**Employees are required to work with Global Mobility Team at least 6-8 weeks prior to transfer date to have successful and rewarding experience**

**Pre-Travel Formalities for employee/s traveling from India to United States for long term assignments (>12 months to 36 months)**

# Section 1: Pre Departure Formalities

## Immigration Documents Validation

For L-1 (Blanket/Individual) Visa Holders

Employee/s holding valid/approved L-1 Petition & visa and required to travel to UHG US work location which is not listed on present petition then you are required to carry the Location Change letter (attached below). Kindly have the letter amended and print on the UHGIS Letter head and get it signed by Home Country Manager.



If there are significant changes (i.e. change in work location [Non UHG US/Client/3rd Party site], specialize knowledge, job title, job duties, project) in your Immigration scenario then get in touch with Global Mobility Team (sanjeev\_sharma12@uhg.com) for further guidance.

For H-1B Visa Holders

Employee holding valid/approved H-1B petition & visa and required to travel to US work location which is not listed in the petition and do hold an LCA (Labor Condition Application) for current work location then you need to procure the LCA for new work location and H-1B petition need to be amended, please seek clarification through Global Mobility Team. Without new LCA and amended petition you should not travel to the United States.

If there are significant changes (i.e. change in work location which is different from the original work location mentioned on the petition, job title, job duties) in your Immigration scenario then get in touch with Global Mobility Team (sanjeev\_sharma12@uhg.com) for further guidance.

## Immigration Assistance

Employee/s who do not hold a petition and required to travel to US are required to refer to [OGS HeartBeat](http://gsd.uhc.com/HeartBeat/EmployeeCenter/GAI/Pages/Overview.aspx) and follow the respective petition management process.

**The following steps need to be followed once employee has validated the Immigration documents and preparing to travel to United States to start the assignment**

## Hiring Requisition for Host Country

Employee/s are required to work with OGS Manager and seek information on the hiring requisition created for deployment to the United States. Share the hiring requisition number with Global Mobility Team for validation. Please note hiring requisition may take up-to 30 days for approval hence work with your manager(s) as soon as you are notified on your assignment. **If your H-1B petition was processed during March/April 2013 and get the clarification through Global Mobility team whether a hiring requisition is required or not.**

**Please note following instructions pertaining to hiring requisition and related process:**

* OGS Manager need to submit the request in following SharePoint [Localization model - Requisition request form](http://uniteddocs.uhc.com/itservices2/IndiaWFM/Lists/Localization%20model%20%20Requisition%20request%20form/NewForm.aspx?RootFolder=%2Fitservices2%2FIndiaWFM%2FLists%2FLocalization%20model%20%20Requisition%20request%20form&Source=http%3A%2F%2Funiteddocs%2Euhc%2Ecom%2Fitservices2%2FIndiaWFM%2FLists%2FLocalization%2520model%2520%2520Requisition%2520request%2520form%2FAllItems%2Easpx)
* While submitting request in above SharePoint OGS Manager need to attach the employee’s travel approval (if travel request is already approved in the Travel SharePoint) in case travel approval is not obtained then a separate approval can be taken from SG31+
* OGS India WMO Team will raise the hiring requisition within two working days of receiving request and submit for further approval post hiring requisition number will be shared with requesting manager
* OGS Manager can share the hiring requisition number with employee and they will further follow the assignment initiation steps. Employee need to ensure that they send filled US Position Description document to Global Mobility & Immigration team 
* When the reqs are approved…
  + Hiring requisitions will be posted internally (within UHG US) only for five days per EEOC (U.S. Equal Employment Opportunity Commission) compliance
  + Employees will be matched to the posted requisitions and sent a link to the opportunity, where they will need to complete prescreening questions.
  + Once the five day posting period has expired, the offers will be pushed through Taleo, with approval path to Recruitment Manager
* Things to keep in mind
  + US Talent Acquisition team cannot process the US Offer letter outside the time frames indicated, so as much notice before the employee is set to travel is imperative to ensure no issues arise at the candidates’ port of entry

## Citibank US$ Bank Account in the US

You must open a bank account in which your relocation related benefits (i.e. relocation allowance, & transportation allowance) will be deposited.  The bank account will be with Citibank Global Executive Banking.  A description of the account services is attached.  Among other things, you will be able to withdraw cash from ATM’s and obtain a debit card that may be utilized wherever MasterCard is accepted.  There is a monthly Global Executive Banking Service Fee of $25 for this account.  There is no periodic fee for this account.  However, fees for particular services, such as wire transfers, will apply.  Any fees for services requested by you will be for your account.

