

SMALL BITE, BIG PROBLEM IN SOUTH AFRICA

THE REALITY

An excursion to South Africa goes from holiday to hospital when a member has an unfortunate meeting with a global traveler's biggest foe.

South Africa is a country rich with beautiful landscapes and stunning scenery. Travelers have their choice of activities like safari, hiking, fishing, whale watching and horseback riding, as well as unique cultural and culinary opportunities. It's a land full of big experiences. However, one woman learned that it's also home to a big problem—the tiny mosquito. While visiting South Africa, she was bitten by a mosquito. One small bite transmitted malaria, a potentially fatal disease, that sent her to the hospital with severe flu-like symptoms.

THE RESOLUTION

Unaware of her benefits from GeoBlue®, the member spent 23 days in the hospital, accompanied by her mother who arranged her own travel to be by her daughter's side, before her employer notified GeoBlue. It was then our team's job to ensure a smooth and successful recovery.

GeoBlue immediately activated our medical team, obtained a medical report and arranged for payment. We then moved her to a GeoBlue contracted provider to ensure proper care for her kidney failure. We placed a guarantee of payment (GOP) of \$55,000 for her full hospital stay through our local partner, which was the only source in the region from whom the medical center was willing to accept a GOP.

The member didn't have to provide a credit card or any cash to pay for her care. She was released after four nights and, when she was well enough to travel, we arranged and paid for her flight home with her mother as an escort. The member did not have any out-of-pocket expenses back to the U.S. We helped her mother recoup the costs from her initial trip to South Africa by sending a form to claim the emergency family travel benefit.

SERVICES PROVIDED



ASSISTANCE
WITH TRAVEL
ARRANGEMENTS



CHRONIC CARE
MANAGEMENT



CONTINUITY OF CARE



DIRECT PAY



INFORMED OPINION



MEDICAL CASE
MONITORING



MEDICAL EVACUATION
AND REPATRIATION

THE RUNDOWN

When a member, unaware of her benefits, contracts malaria in South Africa and suffers for weeks in the hospital, GeoBlue helps her get to an in-network provider and get home fast. That's how we are realizing our vision to build the healthcare services company most loved by the globally mobile.