



# Get 24/7 access to nurses and employee assistance programs.

Care24<sup>®</sup> helps members make informed decisions.

## A health and well-being service.

With Care24, members are connected with a contact who helps guide them to clinical, wellness, financial, legal or counseling resources through NurseLine and the Employee Assistance Program (EAP)—24 hours a day, seven days a week.

### NurseLine—Helping drive better health outcomes.

NurseLine's registered nurses help connect members to the right treatment, right provider, right medication and right lifestyle by helping:

- Answer questions about an illness or injury.
- Provide support on managing a chronic condition or assessing treatment options.
- Identify UnitedHealth Premium<sup>®</sup> providers and even scheduling appointments.
- Coach on medication adherence, drug interactions or medication alternatives.
- Provide preventive care information and healthy lifestyle coaching.

### Clinical services—Providing clinical expertise through access to registered nurses.

NurseLine registered nurses use a clinically sound approach through evidence-based clinical guidelines when interacting with members. Nurses have access to a “whole-person” view of the member's health history at the time of the call, allowing them to address not only the immediate symptom(s), but a member's total health status. They are available 24/7 to help employees with symptoms:

- Decide the right place to seek care.
- Understand a diagnosis and explore different treatment options and outcomes.
- Achieve a healthier lifestyle and get tips on nutrition, exercise, health screenings and immunizations.
- Understand medications.

### NurseLine delivers results:

- 65 percent of callers who initially intended to use the Emergency Room (ER) avoided an unnecessary ER visit.<sup>1</sup>
- Nearly 20 percent of callers are referred to a relevant health or wellness program.<sup>1</sup>
- NurseLine has a 94 percent caller satisfaction level.<sup>2</sup>

## Navigational support—Driving up program referral rates.

NurseLine helps connect members to information and services for all UnitedHealthcare health and wellness programs available to your population. The use of warm transfers and the integration with other programs helps drive higher referral rates across the continuum of care, including disease management, case management, wellness and treatment decision support.\* Members can get to more of the resources they may need on a more timely basis.

## EAP—Increasing workplace efficiency.

Care24 provides confidential<sup>3</sup> support to members for those everyday challenges or for more serious problems, including:

- Assistance in dealing with stress, depression and anxiety.
- Personal financial and legal advice.
- Parenting and family problems, including dealing with domestic violence.
- Substance use and recovery.
- Eating disorders.

## Programs to address workplace concerns.

Care24 also provides managers and supervisors with tools that can help them keep their work group on track.

- Workplace management consultations for help with complex workplace problems affecting productivity and profitability.

## Why Care24 works.

### Employees:

- Access to answers to health questions anytime, anywhere—24 hours a day, seven days a week.
- Access to experienced registered nurses who have an average of more than five years as a NurseLine nurse.
- Recommendations for health and wellness programs and resources.
- Trusted, physician-approved information to help guide health care decisions.

### Employers:

- Higher productivity by helping employees quickly find reliable resources.
- Lower absenteeism through support that helps employees stay healthier to help them stay on the job.
- Reduced health care expenses with employees making informed health care decisions.

## Care24 results<sup>3</sup>:

- 80 percent of participants stated the Care24 contact considered both their emotional and physical needs.<sup>2</sup>
- 79 percent of participants stated they were able to better manage their situation after speaking with a Care24 contact.<sup>2</sup>



\* Available services will vary by funding type and market segment. Please contact your UnitedHealthcare representative for more details.

<sup>1</sup> UnitedHealth Group Book-of-Business NurseLine Utilization Report, year end 2016.

<sup>2</sup> UnitedHealth Group Quarterly Scorecard Report, year end 2016.

<sup>3</sup> Confidential to the fullest extent permitted by law.

NurseLine is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time. For a complete description of the UnitedHealth Premium<sup>®</sup> program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please see [myuhc.com](http://myuhc.com)<sup>®</sup>.

The Care24<sup>®</sup> program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. It is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

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

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