

TRACKING DOWN TREATMENT IN TENNESSEE

THE REALITY

A relocation from Japan to Tennessee becomes stressful when a member isn't sure he can get the medical treatment he needs in his new country.

Moving across the world as a student can be a life-changing event. New cultures and experiences await, and planning the adventure can be such an exciting time. However, it can also be overwhelming—especially when you have a medical condition. A member who was relocating from Japan to Tennessee suffered from a metabolic disorder that caused urinary tract stones to form. He was worried about finding a provider in the United States who could continue his treatment and prescribe the medication he required.

THE RESOLUTION

Fortunately, the member made the smart move to leverage our Pre-Departure Program four months before he left Japan. The Pre-Departure Program provides important pre-trip health guidance and personalized recommendations based on specific medical needs. Our member completed the pre-departure questionnaire which prompted our clinical team to contact him. The GeoBlue® Medical Review Team reviewed his medical documents, all of which were in Japanese. Once we confirmed his future address in Tennessee, we identified urologists close to the new address who could continue the member's care and medication. Because the member contacted us months before his departure, we had sufficient time to find solutions

SERVICES PROVIDED



PRE-TRAVEL PLANNING



MEDICINE EQUIVALENTS



CHRONIC CARE MANAGEMENT



PROVIDER RECOMMENDATIONS



INFORMED OPINION



PERSONALIZED SOLUTIONS

THE RUNDOWN

When a member is worried about getting the care he needs in his new country, GeoBlue finds providers and delivers peace of mind. That's how we are realizing our vision to build the healthcare services company most loved by the globally mobile.