



Why are we calling?

The phone rings and you see it's your health insurance company. It may seem odd to get a call from your health plan. But sometimes we may call you to offer help with your benefits.

Some reasons we may call include:

Welcome home — We may call after you return home from a hospital stay to help answer any questions you may have.

Disease management — If you have a chronic condition, such as diabetes or coronary artery disease, a nurse may call to help make sure you have the resources you need.

Pharmacy — Sometimes OptumRx® may have questions about your prescription orders and may call so an order isn't delayed.

You may also receive a call from a nurse if:

- You or a family member has a chronic medical condition.
- You or a family member was recently hospitalized.
- You are pregnant.

So, please answer the phone. If we call, we have important information for you.

These are not sales calls; no one will try to sell you anything.

UnitedHealthcare and Oxford do not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card Monday through Friday, 8 a.m. to 6 p.m. ET. TTY users can dial 711.

ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

Note about your privacy: We are dedicated to safeguarding your privacy. We do not share your name or any other identifying information. Your conversations will remain confidential. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. Please talk with your doctor about how the information provided may be right for you. These services are not an insurance program and may be discontinued at any time.

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

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