



# Guiding with care and compassion



## A dedicated team of advocates that helps support you

Based in San Antonio, Texas and exclusive to the ACEC Life/Health Trust, our advocates are passionate about helping people and have a range of qualifications — from benefit expertise to issue resolution. When they need added support, advocates have a team of experts they can call on — from clinicians to pharmacists and others. You and your covered family members have just one phone number to call to reach an expert who'll listen carefully, anticipate needs and find solutions centered around:

- Benefits and claims
- Emotional health
- Well-being
- Provider search
- Health care accounts
- Complex health care support
- Pharmacy

## Persistence in finding solutions

Advocates stay on the line with you until the inquiry is resolved — or the advocate team will follow up with the answer. There's no need for you to redial — or for employers to get involved.

## Anticipating future needs may lead to lower costs

Our robust data and advanced technology tools enable predictive personalization, which:

- Helps advocates quickly understand why you are calling before you even speak
- Alerts us to health and savings opportunities you haven't even thought to ask about yet

**90%**  
First-call resolution

**Dedicated US-based customer service team**

**93%**  
Overall member satisfaction

## Questions?

You can call the dedicated ACEC member number, 1-800-996-6596, Monday-Friday, 7 am - 8 pm CST

**United  
Healthcare**

**ACEC**  
LIFE/HEALTH TRUST

This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through the program is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. The program is not an insurance program and may be discontinued at any time. Additionally, if there is any difference between this information and your coverage documents (Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

The American Council of Engineering Companies (ACEC), the ACEC Life/Health Insurance Trust and UnitedHealthcare Insurance Company are three separate legal operating entities and, as such, the organizations are governed and function independently. UnitedHealthcare's services are provided with the authorization of the ACEC Life/Health Trust. Questions related to health benefits offered through the Life/Health Trust should be directed to 1-800-573-0415. Must be UnitedHealthcare insurance license products; and HMO products do not apply. ACEC membership qualification is determined by the association.

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