Advocacy

Delivering a proactive, highly personalized experience.

UnitedHealthcare makes it easier for individuals to make informed health care choices and get the most out of their benefits. And, for employers, we help you better manage costs. Our advocacy is built on a foundation of robust data and insights that:

- **Offers proactive, personal guidance.**
- **Simplifies the benefits experience.**
- **Provides access to quality care.**

93% satisfaction with member care experience.1

> $3B each year is invested in technology and innovation.2

18M members are served by more than 13,000 clinicians and physicians, and thousands of advocates.3

45% of program enrollments are acquired from advocate referrals.1

20% of the time our physicians switch to a more affordable drug with PreCheck MyScript™.4

$120M+ annual savings from improved health outcomes by program participants referred by advocates.5

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*PreCheck MyScript available to OptumRx® members.
**Data rates may apply.

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**Offering proactive, personal guidance.**

Our data and insights help us proactively identify potential health risks and recommend clinical interventions and well-being programs. No matter how people connect with us—a one-to-one conversation, visiting us online or using our app—the experience is personal. By providing relevant information, compassionate support and a focus on resolving each person’s needs, we become a trusted, single source that helps people navigate their benefits.

**Simplifying the benefits experience.**

We look at a person across all touchpoints—integrating data and insights and coordinating needs across medical, pharmacy, behavioral health, vision, dental and financial programs. This holistic view helps us identify the actions for the person and helps simplify their overall benefits experience.

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*PreCheck MyScript available to OptumRx® members.
**Data rates may apply.
Helping people successfully navigate the health care system.

**Scenario 1: Person seeking durable medical equipment (DME).**

Barry calls the number on his health plan ID card. Analytics help identify a recent diagnosis for Barry’s 2-year-old son. Barry is automatically routed to Carol, a special needs family advisor.

Barry needs DME for his son.

Carol answers his questions and tells Barry she can provide comprehensive support for his entire family.

Within 1 week, Carol identifies community resources and offers to help coordinate.

During their call, Barry requests information on additional resources.

They set a time to discuss his son’s current and future needs.

Carol continues to support and build the relationship with Barry and his family—there is no need for Barry to start over on each call. Carol is their advocate.

In the meantime, Barry’s wife calls Carol for help setting up mail order for her new prescription.

By asking about Marion’s overall well-being, the advocate was able to connect Marion to the resources and help she needed. After receiving support to deal with her postpartum depression, Marion is back to feeling like herself again and enjoying her time with her new baby.

**Scenario 2: Person calling with benefits questions.**

Marion calls the number on her health plan ID card to ask about benefits for her husband.

The advocate answers Marion’s questions.

Using the dashboard, the advocate sees that Marion recently had a baby. She asks Marion how she’s doing.

Marion says she’d like help right away.

The advocate empathizes and gives Marion some helpful information on available resources.

After talking through her options, the advocate connects Marion with an Employee Assistance Program specialist.

Marion talks with the specialist.

The advocate emails Marion information on additional resources.

By asking about Marion’s overall well-being, the advocate was able to connect Marion to the resources and help she needed. After receiving support to deal with her postpartum depression, Marion is back to feeling like herself again and enjoying her time with her new baby.

**Awards in innovation and customer service, such as Stevie and Genesys.**

2 UnitedHealth Group internal analysis, 2018.
3 UnitedHealthcare, 2018.

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, 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.

Program nurses and coaches cannot diagnose problems or suggest treatment. This program is not a substitute for your doctor’s care. Please discuss with your doctor how the program information is right for you. Your health information is kept confidential in accordance with the law.

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**One of the most community-minded companies, according to The Civic 50.**

6 Awards received 2014 through 2018 from organizations including Genesys, Frost & Sullivan, Stevie and Best in Biz.
7 UnitedHealthcare, 2016.
8 Civic 50 Points of Light, 2013-2016.
9 UnitedHealth Group®, 2019.

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**Nine consecutive years UnitedHealth Group® has ranked as FORTUNE’s “World’s Most Admired Company” in insurance and managed care.**

8 FORTUNE, February 2019.