

# We have answers to your health questions.

You have access to a wide range of health and well-being information — seven days a week, 24 hours a day

Whenever you have a question, you can speak with registered nurses and master's-level counselors who can help with a variety of problems, ranging from medical and family matters to personal, legal, financial and emotional needs. One toll-free phone number gives you access to experienced professionals, including:

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

When you call, a registered nurse or a master's-level counselor can discuss topics with you including:

- Choosing appropriate medical care
- Self-care information
- Minor illnesses and injuries
- Childhood illnesses
- Medication safety
- Information on medications
- Help finding a doctor
- Relationship worries
- Stress and anxiety
- Coping with grief and loss
- Personal, legal and financial issues
- General health information

When you call the same toll-free number, you can 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 multilingual translation services, and service for callers with hearing impairments.

## Expanded support

If face-to-face resources are appropriate for your situation, a representative can refer you to local, in-person support. Counselors also can refer you to a wide range of national and community resources.

We also can help you find a doctor or specialist, and check to see if a doctor is in your network and available. We may even be able to make the appointment for you.

## 24-hour convenience

Nurses and counselors help you and your family identify and address concerns that span the spectrum of work and life.

## Current health and well-being information

Nurses and counselors offer service based on up-to-date medical and professional guidelines. We consistently deliver this valuable service, so you can be confident that you and your family receive reliable health, personal, legal and financial information you can use every day.

**Nurses or counselors are available 24 hours a day, seven days a week.**

## Care24®



For more information, call:

**1-866-202-0434**

myuhc.com

TTY callers, please call 711 and ask for the number above.

This program is not a substitute for a doctor's or professional's care. This service should not be used for emergency or urgent care situations. In an emergency, call 911 or go to the nearest emergency room. 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, 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 is 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.

OPTPRJ2871 36555-112013 © 2014 United HealthCare Services, Inc.



 **UnitedHealthcare®**