



## Starts virtual, stays personal



With access to a personal Optum Virtual Care Team and 24/7 availability, UnitedHealthcare NavigateNOW offers coordinated care that begins virtually and connects seamlessly to in-person when necessary.

**United  
Healthcare**

# Introducing NavigateNOW, access to care that's virtually different

## Consumer focused

- 24/7/365 digital access to care and support with online scheduling and on-demand, same-day appointments
- Board-certified physicians and other care providers are available at the touch of a button
- Care Team coordinates in-person care with local providers to help with a seamless experience

## Concierge Care

- Employees use an app\* to connect with their Care Team who can provide immediate help for pinkeye or guide them to an in-person appointment for lab work
- Integration of medical and behavioral providers within the Care Team
- Interactive well-being programs

## Savings opportunities for you and your employees

- \$0 copays for primary care, behavioral health and virtual visits for urgent care
- Clinical workflow and new efficiency tools may result in savings for everyone
- Clinically led navigation to high-performing providers\*\* and optimal sites of care help drive savings

## A closer look at the experience

1

Morgan schedules a same-day primary care visit with her primary care provider (PCP) and pays \$0.

Prior to the appointment, she fills out her health history and mentions that she's been having headaches.

2

Morgan's PCP conducts her virtual primary care visit and creates a treatment plan for her headaches. The PCP also uncovers that Morgan is experiencing anxiety and offers to bring a behavioral health specialist into the visit to discuss treatment options.

The specialist joins Morgan's primary care visit and outlines a treatment plan on the call.

3

The specialist recommends bi-weekly virtual visits to help Morgan with her anxiety and Sanvello™ for additional on-demand, self-directed behavioral support between visits.

Morgan continues to see her behavioral health specialist biweekly for \$0. The specialist works closely with Morgan's PCP to manage her overall health.

\*Data rates may apply.

\*\*UnitedHealth Premium® care physicians where available.

# What you can expect with NavigateNOW



## An integrated experience to support improved overall health

It's designed to deliver integrated, whole person care with medical, behavioral and pharmaceutical services in a single entry point to help improve health care and outcomes at a competitive price.



## Built to effortlessly move from virtual to face-to-face, when necessary

When virtual care isn't possible because labs are needed or the condition requires being seen face-to-face, care seamlessly moves to in-person with navigation to quality providers.\*



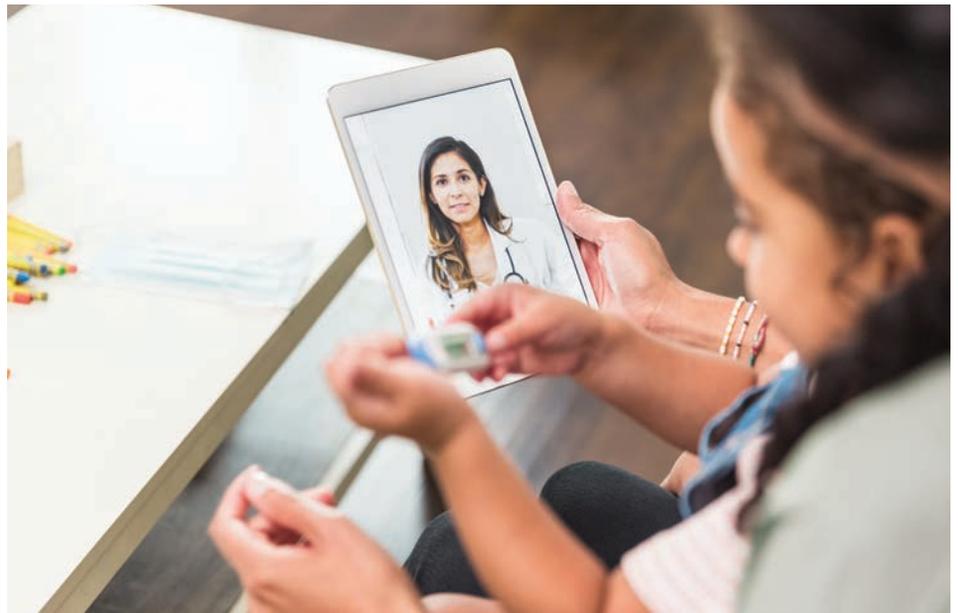
## Removes barriers and makes it easier to access care

Each plan participant can access health care at the touch of a button without sitting in waiting rooms or traffic.

## When is out-of-network care covered?



In the case of an emergency, participants and covered dependents can access care from any emergency department – without contacting their Care Team



\*UnitedHealth Premium® care physicians where available.

## Additional participant features

- The Sanvello™ app offers on-demand help with stress, anxiety and depression
- UnitedHealthcare Motion® rewards participants with up to \$1,000 for completing daily fitness goals



## UnitedHealthcare networks and resources

- Our nationwide network of quality health care providers includes more than 1.2M physicians and care professionals and 6,600+ hospitals and other care facilities<sup>1</sup>
- Clinically led navigation to high-performing providers<sup>2</sup> and sites of care help drive savings
- Plan participants have access to the Optum Behavioral Health network of psychiatrists and therapists to receive support for anxiety, stress, depression, family difficulties and more
- Get anywhere, anytime answers; OptumRx® makes it easier to get prescriptions, cost estimates and savings on medications

## Virtual care from a company invested in health care innovation

NavigateNOW leverages the power of best-in-class capabilities<sup>3</sup> from UnitedHealthcare and Optum helping to deliver innovative quality care from a national network of providers plus health plan know-how. It's what sets us apart.

[Learn more](#)

Contact your UnitedHealthcare representative for more information

**United  
Healthcare**

<sup>1</sup> UnitedHealthcare Employer and Individual network statistics, ending Q1, 2021.

<sup>2</sup> UnitedHealth Premium® care physicians where available.

<sup>3</sup> UnitedHealth Group® invests more than \$3 billion annually in data, technology and innovation to reduce health care costs, improve patient outcomes and improve member experience.

The Optum Care Team is part of Optum Virtual Care which is an affiliate of UnitedHealth Group family of companies.

UnitedHealthcare Motion is a voluntary program. The information provided is for general informational purposes only and is not intended to be nor should be construed as medical advice. You should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for you. Receiving an activity tracker and/or certain credits and/or purchasing an activity tracker with earnings may have tax implications. You should consult an appropriate tax professional to determine if you have any tax obligations under this program, as applicable. If any fraudulent activity is detected (e.g., misrepresented physical activity), you may be suspended and/or terminated from the program. If you are unable to meet a standard related to health factor to receive a reward under this program, you might qualify for an opportunity to receive the reward by different means. You may call us toll-free at 1-855-256-8669 or at the number on your health plan ID card, and we will work with you (and, if necessary, your doctor) to find another way for you to earn the same reward. Rewards may be limited due to incentive limits under applicable law. Subject to HSA eligibility, as applicable. Motion is not available in DE, KS, MO, NJ, PA or WI.

Minimum participation requirements may apply for bundling programs. Benefits and programs may not be available in all states for all group sizes. Components subject to change.

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