



Helping employees navigate all things health and health plan



Compassionate support from a designated advocate team

Passionate about helping people, our private equity designated call team consists of advocates with a range of qualifications—from benefit expertise to issue resolution. When they need added support, advocates have experts they can call on, including clinicians, pharmacists and others. Employees and their covered family members have just one phone number to call to reach someone who'll listen carefully, anticipate needs and find solutions centered around:

- Benefits and claims
- Well-being
- Complex health care support
- Provider search
- Health care spending accounts
- And more
- Pharmacy*
- Clinical support

Persistence in finding solutions

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

Anticipating future health needs

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

- Automatically routes the caller to the advocate whose skill and training are right for the situation and right for the employee
- Helps advocates quickly understand why the employee is calling before they even speak
- Alerts us to health and savings opportunities employees may not have thought to ask about yet

39%

of clinical program enrollees are referred by advocates¹

50%+

of advocate offers of support for social determinants of health (lack of access to food, housing, etc.) have been accepted by members²

91%

overall member satisfaction³

Learn more

Contact the UnitedHealthcare Private Equity team at **1-612-383-3372**

**United
Healthcare**

*Optum Rx® carved-in.

¹ UnitedHealthcare Advocate4Me performance reporting, 2021. Results not guaranteed.

² UnitedHealthcare internal analysis of participating employers, 2021.

³ UnitedHealthcare Advocate4Me performance reporting, 2020. Results not guaranteed.

Advocate4Me services 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 Advocate services 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. Advocate services are not an insurance program and may be discontinued at any time.

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