

# The Compass

GeoBlue 



## Welcome to The GeoBlue Compass Issue No. 83!

### COVID-19: Thanks for your support

We know and appreciate how the COVID-19 pandemic has affected you, our valued providers. You are on the front lines of this situation and we thank you for all you are doing in this global fight against this virus. We are committed to adjusting our approach and continually communicating with our members to support your efforts. We hope you and your loved ones are healthy and safe.

Like everyone else around the world, the COVID-19 pandemic has had a significant impact on our business as well as our country. Being a company that services globally mobile members, we were dealing with this coronavirus well before many others in the U.S. were even contemplating it. As the virus spread to the U.S., we eventually went to an entirely remote work environment to protect our staff and comply with local shelter-in-place orders, which we were able to do very quickly and with no significant impact on our operations. This is a testament to the agility and collaboration of our GeoBlue employees, combined with a strong business continuity and IT plan. This unprecedented situation has of course required us to dramatically increase our communications to stakeholders, both internally and externally. For our

members, brokers and clients, we developed [resource pages on our websites](#) to address frequently asked questions (FAQs) about getting care, testing, coverage and service alerts.

We used the opportunity of this situation to remind members about our [Global TeleMD™](#) telemedicine solution and have seen an increase in usage as well as positive member feedback about the service. Over the course of the past few weeks, we've managed a number of confirmed COVID-19 cases, most of whom were among our student members. Aside from the routine help navigating the local healthcare system we provide, which has become even more critical amidst this global crisis, we've also been helping members reschedule surgeries or treatments at different hospitals where access has been affected as well as sharing critical information about how and where to get tested in different locations around the world

This experience has reinforced the importance of healthcare providers in our society. We join with you in looking forward to the eventual success in overcoming the COVID-19 pandemic.

## Facility Spotlight: Hospital Universitario Austral (HUA)

The University Hospital Austral recently joined the GeoBlue provider community and serves as an important hospital a few kilometers from Buenos Aires, Argentina. It is the first university hospital in Argentina to receive Joint Commission International (JCI) accreditation as an academic health center. It has also gained recognition from other institutions and received the Konex prize for excellence in medicine. HUA is the first non-profit hospital that specializes in high complexity cases, performing heart, liver, kidney and bone marrow transplants (recently reached 1001 bone marrow transplants).



HUA has an International Patient Department that receives patients from all over the world, providing foreign patients with VIP service and helping the patient and family with all their needs during their hospital stay.

## Staff Spotlight: Marina Ream

Marina Ream is from Sao Paulo, Brazil. In addition to Portuguese, she also speaks Spanish and English. She joined the Provider Relations team in June 2019; however, she has been part of GeoBlue's family since May 2015, previously working as a Global Health and Safety Specialist.

Marina graduated from Sumare University, Sao Paulo, Brazil with a bachelor's degree in Elementary Education. After moving to New Jersey, she earned an Associate Business Degree and is working to obtain a bachelor's degree in Health Insurance Management.

Marina is a very experienced Provider Relations Specialist due to her previous role as a Global American Networks Executive at International SOS. She currently lives in New Jersey with her husband, mother and two children. When she is not working, Marina enjoys playing tennis at Mercer County Tennis Center, hiking and hip-hop dancing at the gym.



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