



# Guiding with care and compassion



## **Advocate4Me® delivers results for you and your employees**

When employees and their covered family members need help with their health or health plan, our Advocates provide personalized guidance. Using robust data and technology tools, Advocates help guide your employees to their next best step—all with an eye toward lower costs and better health. And, it's all included in your health plan at no additional cost.

**United  
Healthcare**

# Kindness and guidance — at the heart of every conversation



## Advocates as skilled as they are resourceful

Our Advocates have a range of qualifications—from nursing degrees to complex claims resolution. When they need added support, Advocates have a team of experts they can call on—from clinicians to pharmacists and others.

Your employees and their covered family members have just 1 phone number to call to reach an expert who'll listen carefully, anticipate needs and find solutions centered around:

- Benefits and claims
- Well-being
- Provider search
- Emotional health
- Pharmacy
- Clinical support
- Finances
- Complex health care support

## Persistence in finding solutions

Advocates stay on the line with employees until the inquiry is resolved—or the Advocate team will follow up with the answer. There's no need for your employee to redial—or for you to get involved.

## Anticipating future needs may lead to lower costs

Our robust data and advanced technology tools enable predictive personalization, which:

- 1 Automatically routes the caller to the Advocate whose skills and training are right for the situation—and right for your employee
- 2 Helps Advocates quickly understand why the employee is calling before they even speak
- 3 Alerts us to health and savings opportunities employees haven't even thought to ask about



## Meet Deb

- 10+ years at UnitedHealthcare
- Volunteers with children who have learning disabilities
- Members give Deb a 96% satisfaction rating<sup>1</sup>

*"I always lead with compassion—because on the other end is a real person who has health needs. I put myself in their shoes. Then I take steps toward a solution."*



## Meet Ronald\*

- UnitedHealthcare member from Georgia
- Diagnosed with a chronic condition

*"Deb provided the information I needed and was extremely helpful—even suggesting services that I didn't know about."*

# Improving the lives of members every day<sup>1</sup>

## 91%

overall member satisfaction

## \$72M

saved by employees and employers in 2021

## 39%

of clinical program enrollees are referred by Advocates

\*This is real member information; the photo is representative.

# Backed by a strong investment in health, excellence in compassion and human touch

## 15M+

employees are supported by Advocate4Me<sup>1</sup>

## \$3B+

annual investment in data, technology and innovation<sup>2</sup>

## 13K+

clinicians and physicians on staff providing support and building innovative programs<sup>2</sup>

## 10 years

*Fortune* named UnitedHealth Group the “World’s Most Admired Company” in the insurance and managed care category for 10 years running<sup>3</sup>



### Caring, personal support—it’s all part of the plan

Advocate4Me comes at no additional cost to you—it’s all included just for offering UnitedHealthcare benefits.

[Learn more](#)

Contact your UnitedHealthcare representative

# United Healthcare

<sup>1</sup> UnitedHealthcare Advocate4Me performance reporting, 2021. Results not guaranteed.

<sup>2</sup> UnitedHealth Group internal analysis, 2019.

<sup>3</sup> February 2020. FORTUNE is a registered trademark of Time, Inc. FORTUNE and Time Inc. are not affiliated with, and do not endorse products or services of UnitedHealth Group.

**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. Additionally, if there is any difference between this information and your coverage documents (Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

Cost savings and health outcome results identified are not guaranteed.

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

B2B EI20392383.0 2/22 © 2022 United HealthCare Services, Inc. All Rights Reserved. 21-1208703