

Care24<sup>®</sup> 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**<sup>®</sup> 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<sup>®</sup> services

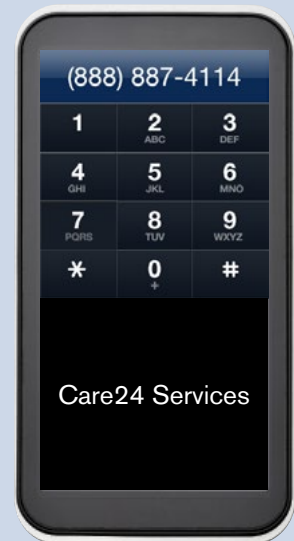
Available 24 hours a day, 7 days a week.  
Call **1-888-887-4114**.

**myuhc.com<sup>®</sup>**

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<sup>®</sup> 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.

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