In order to initiate the account set-up and obtain the account opening materials, please send an email to gebcorporateclient@citi.com, to the attention of Angelica Alvarado, and copy Kim Anderson at kim\_m\_anderson@uhg.com.  Please indicate in your email that you are would like to establish a Citibank account, that you are an employee of UnitedHealth Group, provide your current business phone number, current work location, your assignment destination, and indicate that Kim Anderson at United Healthcare Services, Inc.is the coordinator that referred you to Citibank. **Kindly initiate the Citibank account opening procedure as soon as you are identified for US assignment. Overall completion time to open account varies anywhere between two to four weeks.**

Angelica (Angie) Bastedo is Citibank’s day-to-day point person for this program.  Her contact details are telephone: (813) 604-3148, and e-mail: angelica.bastedo@citi.com.  If you need additional information you may also contact Kim Anderson (telephone 952 936 8901; email: kim\_m\_anderson@uhg.com).

Because you will not have your U.S social security number at the time you open the account, you will be required to provide Citibank with a U.S. Form W-8BEN at account opening.  When you obtain your U.S. social security number, you should provide this to Citibank at that time.  Citibank will likely ask you to complete a U.S. Form W-9 at that time.  These forms are required by Citibank for U.S. tax purposes only.

Kindly note, since you are scheduled to work in the United States, no matter the length of the assignment, you are required to show Citibank an evidence that you have applied for a social security number within 30 days of US arrival date and provide the social security number within 60 days of the date on the social security administration letter for the purposes of the bank account.



## First Step Document

Upon finalization of assignment employee/s are required to fill first step document and send the same to Sanjeev Sharma (sanjeev\_sharma12@uhg.com or samier\_mahto@uhg.com).



## US Employment Letter

You will be issued with US employment letter post procuring and validation of Immigration related documents, US employment letter will be issued by US Talent Acquisition team. You are requested to work with your US Hiring Manager in making sure that hiring requisition has been fully approved which is the critical part of the assignment.

## Pre Assignment Briefing

Upon issuance of US offer letter Global Mobility Team will schedule the pre-assignment briefing call with employee/s to further acquaint you with the various aspects of the offer letter and Localization Policy.

## Tax Briefing

You will be receiving one-time tax briefing services with our company authorized tax service provider to understand the tax obligations you need to fulfill in home and host country. These services will be authorized by Global Mobility Team

## Relocation Air Travel

Employee/s from OGS TS (Technology Services), TE (Technology Engineering), Business Process & Shared Services business unit are required to raise travel request in the [Travel Share Point](http://businessexcellence.uhc.com/traveldesk/Default.aspx). Further you need to work with BCD Travel Desk (gurgaon\_traveldesk@uhc.com) for further assistance. While getting the air tickets issued through BCD Travel Desk, request them to issue the tickets against your department GL Code (if required you can seek the necessary approval) and do not share your Citibank Corporate Card for issuance of the air tickets. . Please note, travel tickets need to be booked as per guidelines mentioned in the Localization Policy. It’s a mandatory step to share a copy of confirmed air ticket with Global Mobility team. If your assignment duration is <12 months then it’s mandatory for you to purchase a return ticket through India Travel Desk.

## Shipment of Household goods

Following guidelines will be applicable for shipment of household goods.

|  |  |  |
| --- | --- | --- |
| **Travel Type** | **Less than 2 year** | **Over 2 year** |
| **Onward** | * Up to two bags per person * Limit of $150 as extra baggage charges per bag | * Up to two bags per person * Limit of $150 as extra baggage charges per |
| **Return** | * Up to two bags per person * Limit of $150 as extra baggage charges per bag | * Container Size (62 to 116 cu.ft.) based on Single or accompanied travel |

Please note, excess baggage charges based on above guidelines will be reimbursed on submission of receipts to US Relocation provider. Upon arrival in the US, you need to contact US Relocation provider (Brittany Pasinski - BPasinski@aires.com) and submit the expenses. Kindly note expense will be disbursed to US$ account.

## Miscellaneous Relocation Allowance

You will be receiving one time miscellaneous relocation allowance prior departure from India. This allowance is paid to you to offset any additional expenses you will incur due to relocation

You need to sign the repayment agreement prior to disbursement of relocation allowance and you will receive the agreement through Global Mobility Team. Please note that you will be responsible to pay applicable taxes on the relocation allowance.

