



# Case study:

## Maintaining care and prior authorization during insurance carrier change

**Location:** United States

**Duration:** January 2020



### Situation:

While transitioning from a different insurance provider to UnitedHealthcare Global, a member's 22-year-old dependent, with a chronic condition, was denied prior authorizations for one of her two medications. Without this medication, her day is severely disrupted, making day-to-day tasks difficult. This request was urgent as she was scheduled to leave for Paris within the month and live there for the following six months. It was imperative that the dependent have a six-month supply of both medications or she would have to cancel the trip.

### Outcome:

- UnitedHealthcare Global Health Management worked with the UnitedHealthcare Global pharmacist and OptumRx to contact the dependent's provider and review what information was needed to obtain prior authorization for the denied medication
- Once prior authorization was approved, the team confirmed with the provider and pharmacist that they had all the needed information to process, fill and ship medications through a specialty pharmacy – *before their departure date*
- Through the teamwork of Health Management, the UnitedHealthcare Global pharmacist and OptumRx, the member's dependent received her six-month supply of both medications before her scheduled travel departure date
- The member was very thankful for the collaborative efforts for advocating on the dependent's behalf and helping to ensure she had the medications she needed on time
- The Health Management team continued to be a resource to assist the member and her dependent through the duration of their time in Paris