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Valuable services to help you live the healthiest life possible





UnitedHealthcare is committed to providing information and resources to help you manage your health and wellbeing by providing support and assistance when you need help.

These easy-to-access services are designed to help you in making more informed health care decisions and provide access to people and services to help you live the healthiest life possible.

1

Nurse Advice Line

Take Charge! Live Well! provides 24/7 access to professional nurses for any type of medical questions or concerns. The Nurse Advice Line can assist you with questions about common illnesses, sick children, nutrition, medications, and injuries, and more. To speak with a nurse, call the Nurse Advice Line toll-free number anytime at **1-866-556-2288**.

2

Care Management Program

As a member of UnitedHealthcare, you may get a live phone call from a registered case management nurse – your partner in the pursuit of better health. Here's what to expect:

- ▶ A phone call from a nurse in the event you experience a major health occurrence such as a hospital admission, serious illness or diagnosis of a chronic condition.
- ▶ Advice from a knowledgeable health care professional. Our nurses have an average of 15 years of experience.
- ▶ Help with coordinating the care you receive from different physicians, specialists and other caregivers.
- ▶ A clear explanation of the information provided to you by health professionals.
- ▶ Answers to the questions you and your family may have about your health.

For more information regarding Case Management, please contact UnitedHealthcare at **1-888-332-8885**.

3

Cancer Resource Services

Cancer Resource Services provides extra support and care coordination for those facing a cancer diagnosis. You will learn how to:

- ▶ Use our network of cancer Centers of Excellence to find doctors, hospitals and treatments for specific types of cancer
- ▶ Get information for yourself or family members with cancer
- ▶ Talk with nurse consultants who can help you understand your options and help you make more confident decisions.

To learn more, call **1-866-936-6002**.

4

Diabetes Prevention Program

If you are screened and your blood sugar levels are in the pre-diabetes range, you might not be sure what to do next. It can be confusing and scary news to get. The good news is you have access to the Diabetes Prevention Program. The Diabetes Prevention Program is a 16-session lifestyle coaching program conducted in a small group setting for people with pre-diabetes. In this 16-week group-based program, at just one hour a week, you will:

- ▶ Learn how to lose weight and keep it off
- ▶ Explore fun, easy ways to change your life
- ▶ Get the motivation you need in a small group setting
- ▶ Receive personal attention from a lifestyle coach

To learn more call **1-888-688-4019** or visit **notme.com**.



5

Kidney Resource Services

If you have kidney disease, UnitedHealthcare's Kidney Resource Services (KRS) is here to help. KRS is a program designed for those who have been diagnosed with End Stage Renal Disease (ESRD) and are preparing to start dialysis or are currently receiving dialysis treatments. We specialize in helping you manage your disease. Here's how:

- ▶ Consultation from a KRS clinical consultant to help you make informed decisions about your care
- ▶ Access to some of the nation's leading dialysis centers
- ▶ Continued consulting and monitoring of your care to answer questions about your health

To take advantage of KRS, call a clinical consultant toll-free at **1-866-561-7518** between 8 a.m. and 5 p.m. Central Time, Monday through Friday, excluding holidays.

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Healthy Back Program

The Healthy Back Program can help you prevent or deal with back pain before it becomes a recurring or long-term issue. Learn about lifestyle risk factors, work with an environment specialist and online health coach and gain access to back specialists. When you enroll in the Healthy Back program, you will be paired with your own personalized health coach who can help you understand treatment options and gain access to the right care. To enroll in the Healthy Back program call **1-866-559-2225** or find us online at www.myhealthyback.com.

7

Treatment Decision Support

Understanding your condition and choosing the right treatment is very important. You probably have questions about treatment options and how to determine what's best for you. Finding the answers can be time-consuming and confusing. Treatment Decision Support has helped thousands of people like you take charge of their health. Call to speak with experienced nurses who can provide the information and support you need to:

- ▶ Learn more about a diagnosis.
 - ▶ Understand treatment options and the risks and benefits of each.
 - ▶ Work more effectively with your doctor.
 - ▶ Know what to expect from surgery.
 - ▶ Find a resource for a second opinion.
 - ▶ Anticipate treatment costs.
 - ▶ Prepare for recovery.
- ▶ Nurses are available Monday through Friday, 7 a.m. to 10 p.m. Central time. You can call any other time to leave a confidential voice mail message and your call will be returned. For more information please call, **1-888-866-8295**.

8

ParentsSteps®

ParentSteps was designed to support members looking for infertility treatments who may have limited or no infertility benefits through their employer's benefit coverage plan. ParentSteps provides you with access to nurses and other professionals who understand what you're going through with infertility treatment, and can help you understand all your choices. For more information call **1-866-774-4626**.



9

Healthy Pregnancy Program

Get personal support through all stages of pregnancy and delivery at no extra cost to you. The Healthy Pregnancy Program will help you through every stage of your pregnancy and delivery. We provide 24-hour access to experienced nurses, access to our online Healthy Pregnancy Owner's Manual and other materials, as well as complimentary gifts and money-saving coupons. To register for the Healthy Pregnancy program, call **800-411-7984** or visit **www.healthy-pregnancy.com**.

10

Behavioral Health Benefits

Behavioral Health Benefits provide specialized mental health and chemical dependency services under a single program available to all employees and dependents enrolled in the State of Ohio Medical PPO plan. This program provides 24-hours-a-day, seven-days-a-week telephone assessment and referral services for a variety of behavioral health issues, such as:

- ▶ Depression,
- ▶ Stress,
- ▶ Serious mental illnesses,
- ▶ Marital and family issues,
- ▶ Alcohol and drug dependency and anxiety

To receive help, call **1-800-852-1091** or visit **www.liveandworkwell.com**.

Be involved in your health care decisions. Use these tools and resources, available at no additional cost to you as part of your health care benefits, to help you maintain and improve your health.