## Temporary Stay, Car Rental & Ground Transportation in the US

### Temporary Stay

Upon confirmation of the travel plan, if you require temporary stay in the United States prior shifting to the permanent accommodation then fill the attached document, this document should be signed by you & your India Manager, post send the scan copy to Global Mobility Team (Samier K Mahto at samier\_mahto@uhg.com). Company approved temporary accommodation will be provided for first initial 4 weeks from arrival date in the US.



### Transportation Allowance

If you are in the need of transportation allowance in the United States during temporary stay then please send separate request email to Global Mobility Team (Samier K Mahto at samier\_mahto@uhg.com). Company will provide you the car rental allowance for first initial 4 weeks from arrival date in the US and you will be liable to pay applicable taxes on the car rental allowance.

### Ground Transportation Services in the United States

If you are in need to airport pick-up services in the United States then fill the attached document, this document should be signed by you & your India Manager, post send the scan copy to Global Mobility Team (Samier K Mahto at [samier\_mahto@uhg.com](mailto:samier_mahto@uhg.com)). Ensure that you work with Global Mobility team (Samier K Mahto at samier\_mahto@uhg.com) as soon as your travel booking is confirmed and a flight ticket has been issued.



## Ground Transportation Services in the India

At time of departure from India if you are in need of ground transportation services (airport drop) then complete the following document and send to OGS Travellers Transport Helpdesk. Ensure that you work with OGS Travellers Transport Helpdesk as soon as your travel booking is confirmed and a flight ticket has been issued.



## Home Country Separation Process

Under Localization Model, you need to get separated from UnitedHealth Group Information Services Pvt. Ltd hence you need to follow the steps defined in the Separation Policy. **Kindly note your people manager should not terminate you in the Global Self Service portal.** Please refer to [HRDirect](http://hrdirect.uhg.com/) and get familiarize with the Separation Policy and initiate the requisite steps.

As a first step on separation process kindly follow below steps:

* Employee need to send resignation email stating in the subject line “International Transfer-India to US; Assign ticket to HR Operations Provider Group” to reporting (people) manager with last work day which will be the prior date of assignment start date (e.g. if US offer date is starting from 01 October 2013 then last work day in India will be 30 September 2013)
* Employee will highlight the date of travel from India
* Post approval reporting manager need to send an email to HRDirect team ([asiapacifichr@uhc.com](mailto:asiapacifichr@uhc.com)) stating in the subject line **“International Transfer-India to US; Assign ticket to HR Operations Provider Group”**. **People Manager need to ensure that he/she also provide details on any recovery/payment need to be done for employee & People Manager should not be terminating employee in Global Self Service Portal**

Please find attached separation checklist and start working on the same as soon as your travel plan are confirmed.



Employees will need to complete the exit clearance formalities before the assignment travel which includes the following:

* Settlement of expense and dues if any including outstanding corporate credit card expenses.
* Surrender of assets/property belonging to the company (including computers and peripheral equipment, building access card, diskettes, company literature, binders, manuals, stationary, work papers and client files).

Please note following:

* Notice period will not be applicable
* Last month salary will be stopped and the same will be processed during full and final settlement process
* Accrued gratuity will be paid as ex-gratia during full and final settlement process
* Gratuity clock will be re-set once employee joins back UHGIS upon completion of assignment
* Upon separation you will not able to participate in Home Country Medical Insurance program
* Upon separation Provident Fund contribution will be stopped and it’s recommended to withdraw the Provident Fund contribution
* Pending leaves (up-to 30 days) will be en-cashed during full and final settlement process
* Upon separation India Medical Insurance Program will be deactivated for employee and dependents (spouse, children & parents)

## Citibank Corporate Card

If you are holding Citibank Corporate Card then you need to surrender the same to UHGIS Finance team ([fin\_ggn@uhc.com](mailto:fin_ggn@uhc.com); fin\_hyd@uhc.com). If you do not surrender the Corporate Card then full and final settlement will not be completed. Ensure that you do not have any outstanding payment on Citibank Corporate Card.

## Laptop Surrender Process

You (employee) are required to return the Laptop & associated accessories (i.e. Data card or any other IT accessories you may have; RSA Token can be retained) issued by India Asset Management Team before traveling to the United States. It’s an employee responsibility to ensure that he/she has all the accessories in possession before contacting India Asset Management team in case you have lost any accessories then the cost of the same will be recovered during full and final settlement process. **It’s your responsibility to ensure that business/official data has been archived safely on home/share drive. If you do not have home/share drive then following the instructions as mentioned on** [UHG IT](http://it.uhg.com/At_Your_Service/Access/Pages/ReqHomeDir.aspx) **website. In case you need further assistance then contact** [USC helpdesk](http://it.uhg.com/HelpDesk/Pages/default.aspx#contact)**.**

Please refer to [Asset Usage](http://gsd.uhc.com/HeartBeat/Departments/HC/Documents/Asset%20Usage%20Policy.pdf) policy and refer to clause 9 for returning the laptop.

