

UnitedHealthcare and Optum to Support People Affected by Hurricane Harvey

- *Assistance for UnitedHealthcare plan participants whose access to care or prescriptions needs may have been affected*
- *Free emotional-support help line from Optum open to anyone*

UnitedHealthcare and Optum, the health benefits and services companies of UnitedHealth Group, are taking action to help people who may be affected by Hurricane/Tropical Storm Harvey.

Support includes assisting health plan participants who may need to make alternate arrangements to ensure continuity of care and access to early prescription refills, as well as a free emotional-support line to help people who might be affected.

- **Help Finding a Network Care Provider, Early Refills:** Plan participants who need help finding a care provider in the UnitedHealthcare network or obtaining early prescription refills can call customer care at the number located on the back of their medical ID cards.

For plan participants who may have misplaced their medical ID cards, call 1-866-633-2446, 8 a.m. – 8 p.m. (in the local time zone), Monday through Friday. People enrolled in employer-sponsored and individual health plans who have a smartphone can download the free **Health4Me app**, which provides instant access to their ID card, network care providers, their personal health benefits and more. The Health4Me app is available as a free download at the Apple [iTunes App Store](#) and the Android Market on [Google Play](#).

- **Free Help Line:** Optum, a leading health and behavioral health services company, is offering a free emotional-support help line.

The toll-free number, 1-866-342-6892, will be open 24 hours a day, seven days a week, for as long as necessary. The service is free of charge and open to anyone. Specially trained Optum mental health specialists help people manage their stress and anxiety so they can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.

Along with the toll-free help line, emotional-support resources and information are available online at www.liveandworkwell.com. Eligible plan participants can use access code 42920 to access program benefits.