



Say hello to simple



UnitedHealthcare Concierge

Health care just got a whole lot easier — and service a whole lot better.

Simple is good

Health care can be complicated, so we're reinventing the way you think about health care customer service. The **UnitedHealthcare Concierge Team** is here to make it easier on you and your family.

Here are a few of the ways we can help:



Need a high-quality network provider?

We'll find one and even make your appointment or send you an email with a list of providers in your local area.



Questions about an unexpected bill or claim?

We'll call your provider and figure it out — and then call you back with answers.



Looking for ways to save on health care?

We know lots of them! We'll compare costs for local providers and care facilities. We'll also look for lower-cost drug alternatives.



Dealing with a complex medical issue like autism?

We'll connect you to resources to help support you with the emotional and financial stress of a diagnosis and treatment.



Can't find your health plan ID card?

No problem! We'll send you a new one and show you how to access a copy right on your phone using the UnitedHealthcare® app. The app is available at no cost to you from your app store.

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Here's how we're different:

- **We're empowered.** We'll take ownership of your issue and help make sure it's resolved.
- **We value your time as much as you do.** Give us a call at a time that's convenient for you, or let us know a time you'd like us to call you. If you prefer email, just send us a message via the Contact Us section of myuhc.com[®]. We'll get back to you within 2 business days. (You must register on myuhc.com in order to send emails to the Concierge team.)
- **We're all about relationships.** We're here for you and your family members whenever you need us, by phone, chat or email.

We can help with all this and much more. Contact us today. Call or send us an email or chat request through the Contact Us link on myuhc.com.

Answers to your health questions 24/7

When you have health concerns, day or night, UnitedHealthcare nurses are available to help you:

- Choose the appropriate place for care based on your symptoms.
- Learn to manage your health condition and explore treatment options.
- Identify possible medication side effects and interactions.

One call does it all. No jargon. No runaround. No kidding.

To reach the UnitedHealthcare Concierge Team, call (844) 587-8457. The Concierge Team is available Monday through Friday, 8 a.m. to 8 p.m. in all U.S. time zones, anytime day or night, if you need to speak with a nurse. This service should not be used for emergency needs. In an emergency, call 911 or go to the nearest emergency room. Save the number to your cell phone, so it's there when you need it.

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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.

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