**Upon confirmation of the assignment employee need to work with host country manager and work on the following items at least 3-4 weeks in advance of actual transfer:**

* **Raise the request for Laptop Issuance and other IT related assets. Raise the request through** [Asset Request for OGS employees travelling to Onshore](http://uniteddocs.uhc.com/itservices2/IndiaWFM/Lists/Asset%20Request%20for%20Onshore%20Travel/NewForm.aspx?RootFolder=%2Fitservices2%2FIndiaWFM%2FLists%2FAsset%20Request%20for%20Onshore%20Travel&Source=http%3A%2F%2Funiteddocs%2Euhc%2Ecom%2Fitservices2%2FIndiaWFM%2FLists%2FAsset%2520Request%2520for%2520Onshore%2520Travel%2FAllItems%2Easpx).
* **Please request US Manager/BSL to use following GL code for procurement of Laptop & related software. GL Code:** 44770-01500-USACT805-154560
* **Raise the request for workstation and a Telephone**
* **Raise the request for building access card for US Work Location**

**If US Manager ask employee to work with respective US BSL then please work directly with BSL (Sarah Zuk/Tina Jones (sarah.zuk@optum.com, +1-952-936-3199);** [**tina.m.jones@optum.com**](mailto:tina.m.jones@optum.com)**, +1-952-936-1703). If US BSL need any help and assistance with requesting above items then he/she can refer to** [**Onboarding/Offboarding/Moves/Transfers**](http://it.uhg.com/At_Your_Service/BSL/Pages/BSL_OnboardingOffboardingMovesTransfers.aspx) **or BSL** **may reach out to Kim Anderson (**[**kim\_m\_anderson@uhg.com**](mailto:kim_m_anderson@uhg.com)**) and seek assistance. Please instruct US BSL to not raise an request for employee id and email address since it will remain same as you were allotted during employment with UHGIS.**

**Please note, if you are traveling to the US for external engagement where you will be placed at 3rd party/client site then reach out to (Sarah Zuk/Tina Jones (sarah.zuk@optum.com, +1-952-936-3199);** [**tina.m.jones@optum.com**](mailto:tina.m.jones@optum.com)**, +1-952-936-1703) for procuring Laptop. Kindly ensure you provide the contact manager name; contact details and work address) from where you would like to collect the laptop.**

**Transferring Data to Host Country (destination drive)**

* There is a process defined at(at your service) link where user will save his/her data on home drive at base location and when he/she reaches destination he/she can submit the request for transfer of data from base home directory to destination home drive. Once data is copied to destination home drive then he/she can access the data.
* Kindly raise the request for transferring data on [UHG IT](http://it.uhg.com/At_Your_Service/Access/Pages/TransHomeDir.aspx) website. In case you need further assistance then contact[USC helpdesk](http://it.uhg.com/HelpDesk/Pages/default.aspx#contact)**.**

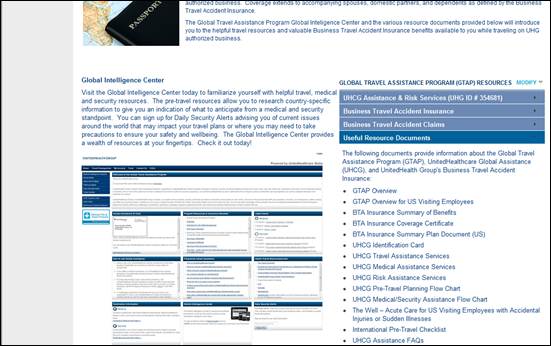
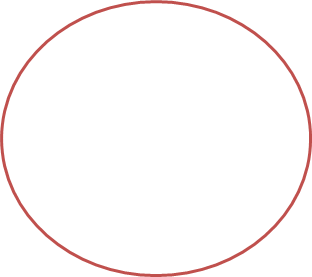
## Global Travel Assistance Program (GTAP)

The Global Travel Assistance Program, supported by UnitedHealthcare Global Assistance & Risk, provides emergency medical, security, and travel-related assistance 24 hours a day, every day of the year, anywhere in the world.

