

## Why is UnitedHealthcare calling?



## Answer the phone...we have important information for you.

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. 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 would be to discuss available coaching programs and help you work toward your wellness goals.

**Welcome Home** – Care Coordination may call after you return home from an inpatient hospital stay to help confirm you have after care instructions, medication, medical equipment or other needs.

**Disease Management** – Our nursing staff receives referrals for patients who have certain medical conditions such as diabetes or coronary artery disease. Based on this information they make outreach calls to patients to help connect them to tools and resources.

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

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

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. We are calling with important information that may help you reach your health goals.

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

A UnitedHealthcare nurse may call you and suggest you participate in a clinical management program, or call to simply check in if:

- ▶ You have a chronic medical condition.
- ▶ You or a family member were recently hospitalized.
- ▶ You are pregnant.

**So when UnitedHealthcare calls...please go ahead and answer the phone.**

If you have questions regarding your UnitedHealthcare coverage, please call one of our customer care professionals at the number listed 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. Participation in the Health Assessment is strictly voluntary. Any health information collected as part of the assessment will be kept confidential in accordance with the Notice of Privacy Practices; be used only for health and wellness recommendations or for payment, treatment or health care operations; and be shared with your health plan, but not with your employer. The Healthy Pregnancy Program follows national practice standards from the Institute for Clinical Systems Improvement. The Healthy Pregnancy Program can not diagnose problems or recommend specific treatment. The information provided is not a substitute for your doctor's care.

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