

Care24[®] services providing member health and well-being information and support resources.



Life is full of ups and downs. Care24 provides you with support services and health information to help. You may have health concerns, personal or family issues, or work-related challenges. This service gives you a wide range of health and well-being information through one toll-free telephone number, provided at no cost to you as part of your health plan.



Care24 for you This trusted source of information and support lets you speak directly with an experienced registered nurse or master's-level counselor any time.



How does it work? Simply call the Care24 toll-free number, **1-888-887-4114**, whenever you have health-related questions. Registered nurses are available to help you with questions about health conditions or symptoms and provide information that helps you choose appropriate care for your needs.

What kind of support do counselors provide?

Counselors are available to help you address a wide range of personal concerns such as emotional distress, relationship worries, anxiety, grief and much more. When you call, you also can connect with legal* and financial professionals.

When can I call? Nurses and master's-level counselors are available 24 hours a day, every day of the year. With the Care24 services, you don't need to make an appointment, rearrange your schedule or wait for Monday morning to get answers to your questions. You don't even need to go anywhere – you just need a telephone.



Do I have access to an audio library? Yes, when you call the Care24 number, press * to speak with a nurse who will provide you with information on the health topics, along with the three digit access pin number. This allows you to listen to recorded health and well-being messages.

Is there a website? Yes, **myuhc.com**[®] offers customer service, information on hospitals and doctors, pharmacy service, health news, resources and more.



Can I reach a nurse online? Live Nurse Chat connects you with a registered nurse for a personal online conversation – 24 hours a day. Visit **myuhc.com**.

Care24 Services providing help and information at your fingertips

Find a doctor in your area that will work with you to help you get the right care, at the right time, in the right health care setting.

Health coaching from registered nurses who are here to help you improve your health and save money.

- ▶ Learn to recognize when self-care, a doctor visit or the emergency room is appropriate.
- ▶ Understand medication interactions and how to reduce your prescription costs.

Emotional support is also available from master's-level counselors when you need help dealing with life's challenges. Get help with stress, anxiety, depression, grief, and much more.

The Health Information Library consists of more than 1,100 messages to provide you with useful health and wellness information, and is updated regularly. To listen to your message of choice, press * to speak with a nurse who will provide you with information on the health topics along with the three digit access pin number.

Care24[®] services

Available 24 hours a day, 7 days a week.
Call **1-888-887-4114**.

myuhc.com[®]

TTY/TDD callers, please call
the National Relay Center at
1-800-828-1120 and ask
for the number above.



To keep the Care24 number handy by removing the decal and posting it in a convenient place. Or add the number to your cell phone so that it is available at your fingertips when you need it.



Call Care24 services about:

- Routine illness
- Minor injuries
- Stress and anxiety
- Relationship worries
- Coping with grief and loss
- Questions to ask your doctor
- Personal legal concerns*
- Men's, women's and children's health
- Prevention
- Self-care information
- Help Finding a doctor
- Information on medications
- General Health Information

* Because of the potential for conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or an entity through which the caller is receiving Care24 services, directly or indirectly (e.g., employer or health plan).