Prior to departure, you should visit the Global Travel Assistance Program [Member Center](https://members.medexassist.com/ParseLogin.aspx?ID=F36C4D21224D5078D34922BB8694D872771DC8F81EA4BCAF8B817AFBEA7FE940DC482EA15D3652A940423F2B63A5E0F4&UID=xXAutoLoginXx_N44z48) today to become familiar with the resources available to you, including:

* Print a UnitedHealthcare Global Assistance identification card; (UnitedHealthcare Global Assistance ID: 354681)
* Review Frequently Asked Questions;
* Review a list of Assistance Services;
* Review destination specific medical and security reports and alerts;
* Print a Pre-Travel Questionnaire; and
* Set-up the Frontier UnitedHealthcare Global Assistance Mobile App.

For additional information, visit the [Global Travel Assistance Program](http://frontier.uhg.com/Corporate/Finance/Insurance/Pages/GlobalTravelAssistanceProgram.aspx) (GTAP) website. Once you log-in the GTAP website the blue bars (see below snap-shot) near the lower right-hand side of the site include links to travel assistance and business travel insurance information—the “Useful Resource Documents” section includes “all” resource documents available in other areas of the site.



## Obtaining No Objection Certificate/Income Tax Clearance Certificate

With respect to employment with US Company, you need to obtain No Objection Certificate/Income Tax Clearance Certificate through Indian Income Tax Authorities. As per the relevant provisions of the Indian Income Tax Act, 1961 (*in respect of the outbound assignee*), a person domiciled in India would need to intimate the following to the Indian tax authorities about his departure in Form 30C along with the desired details like copies of the India tax returns (acknowledgement copy) of last three Financial Years, copy of Form No.16 of last three Financial Years, copy of passport and copy of PAN card.

Post filing Form 30C along with above documents, the tax authorities **may** issue No Objection Certificate /  Income Tax Clearance Certificate (ITCC) stating that Income tax department has no objection for the person leaving India.



Kindly ensure that you have obtained No Objection Certificate/Income Tax Clearance Certificate prior departure from India which will help in claiming the Foreign Tax Credit (if applicable). Kindly note overall processing time of obtaining ITCC will take anywhere between 3 to 4 weeks.

## Travel Checklist

Complete the following travel checklist and handover to Global Mobility Team in India



# Section 2: Post Arrival/On-going Support

## I-94 Completion

Upon arrival in the US, you need to fill out the I-94 form before you pass through the Immigration counter at the respective port of entry airport. Please ensure that your name appearing on the US Visa (H/L) should match the I-94 records since electronic I-94 will be used for applying Social Security Number and completion of E-Verify. I-94 has been automated since April 30, 2013 and you can print I-94 from [www.cbp.gov/i94](http://www.cbp.gov/i94) . You can refer to attached notification for further understanding on I-94.



In case you find any discrepancies with I-94 (i.e. correction of name & visa classification, correction of validity of stay) then you need to refer to deferred inspection site and get the discrepancies correction. Refer to attached document to know the location of deferred inspection site of Custom Border and Protection office.



## Social Security Registration

You need to apply for Social Security Card upon arrival in the United States. Please note without Social Security Number your US Payroll will not start hence it’s your responsibility to apply for Social Security Number within initial days of arrival in the United States, processing time of Social Security Number varies from 15 to 21 days. **Please ensure that you provide scan copy of SSN to Kim Anderson (**[**kim\_m\_anderson@uhg.com**](mailto:kim_m_anderson@uhg.com)**) within 28 days of arrival in the US.**

Please refer to www.**ssa**.gov/ssnumber and familiarize yourself with SSN application process. If you require clarification on the application process then contact Global Mobility Team (kim\_m\_anderson@uhg.com). It’s an employee responsibility to share the scan copy of Social Security Number with Global Mobility Team (kim\_m\_anderson@uhg.com).

## I-9 (Employment Eligibility Verification) Completion Process

It’s a mandatory to complete the I-9 verification formalities within three business days from the start of work day with US entity. Upon arrival in the United States you need to complete the I-9 verification formalities and you will receive the instructions document with US Offer letter. See attached document for detailed information. **Please follow the instructions mentioned on the I-9 instructions document, you can find a copy attached below. Do not complete the electronic I-9 (e-verify) unless been instructed by US Employee Relations Team**. In I-9 form you need to mention the first date of employment as the first working day you are available for the US Company (i.e. if you have arrived in the US on week-end/holiday and joining US Company on the following working day then you should use the first working day as first day of employment).



