

Members get more from their benefits with Plan Advisor



A UnitedHealthcare Company

Members want a simplified health care experience with service they can trust. Plan Advisor helps members navigate their benefit plans and the entire health care system in a reliable, simplified and personalized way.



I want to find the RIGHT care...

"How close I am to reaching my deductible?"

"I don't have a PCP, can you help me find a good one?"

"How can I find out how much my procedure will *actually* cost me?"

"Can you explain how my biometric screening helps me earn rewards?"

Do I need a pre-cert?

Plan Advisor helps your members:



Make better decisions about their care



Feel more confident in their decisions



Take ownership of their health



Plan Advisor

Your reliable guide for all things health care

Service that maximizes member engagement for better plan performance



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We understand that a large portion of a plan spend is driven by the specific choices members make on what level of care and where to go for that care. Plan Advisor gives you the opportunity to guide members toward quality, efficient and cost-effective care.

Plan Advisor will:

- ▶ Outreach on elective out-of-network surgery
- ▶ Engage members in care management opportunities with seamless transfers
- ▶ Coordinate with employer's external vendors
- ▶ Help members find a provider and schedule appointments
- ▶ Ensure connection with a primary care provider
- ▶ Promote preventive care and identify any gaps in care
- ▶ Provide benefit and eligibility information
- ▶ Guide members on using online tools
- ▶ Communicate health information, employer-specific events and reminders
- ▶ Resolve claims and billing inquiries
- ▶ Explain EOBs and benefit information
- ▶ Be accountable for follow-through so that issues are resolved



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