



Advocacy your employees can count on

When your employees need help, our Advocates provide personalized guidance. Using robust data and technology tools, Advocates help guide your employees to their next best step – all with an eye toward better health and lower costs. Members get someone in their corner to provide insight and help navigate the choices right for them. And, it's all included in your health plan at no additional cost.

UnitedHealthcare Advocates work closely with your employees to help support their individual health care needs. We:

Make it simple: Health coverage can be complicated. We make it easier to understand and access. By giving clear answers, we help build trust.

Make it right: Health care can seem overwhelming. We look at each unique situation, then do the right thing to meet the need.

Make it matter: The health system can feel impersonal. We listen, care and go the extra mile. It's how we show every connection matters.

Advocacy supports your employees with its:

Reach



We have the widest view of the health system because we manage it all, from medical to behavioral to Rx.

Insights



We use our insights and data to help us anticipate needs for clients and members.

Connections



We break down barriers and connect the dots across the system for your employees.

Results



The result is an enhanced, more personalized experience for our members and cost savings for our clients.

Core Advocacy



Caring, personal support — it's all part of the plan

When it comes to your employees' health, everything matters. Our Advocates provide whole-person, proactive guidance.

Core Advocacy includes:

- Benefits and claims advocacy
- Issue resolution
- Community-based resources (SDoH)
- Financial advocacy
- Health outcomes
- Proactive outreach
- Connected third-party resources
- Dedicated special needs/gender affirming care
- Tools and resource navigation
- Predictive personalization
- Expanded communication channels



Core Advocacy results

Our Advocates work to improve the lives of members every day¹

92%

overall member satisfaction

91%

program acceptance rate

68%

enrollments initiated by Advocates

Learn more

Contact your UnitedHealthcare representative or visit uhc.com/advocacy.

United
Healthcare®

¹ UnitedHealthcare Advocacy performance reporting, 2024. Results not guaranteed.

Cost savings and health outcome results identified are not guaranteed.

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