

# Care24<sup>®</sup>

## 24/7 access to nurses and employee assistance programs



When it comes to their health and well-being, members have questions: How can I find a doctor? Can someone help me lose weight? Can you help me cope with my stress? I need a living will, where do I start? Care24 provides members information to help them make informed decisions about their health and well-being.

### Health and well-being concierge – A single point of contact

Care24 is a health and well-being concierge service in which members are connected with a single point of contact who guides them to clinical, wellness, financial, legal or counseling resources through NurseLine<sup>SM</sup> and the Employee Assistance Program (EAP) – 24 hours a day, seven days a week.

### NurseLine – Better clinical advocacy helping drive better health outcomes

NurseLine's registered nurses connect members to the right treatment, right provider, right medication and right lifestyle by:

- ▶ Answering questions about an illness or injury
- ▶ Providing support on managing a chronic condition or assessing treatment options
- ▶ Identifying UnitedHealth Premium<sup>®</sup> providers and even scheduling appointments
- ▶ Coaching on medication adherence, drug interactions or medication alternatives
- ▶ Providing preventive care information and healthy lifestyle coaching

### Creating value with a distinctive callback model

NurseLine closes gaps in care through a distinctive callback model in which nurses call members to close health opportunities that weren't resolved during the initial call – ultimately driving higher levels of action and creating better health outcomes.

### Clinical and navigational advocacy

The NurseLine's registered nurses use a clinically sound approach through evidence-based clinical guidelines when interacting with members. Nurses have access to a "whole-person" view of the member's health history at the time of the call, allowing them to address not only the immediate symptom, but a member's total health status. Integration with other programs helps drive higher referral rates across the continuum of care, including disease management, case management and wellness.\* Members get to more of the resources they need on a more timely basis.



### NurseLine delivers results:

- ▶ 70% of callers who initially intended to use the ER avoided an unnecessary ER visit<sup>1</sup>
- ▶ 31% of callers are referred to a relevant health or wellness program<sup>2</sup>
- ▶ NurseLine has a 96% caller satisfaction level<sup>3</sup>

## EAP – Increasing workplace efficiency

Care24 provides confidential<sup>4</sup> support to members for those everyday challenges or even for more serious problems, including:

- ▶ Assistance in dealing with stress, depression and anxiety
- ▶ Personal financial and legal advice
- ▶ Parenting and family problems, including dealing with domestic violence
- ▶ Substance abuse and recovery
- ▶ Eating disorders

## Programs to address workplace concerns

Care24 also provides managers and supervisors with tools that can help keep their work group on track.

- ▶ Workplace management consultations – help with complex workplace problems affecting productivity and profitability
- ▶ Critical response incidence services – help reduce the impact of traumatic workplace events

## Care24 advantages to employers

- ▶ Higher productivity – Care24 helps your employees quickly find reliable resources
- ▶ Lower absenteeism – Care24's information and education help employees take a proactive approach to staying healthy, which can help them stay on the job.
- ▶ Reduced health care expenses – Your employees become smarter health care consumers and make better decisions about seeking an appropriate level of care.



### Care24 EAP results<sup>3</sup>:

- ▶ 93% of callers reported improved productivity at work
- ▶ 47% of callers reported that Care24 helped them avoid being absent from work
- ▶ 94% of members using the service are satisfied/very satisfied



For a complete description of the UnitedHealth Premium<sup>®</sup> Designation program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please see [myuhc.com](http://myuhc.com)<sup>®</sup>.

\*Available services will vary by funding type and market segment. Please contact your UnitedHealthcare representative for more details.

<sup>1</sup> UnitedHealth Group Book-of-Business NurseLine Analyses using 2012 claims

<sup>2</sup> OptumHealth 2012 NurseLine utilization report

<sup>3</sup> Ongoing UnitedHealthcare NurseLine utilization user survey, 2012

<sup>4</sup> Confidential to the fullest extent permitted by law

NurseLine<sup>SM</sup> is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

The Care24<sup>®</sup> program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. It is not a substitute for a doctor's or professional's care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

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

©2014 United HealthCare Services, Inc.  
UHCEW683212-000