sudden lockdowns and travel restrictions.

Because Craig hadn't anticipated being in Greece for an extended stay, he only brought enough of his prescription medication to cover him for a short time. When Craig realized he wouldn't be able to fly home as planned — he also knew that meant he would run out of his medicine, which is critical to his health and not available in Greece.

Craig's prescription was normally filled through his local CVS pharmacy in the U.S. He wasn't sure how to get his medicine while stuck in Greece. Someone recommended that he contact Aetna International, even though he wasn't a member. As part of the larger CVS organization with local personnel and resources, Aetna International might be able to help Craig get the medication he desperately needed.

The outcome:

- 1. Mark, an Aetna International case manager in Europe, contacted our overseas pharmacy partner to see if they could assist**, but Craig's medication could only be purchased in the U.S., Germany or France. That meant he would need to have the prescription authorized and delivered to a local U.S. pharmacy, shipped to Athens, Greece, and then delivered to Craig before his medicine ran out.
- 2. Mark enlisted the help of Aetna International's clinical team; Alicia, an Aetna U.S. case manager; and Craig's doctor in the U.S.** Together they came up with a plan to solve Craig's pressing dilemma. The collaboration was impressive, especially given that everyone was working to solve this problem in the midst of a global pandemic.
- 3. Once Craig's prescription was obtained, the Aetna International team worked through the strict regulations and Customs issues** involved in shipping a prescription medication overseas.
- 4. Throughout the process, Mark and the other Aetna team members collaborated to ensure everything went as smoothly as possible** and to keep Craig informed and reassured during every step of the process.
- 5. Because of the work done by Aetna International and our global partners, Craig received his prescription before running out of his medication.** He was very grateful for the efforts Aetna International and others made on his behalf.

"Everyone went above and beyond..."

"This case was so remarkable," notes Seeta Hammer, our Clinical Health Services Team Director. "It highlights the power of collaboration and the strength and effectiveness that the combined resources of Aetna and CVS Health bring to our customers and members every day. Internally, we were able to share information across our entire organization during a global crisis to get someone the care they desperately needed. Everyone went above and beyond to assist Craig in his time of need. That's what we're about ... building a healthier world."

*All case studies are real but names have been changed to protect privacy.

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