Following steps need to be followed while completing I-9 verification form:

1. Employee completes the I-9 form (through manual route as instructed in attached document) within the first 3 business days of being in the US and sends to the Tier2\_ERS [tier2\_ers@uhg.com](mailto:tier2_ers@uhg.com) mailbox which has been administered by US Employee Relations Team. The I-9 form should list the first day in the U.S. office as the date of employment.
2. Employee will receive a communication from the US Employee Relations team that will advise them to send their SSN once they receive it
3. Employee receives SSN and completes the I-9 form, send a copy of the new completed form to the US Employee Relations team again, which they will validate the information and make sure it is completed.
4. Employee will then have to send the original I-9 and documents to the US Employee Relations team as instructed.

## US Onboarding Process

Upon arrival in the United States kindly send completed form along with copy of electronic I-94 to Global Mobility Team (Kim Anderson at [kim\_m\_anderson@uhg.com](mailto:kim_m_anderson@uhg.com)), ensure that you also provide the US Home Address (may be temporary stay address if you do not have an established home address). Once you obtain Social Security number then it’s an employee responsibility to send a copy of the SSN card to Global Mobility Team (Kim Anderson at [kim\_m\_anderson@uhg.com](mailto:kim_m_anderson@uhg.com)).



You should also reach out to [US HRDirect team](https://hrdirect.uhg.com/USA/contactUs/Pages/default.aspx) and request for assistance/guidance in enrolling yourself and dependents (if any) on US Medical plan.

## Arrival and Departure Record in the US

Upon your arrival in the United States you are requested to send the Arrival records to Global Mobility Team (kim\_m\_anderson@uhg.com; sanjeev\_sharma12@uhg.com; samier\_mahto@uhg.com). You can access your arrival records (I-94) by referring to [www.cbp.gov/I94](http://www.cbp.gov/I94). Upon your departure from the US then do send the departure records to Global Mobility Team.

## U.S. Bank Corporate Travel Card

If you are expected to travel within or outside of United States on business request or will be incurring any business related expenses then apply for US Bank Corporate Card. You can refer to [Frontier](http://frontier.uhg.com/Corporate/Procurement/Travel/Pages/CorporateTravel.aspx)  and gain the further understanding on the application process. Business Travel expense incurred on US Corporate Travel Card need to be submitted through US Concur Tool and in accordance with the Global Travel Policy.

<http://frontier.uhg.com/Corporate/Procurement/Travel/Pages/CorporateTravel.aspx>

http://frontier.uhg.com/Corporate/Procurement/Travel/Pages/TravelPolicy.aspx

US Corporate Card should not be used in following scenarios:

* Dependents tickets if not travelled initially with employee during start of assignment (i.e. relocating to the US)
* Return tickets (employee & dependents) to India after completion of assignment under Localization Model
* Dependents Visa Expenses incurred in the India

## Employee Handbook/Policies & Practices

Kindly refer to Employee Handbook/Policies & Practices on [HRDirect portal](https://hrdirect.uhg.com/USA/policiesAndPractices/Pages/default.aspx) and familiarize yourself with the various programs available for you.

## US Benefits Program

Familiarize yourself with the various [benefits program](https://hrdirect.uhg.com/USA/Pages/default.aspx) available for you in the United States.

## Understand the US Paycheck

It’s important for you to understand the [US Paycheck](https://hrdirect.uhg.com/USA/timeAndPay/viewOrUnderstandyourpaycheck/Pages/default.aspx) and US Payroll timelines which will better equip yourself to have understanding on disbursement of US Payroll. The US Payroll cycle includes 26 pay days and you will be paid biweekly salary in a month. Familiarize yourself with the following US Payroll calendar for year 2015



## US Bank Account

Upon arrival in the United States it’s your responsibility to open a US Bank Account where US salary will be direct deposited. Once you have obtained the US Bank Account then contact [US HR Direct Team](http://hrdirect.uhg.com/) put the request to update the account number in your profile.

## Immigration Fraud Schemes Continue to Target Foreign Nationals

Foreign nationals must continue to be on guard against a widespread fraud scheme currently being perpetrated in the United States.   
  
In the scam, individuals posing as immigration officers call or text foreign nationals claiming that there is a discrepancy or problem in immigration records. Victims are pressured to pay a “penalty” to have the issue rectified. Victims are told to wire funds to an address the caller provides. The perpetrator may possess personal information about the victim, such as name and address, and may ask the victim to provide or “confirm” immigration information such as an I-94 number, an alien registration number or a passport number.   
  
Sophisticated “spoofing” technology may be used to show misleading information in the recipient’s caller ID, which may display the caller as “U.S. Immigration,” “911” or “USCIS.”   
 **What to do if you are Targeted in a Scam**

Take precautions if you receive a suspicious call from someone claiming that there is a problem with your immigration records.