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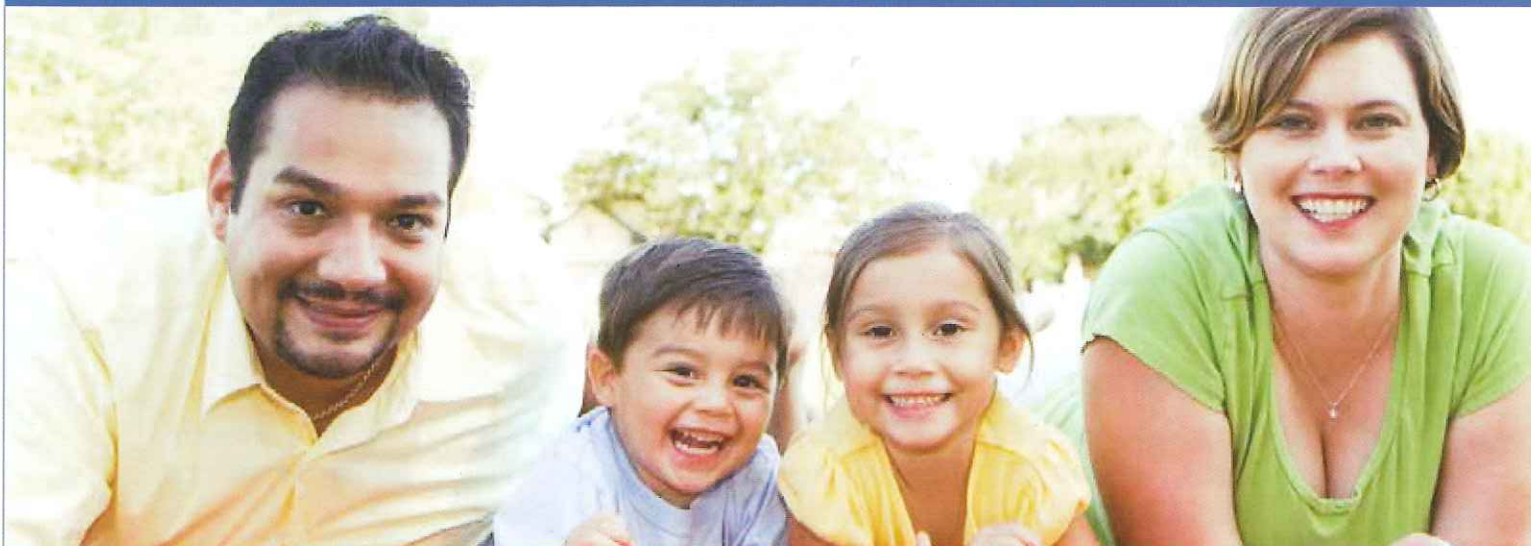
Nurses can't diagnose problems nor recommend specific treatment. They are not a substitute for your doctor's care.

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The Care24® program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. Program components may not be available in all states or for all groups. Care24 is a registered trademark of UnitedHealth Group, Inc., used by permission. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, including UnitedHealthcare, or any entity through which the caller is receiving Optum services directly or indirectly (e.g. employer or health plan). Care24 may not be available in all states or for all group sizes. Components subject to change.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

Take advantage of Care24[®] services –
information and support is just a phone call away.



Care24 services, a complimentary benefit from your health plan, offers you access to a wide range of health and well-being information and support—seven days a week, 24 hours a day at the following toll-free phone number, **1-888-887-4114**. Care24 services connects you with registered nurses or master's-level counselors who are here to help you with almost any problem ranging from medical and family matters to personal legal*, financial and emotional needs.

Connecting people with information and resources

Care24 services provides you with access to experienced professionals including:

- ▶ Registered nurses
- ▶ Master's-level counselors
- ▶ Legal and financial professionals
- ▶ Community resources

Audio resources available on a wide range of health topics

With Care24 services, you can also choose to listen to audio messages on more than 1,100 health and well-being topics. To listen to your message of choice, press * to speak with a nurse who will provide you with information on the health topics along with the three digit access pin number. More than 600 audio messages are recorded and available in Spanish, along with multi-lingual translation services, and service for callers with hearing impairments.

Care24 helps you with:

- Childhood illnesses
- Minor illnesses and injuries
- Medication information and safety
- Relationship worries
- Choosing appropriate medical care
- Stress and anxiety
- Coping with grief and loss
- Personal legal and financial issues
- Self-care information
- Finding a doctor

Call the following toll free
number **1-888-887-4114**
to get started.



Local support

A Care24 professional may offer to find local, in-person help in some situations. Counselors may also be able to connect you with other helpful resources in your community.

Care24 nurses are here to help you find a doctor or specialist, and check if the doctor is in your network and available. We may even be able to make the appointment for you.

24-hour convenience

Care24 nurses and counselors are available 24 hours a day, 7 days a week and will work with you to help identify and address concerns in your work and home life.



How to call

To take advantage of Care24 services, nurses and counselors available 24 hours a day, 7 days a week by calling **1-888-887-4114**. TTY/TDD callers, please call the National Relay Center at **1-800-828-1120** and ask for the toll free number on the back of your health plan ID card.



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