



# Tools and resources to help members manage their health

Neighborhood Health Partnership (NHP) offers a variety of tools and resources for members as part of their benefits—all designed to help them get access to care, save money and take charge of their health.

## Advocate4Me

With Advocate4Me®, members and their covered family members have just one phone number to call to reach an expert who'll listen carefully, anticipate needs and find solutions centered around benefits and claims, pharmacy, finances, well-being and more.

## myuhc.com

As the gateway to many tools and resources, [myuhc.com](https://myuhc.com)® is designed to help members get the most out of their benefits. Members can view claims and statements, learn about health conditions, treatments, costs and so much more.

## UnitedHealthcare app

The UnitedHealthcare® app, available for most smartphones, helps members find nearby physicians, estimate treatment costs, check the status of a claim, see their account balance or speak directly with a nurse—anytime, anywhere.

## UnitedHealthcare Rewards (UHC Rewards)

UHC Rewards is a program where employees and their spouses can earn rewards for reaching program goals and completing one-time activities. Participants can personalize their experience by selecting activities that are right for them — and choosing ways to spend earnings. Participants may immediately start earning rewards by activating UHC Rewards from the UnitedHealthcare® app and their [myuhc.com](https://myuhc.com) account.

## Cost Estimator

The Cost Estimator tool lets members shop for health care services in their area by procedure, provider, price and place. This tool is personalized and enables them to estimate out-of-pocket expenses based on their plan and current benefit status.

## myClaims Manager

The enhanced “Manage My Claims” section on [myuhc.com](https://myuhc.com) provides information to help members understand and track their health care claims. In addition, they can now pay their health care providers online from this site, allowing them to manage claims and payments all in one location.



## Finding care when traveling

Members may call the phone number on the back of their health plan ID card or use the UnitedHealthcare app or [myuhc.com](https://myuhc.com) to find providers nearby and to learn if any restrictions apply



## Still need help deciding where to go?

Call the toll-free phone number on their ID card (TTY 711)

# Get to know care options and costs

How much members pay for care can depend on where they get it—and a great place to start is with their Primary Care Physician (PCP). For serious or life-threatening conditions, call 911 or go to an emergency room.

**Start here**

## Care options to consider and approximate costs



**PCP**

Care from the doctor who may know you best



**24/7 Virtual Visits**

See a doctor anytime, anywhere



**Urgent care**

Serious conditions that aren't generally life-threatening



**Emergency room**

Life- and limb-threatening emergencies

<b>Average cost*</b>	<b>In-person: \$175 Virtual: \$99 or less**</b>	<b>Less than \$49***</b>	<b>\$185</b>	<b>\$2,700</b>
<b>Hours</b>	<b>Varies by location</b>	<b>24/7</b>	<b>Varies by location—may only be open nights/weekends</b>	<b>24/7</b>
<b>How to connect</b>	<b>Contact your PCP</b>	<b>myuhc.com/virtualvisits</b>	<b>myuhc.com</b>	<b>myuhc.com</b>

✓ Indicates the recommended place for care for the following common conditions:

Broken bone			✓	✓
Chest pain				✓
Cough	✓		✓	
Fever	✓		✓	
Muscle strain	✓			
Pinkeye	✓		✓	
Shortness of breath				✓
Sinus problems	✓		✓	
Sore throat	✓		✓	
Sprain	✓			✓
Urinary tract infection	✓		✓	

## Did you know?

Emergency rooms are likely the most expensive place to get care. When your plan participants need to be seen, consider the chart above to help find care. If they're still unsure about what's best for their situation, sign in to [myuhc.com](https://myuhc.com) > **Find Care & Costs** to locate a network provider or call the phone number on their ID card for support. If you have a question about what's covered by their plan, visit [myuhc.com](https://myuhc.com) > **Coverage & Benefits** for answers.

Learn more

For more information, contact your UnitedHealthcare representative

United  
Healthcare®

\*2022: Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. (Estimated \$2,500 difference between the average emergency room visit, \$2,700 and the average urgent care visit \$185.) The information and estimates provided are for general informational and illustrative purposes only and are not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or go to the nearest emergency room.

\*\*Virtual primary care services are available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual primary care services are only available if the provider is licensed in the state that the member is located at the time of the appointment. Virtual primary care is 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. Certain prescriptions may not be available, and other restrictions may apply.

\*\*\*The Designated Virtual Visit Provider's reduced rate for a 24/7 Virtual Visit is subject to change.

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 is 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.

UnitedHealthcare Rewards is a voluntary program. The information provided under this program 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, certain credits and/or rewards and/or purchasing an activity tracker with earnings may have tax implications. You should consult with 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 1-866-230-2505 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. Components subject to change. This program is not available for fully insured members in Hawaii, Vermont and Puerto Rico nor available to level funded members in District of Columbia, Hawaii, Vermont and Puerto Rico.

All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

24/7 Virtual Visits is a service available with a Designated Virtual Network Provider via video, or audio-only where permitted under state law. 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.

Health plan coverage provided by or through UnitedHealthcare of Florida, Inc. and Neighborhood Health Partnership, Inc.

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