

Your benefits are NOT changing...

but, with your new card and Advocate4Me, they just got easier to use!



Your source for information

Trying to understand your health plan benefits can often be confusing. Now you have an Advocate on your side. Advocate4Me is your one-stop-shop for help with your questions.

Whether you call or email us, you'll be connected to an Advocate whose goal is to help you get the answers and information you need to make the most of your health plan.

How can we help you?

No matter how complex your situation, an Advocate is here to help answer your questions – plain and simple. From questions about benefits to help finding a doctor near you, we're here to provide support and resources to help you and your family make confident health care decisions.

- Have questions about your plan benefits?

We'll help walk you through your coverage and answer any questions you may have.

- Concerned about a recent diagnosis?

You'll get the time, attention and information to help you make decisions for yourself or a family member.

- Need help resolving billing or claims issues?

We'll help you get to the bottom of it.

- Not sure where to go for care?

Registered nurses are available 24/7 who can review your symptoms and provide information to help you make a more informed choice.

Advocate4Me is included with your UnitedHealthcare medical plan – there's no additional cost to you.



To contact an Advocate:

Call 1-855-837-1612 OR email us at Advocate4Me@uhc.com

- **This new member services phone number is effective 6/1/15**
- **New medical ID cards will be mailed to all enrolled employees and the new phone number will be listed on the back**

Advocates are available 8 a.m. - 8 p.m. local time (Monday-Friday), or call 24/7 to speak with a nurse. To help ensure your privacy, please do not include confidential information in your email. An Advocate will respond to your question using a secure email system.



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.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Health Plan coverage provided by or through a UnitedHealthcare company.