



Gender affirming support from a specialized team

Individuals who have gender affirming health care needs often face disparities in the care they receive. To help navigate what can be a complex and confusing system, UnitedHealthcare has a team of specially-trained Care Advisors for members, and their families, to guide them through their benefits, coverage and care options.

Our team of highly-trained Care Advisors take ownership of member inquiries and see them through to resolution; assisting not only with gender affirming care, but all of a member's health needs. Care Advisors provide compassionate, effective and comprehensive support regardless of where the member is on their journey to health and wellbeing.

Some of the ways our Care Advisors can provide support:



Identify and help connect a member to medical specialists with expertise in gender affirming care



Engage appropriate clinical resources and assist with claims, referrals and authorizations



Help the member understand the pre-requisites and coverage for those individuals thinking about or planning gender confirmation surgery



Work with members to help them receive their medications



Connect members, and their families, with behavioral providers to help them before, during, or after transitioning, or with other care needs



Assist with adding alerts to member's account detailing what name they would like to be addressed as

We're committed to quality care for our members

We offer a dedicated number so members can easily connect with our specialized team for gender affirming support.

Learn more

Contact your **account representative** to find out how we can help support your employees with their gender affirming needs