



## Why is UnitedHealthcare calling?

# Answer the phone...for your health.

The phone is ringing. Caller ID says it's UnitedHealthcare... What do they want? Pick up the phone and find out. This is one call you don't want to miss. In fact, it might change your life. UnitedHealthcare may be trying to contact you regarding a health program or service available to you, or to offer information to help you manage or improve your health.

It may seem odd to receive a call from your health plan, but it can really help connect you to resources and benefits you may not have been aware you have. A few of these may be:

**Wellness Coaching** – after taking your health assessment you might receive a call from one of UnitedHealthcare's wellness coaches. This is to help you set and work toward your wellness goals.

**Welcome Home** – Care Coordination may call after you return home from an inpatient stay helping to assure you have needed after care instructions, medication, durable medical equipment and other needs.

**Disease Management** – through a variety of ways our Disease Management staff receives referrals for patients who have certain disease states, such as diabetes or coronary artery disease. Our nurses outreach to patients and help connect them to needed care and resources.

**Healthy Pregnancy** – our Healthy Pregnancy nurses reach out to those patients that have a pregnancy diagnosis to offer educational services and resources.

**Pharmacy** – At times, our Mail Order pharmacy may have questions concerning your prescription orders. It is important to reply promptly so as not to delay your order.

If you receive a call, it's because you have been identified as someone who could benefit from a telephone conversation with a nurse. These are not sales calls; no one will try to sell you anything. So go ahead and answer the phone. We have important information for you.

## Here's what you can expect from the calls:

A UnitedHealthcare nurse may call you and suggest you participate in a clinical management program. The nurse might even call to simply check in to see if you are getting timely care for your health care needs. You may 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.

If you have questions regarding your UnitedHealthcare coverage, please call one of our customer care professionals at the number on the back of your health plan ID card.



Note about your privacy: We are dedicated to safeguarding your privacy. UnitedHealthcare does not share your name or any other identifying information. Your conversations will remain confidential. For informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. These services are not an insurance program and may be discontinued at any time. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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