



# Portfolio-level support, offered to every employee

Delivering a clear, consistent benefits  
experience across your companies



When members need help, they're connected to the Preferred Domestic Call Team – a private equity-designated group focused on listening, anticipating needs and finding solutions from the very first call. This team brings together a range of qualifications – from benefits knowledge to issue resolution – and will contact clinicians, pharmacists and other specialists when additional support is needed. With one dedicated phone number, members have a single, reliable way to get help with:

- Benefits and claims
- Health care spending accounts
- Provider and pharmacy\* searches
- Clinical and complex care support and more
- Emotional health and well-being

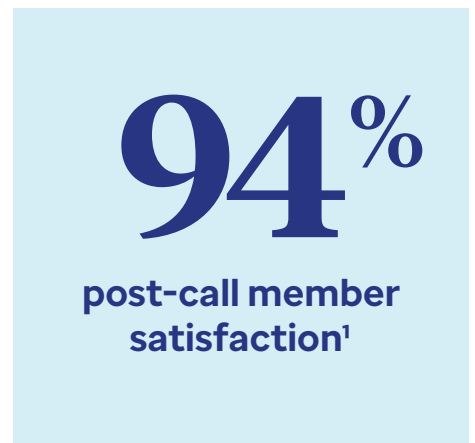
## Persistence in finding solutions

Advocates stay on the line with members until the inquiry is resolved. If additional research is needed, they follow up with the answer. There's no need for employers to step in.

## 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 member
- Helps Advocates quickly understand why the member is calling before they even speak
- Alerts Advocates to health and savings opportunities members may not have thought to ask about



**Learn more**

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

\*Optum Rx® carved-in.  
continued



<sup>1</sup> UnitedHealthcare Advocacy performance reporting, 2025. Results not guaranteed.

Advocate 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.

Employee benefits including group health plan benefits may be taxable benefits unless they fit into specific exception categories. Please consult with your tax specialist to determine taxability of these offerings.

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

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