



# 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



## Meet Deb

- 9+ 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 of the phone is a real person who has health needs and, in some cases, is going through some tough stuff. First, 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."*

### Advocates as skilled as they are resourceful

Passionate about helping people, 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 one phone number to call to reach an expert who'll listen carefully, anticipate needs and find solutions centered around:

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

### Persistence in finding solutions

Advocates stay on the line with members 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 skill and training are right for the situation—and right for your employee
- 2 Helps advocates quickly understand why the member is calling before they even speak
- 3 Alerts us to health and savings opportunities members haven't even thought to ask about yet

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

**92%**  
overall member satisfaction

**\$98M**  
saved by members and employers in 2019

**31%**  
of clinical program enrollees are referred by advocates

<sup>1</sup>This is real member information; the photo is representative.

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

# 17M+

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

# \$3B+

annual investment in data, technology and innovation<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>

# 2.5M+

hours of volunteering by our employees in a year<sup>4</sup>

# 13K+

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

# Top 50

UnitedHealth Group was named one of the most community-minded companies by The Civic 50 for 8 years running<sup>5</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 for additional information

**United  
Healthcare**

<sup>1</sup> UnitedHealthcare Advocate4Me performance reporting, 2019. 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.

<sup>4</sup> UnitedHealthcare, 2020. Volunteer hours from United for Giving.

<sup>5</sup> Civic 50 by Points of Light, 2012–2020.

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

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.