* Do not forward any funds. USCIS will [never](http://blog.uscis.gov/2013/08/scam-alert-caller-id-spoofing.html) require payment over the telephone. If the caller demands money, then the call is not legitimate.
* Do not disclose personal information if you have not verified the caller’s identity. Sensitive personal details, such as Social Security Number, date of birth, I-94 number, alien registration number or passport number, should not be shared over the telephone unless you are certain of the requestor’s identity and need to know the information. To prevent being caught up in a scam, you can ask for the caller’s name and call-back number; a perpetrator will typically hang up.
* Inform your company human resources or immigration representative about any contact from USCIS or from someone posing to be from USCIS. There are a handful of circumstances when USCIS contacts foreign nationals. If you have called the National Customer Service Center recently, you may receive a return call from an immigration officer. You and your employer may receive a phone call, email or in-person visit from an officer of the USCIS Fraud Detection and National Security (FDNS) unit, which routinely investigates employment-based immigration petitions.
* Report the fraud scheme. This may be done by email to [reportfraud@dhs.gov](mailto:reportfraud@dhs.gov), online with the [Federal Trade Commission (FTC) Bureau of Consumer Protection](http://www.consumer.ftc.gov/features/feature-0012-scams-against-immigrants), or to [law enforcement in your state](http://www.uscis.gov/avoid-scams/report-immigration-scams). Complaints to the FTC may be made by victims, by their advocates, and by anonymous submission.
* If you transferred funds or provided personal information, after filing a complaint with the FTC, monitor your credit report and card accounts.

Immigration fraud comes in many forms. This telephone scheme is only one example. USCIS provides [additional information and resources for victims](http://www.uscis.gov/avoid-scams/common-scams).

# Section 3: End of Assignment Process

## Host Country Separation Process

While assignment is nearing to be completed and no extension has been planned then send the filled Global Transfer Template and an email to Global Mobility Team (kim\_m\_anderson@uhg.com) as a notice of the end of assignment with India home address (may be temporary address). Please ensure that you contact Global Mobility team (Kim Anderson at kim\_m\_anderson@uhg.com) at least 4 weeks prior to assignment completion date.



You need to keep US Manager in the loop during separation process also keep India hiring manager in loop so that recruitment process can be initiated by India hiring manager.

**Upon completion of the assignment & receipt of employment confirmation from India (UHGIS) hiring manager, employee need to work with India hiring manager and work on the following items at least 3-4 weeks in advance of return transfer to UHGIS:**

* **Raise the request for Laptop Issuance and other IT related assets**
* **Raise the request for workstation and a Telephone**
* **Raise the request for building access card for India Work Location**

**If India hiring Manager ask employee to work with respective India BSL then please work directly with BSL. Please instruct India BSL to not raise an request for employee id and email address since it will remain same as you were allotted during previous employment with UHGIS.**

## Returning to Home Country Re-employment

During end of assignment period, you should connect with your OGS India manager and seek assistance on re-employment with UnitedHealth Group Information Services Private Limited. OGS India Manager need to follow below steps in creating hiring requisition.

* OGS India Manager need to submit the request in following SharePoint [Localization model - Requisition request form](http://uniteddocs.uhc.com/itservices2/IndiaWFM/Lists/Localization%20model%20%20Requisition%20request%20form/NewForm.aspx?RootFolder=%2Fitservices2%2FIndiaWFM%2FLists%2FLocalization%20model%20%20Requisition%20request%20form&Source=http%3A%2F%2Funiteddocs%2Euhc%2Ecom%2Fitservices2%2FIndiaWFM%2FLists%2FLocalization%2520model%2520%2520Requisition%2520request%2520form%2FAllItems%2Easpx)
* While submitting request in above SharePoint OGS India Manager need to attach the employee’s travel approval (if travel request is already approved in the Travel SharePoint) in case travel approval is not obtained then a separate approval can be taken from SG31+
* OGS India WMO Team will raise the hiring requisition within two working days of receiving request and submit for further approval post hiring requisition number will be shared with requesting manager

Once hiring requisition is fully approved then India Talent Acquisition will be issuing the offer letter. Please note hiring requisition may take up-to 30 days for approval hence work with your manager(s) as soon as you are notified on your end of assignment.

Upon joining the re-employment with UHGIS you need to complete the Onboarding process which you might have completed initially and ensure that you have enrolled yourself and dependents in Medical Insurance plan within 30 days of date of joining. In case if you need further assistance with onboarding formalities and enrollment in Medical Insurance Plan then contact [HRDirect](http://hrdirect.uhg.com/) Team.

