



# Guiding with care and compassion



## Advocate4Me® delivers results for you and your employees

When employees and their covered family members need help with their health or health plan, our advocates provide personalized guidance. Using robust data and technology tools, advocates help guide your employees to their next step—all with an eye toward lower costs and better health. Employees can reach advocates by phone or use the click-to-chat feature on [myuhc.com](https://myuhc.com)® and the UnitedHealthcare® app. And, it's all included in your health plan at no additional cost.

## Kindness and guidance — at the heart of every conversation

### Advocates as skilled as they are resourceful

Our advocates have a range of qualifications—from nursing degrees to complex claims resolution. When they need added support, advocates have a team of experts they can call on—from clinicians to pharmacists and others.

Your employees and their covered family members have just 1 phone number to call to reach an expert who'll listen carefully, anticipate needs and find solutions centered around:

- Benefits and claims
- Provider search
- Pharmacy
- Finances
- Well-being
- Emotional health
- Clinical support
- Complex health care support

### Persistence in finding solutions

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

### Anticipating future needs may lead to lower costs

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

- 1 Automatically routes the caller to the advocate whose skills and training are right for the situation—and right for your employee
- 2 Helps advocates quickly understand why the employee is calling before they even speak
- 3 Alerts us to health and savings opportunities employees haven't even thought to ask about



## Meet Eric\*

- More than 3 years as an advocate
- Volunteers with children who have special needs

The best part of my job is after the day is done, I get to think of all the people who I was able to really help get a solution to their problems and exceed their expectations. My goal is to be able to say that I made their day by going above and beyond to do as much as I can for our members.



## Meet Gregg\*

- Has an Oxford plan
- Called and spoke with an advocate

Actually, there was nothing that you could have done better. Eric was extraordinarily helpful, took his time, dove deep into the issue and came back with a solution before the end of the call. He did an absolutely excellent job. Thank you.



# 93%

overall member satisfaction<sup>1</sup>



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

Advocate4Me comes at no additional cost to you—it's all included just for offering Oxford benefits.

## Learn more

Contact your Oxford representative

# United Healthcare Oxford

\* Above example for illustrative purposes only. Individual results may vary.

<sup>1</sup> Oxford Advocate4Me performance reporting, 2021. Results not guaranteed.

**This service 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 the program 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. The program is not an insurance program and may be discontinued at any time. Additionally, if there is any difference between this information and your coverage documents (Certificate of Coverage, Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

Cost savings and health outcome results identified are not guaranteed.

Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Oxford HMO products are underwritten by Oxford Health Plans (CT), Inc. and Oxford Health Plans (NJ), Inc. Administrative services provided by Oxford Health Plans LLC.