



# Questions about your health plan? We've got answers.



## Help is just a call away

Whether you have questions about a new claim, need to find a doctor or just want to better understand your benefits, our Advocates are here to help. Connect with our team for help finding care for your needs, walking through a bill, accessing additional plan resources and more.

### We simplify the health care experience to help you:



Understand your benefits and claims



Learn more about your prescriptions\*



Get answers about a bill or payment



Find support if you have a child with complex needs\*\*



Locate care and cost options



Discover your plan's health and well-being benefits

We're dedicated to giving you the information you need to get the most out of your benefits—and your health.

### Care whenever you need it

Try 24/7 Virtual Visits to speak with a doctor anytime, from virtually anywhere, using a mobile device or computer. To get started, sign in at [myuhc.com](https://myuhc.com)®.

## Connect with us

Call the number on your health plan ID card or sign in to [myuhc.com](https://myuhc.com) and click on **Call** or **Chat**

# United Healthcare

\*For members with OptumRx®.

\*\*Qualifying members are eligible for our Special Needs Initiative program; eligibility criteria can be determined by calling the number on your health plan ID card.

**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 company and may be discontinued at any time. Additionally, if there is any difference between the information and your coverage documents (Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

24/7 Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by or through a UnitedHealthcare company.