**Please note employee should not travel back to India with an India offer letter. Also ensure that India offer start date should be the following date of US Last work day. It’s an employee and India hiring responsibility to ensure that there is a continuity of employment services with Optum Services Inc. US and UHGIS.**

**Please note, in case of employment gap employee id will remain same however the accesses will get removed and employee will not paid be during this time hence it’s imperative employee should have India Offer letter before traveling from the US.**

**It’s an employee/hiring manager responsibility to share the hiring requisition number with India Global Mobility Team also India hiring manager has to given the confirmation to Global Mobility that employee has joined UHGIS.**

## Return Shipment of Household goods

Following guidelines will be applicable for shipment of household goods.

|  |  |  |
| --- | --- | --- |
| **Travel Type** | **Less than 2 year** | **Over 2 year** |
| **Onward** | * Up to two bags per person * Limit of $150 as extra baggage charges per bag | * Up to two bags per person * Limit of $150 as extra baggage charges per bag |
| **Return** | * Up to two bags per person * Limit of $150 as extra baggage charges per bag | Container Size (62 to 116 cu.ft.) based on Single or accompanied travel |

Please note, excess baggage charges based on above guidelines will be reimbursed on submission of receipts to US Relocation provider. Upon arrival in the India, you need to contact US Relocation provider (Brittany Pasinski - BPasinski@aires.com) and submit the expenses. Kindly note expense will be disbursed to US$ account

If you are in the need of return shipment of household goods which you would like to take with you upon completion of the assignment then contact Global Mobility Team (kim\_m\_anderson@uhg.com) at-least 30 days prior departure from the United States. Global Mobility team will authorize relocation service provider for necessary services. Kindly complete the following document and send back to Global Mobility Team ([kim\_m\_anderson@uhg.com](mailto:kim_m_anderson@uhg.com)).



## Return Air Travel

While assignment is nearing to be completed and no extension has been planned then make travel plan to return back to the home country however you need to ensure that your employment has been confirmed with UHGIS. You should procure the Travel Approvals as mentioned in Long Term Policy (Localization Model) under section 4.2. While making travel bookings you need to follow the guidelines mentioned in Long Term Policy (Localization Model) under section 4.5. You may reach out to BCD US for making travel bookings.

In following scenarios employees should use personal credit card to buy air-tickets and submit expense (with valid receipts) to US Relocation Provider. US Relocation provider will expense out the air-tickets to employee in the US bank account.

* Dependents tickets if not travelled initially with employee during start of assignment (i.e. relocating to the US)
* Return tickets (employee & dependents) to India after completion of assignment under Localization Model
* Dependents Visa Expenses incurred in the India

## U.S. Bank Corporate Travel Card Cancelation and Surrender Process

Once you are notified on end of assignment, ensure that you submit business expenses through US Concur and clear all the dues before you separated from UHG/Optum Services Inc US. Cancel your card by contacting US Bank at the phone number on the back of the card. Securely destroy your card and contact Payment Services at AP HELP <http://cssp.uhc.com/sites/APHelp/default.aspx> to confirm your card is no longer active and your account is in a current status.

<http://frontier.uhg.com/Corporate/Procurement/Travel/Pages/CorporateTravel.aspx>

## Returning of IT Asset & Accessories

At the end of assignment you need to return back the US issued Laptop and any other IT accessories which got issued to you. You should work with US Manager and gain understanding on returning the IT related accessories. You may want to reach out to your respective department BSL for further assistance.

## Ground Transportation Services in the United States

Upon finalization of departure plan in the United States if you are in need to airport drop-off services then fill the attached document, this document should be signed by you & your US/India Manager, post send the scan copy to Global Mobility Team (Kim Anderson at [kim\_m\_anderson@uhg.com](mailto:kim_m_anderson@uhg.com)). Ensure that you work with Global Mobility team (Kim Anderson at kim\_m\_anderson@uhg.com) as soon as your travel booking is confirmed and a flight ticket has been issued.



## Ground Transportation Services in the India

Upon arrival in India if you are in need of ground transportation services (airport pick-up) then complete the following document and send to OGS Travellers Transport Helpdesk. Ensure that you work with OGS Travellers Transport Helpdesk as soon as your travel booking is confirmed and a flight ticket has been issued.



## Temporary Stay in the India

If your initial assignment was exceeding twelve (12) months, the employee is eligible for temporary accommodation upon return to the home country. The entitlements are as per the India Domestic Internal Transfer Policy. Accommodation is provided for up to 15 days for the employee and the accompanying family. These arrangements will be facilitated by the India travel desk and you should be working with them directly.