



UnitedHealthcare Member Support & Wellness Programs

United
Healthcare

United Healthcare Service Account Manager

Guillermo J Dominguez

As your Service Account Manager, I can provide support with your UnitedHealthcare Plans. Educate on navigating self-service tools and resources available.

I provide support with multiple inquires:

- Understand your benefits and claims
- Locate care and cost options
- Learn more about your prescriptions
- Get answers about a bill or payment
- And much more

I can be reached Monday through Friday from 8 am – 4:30 pm.

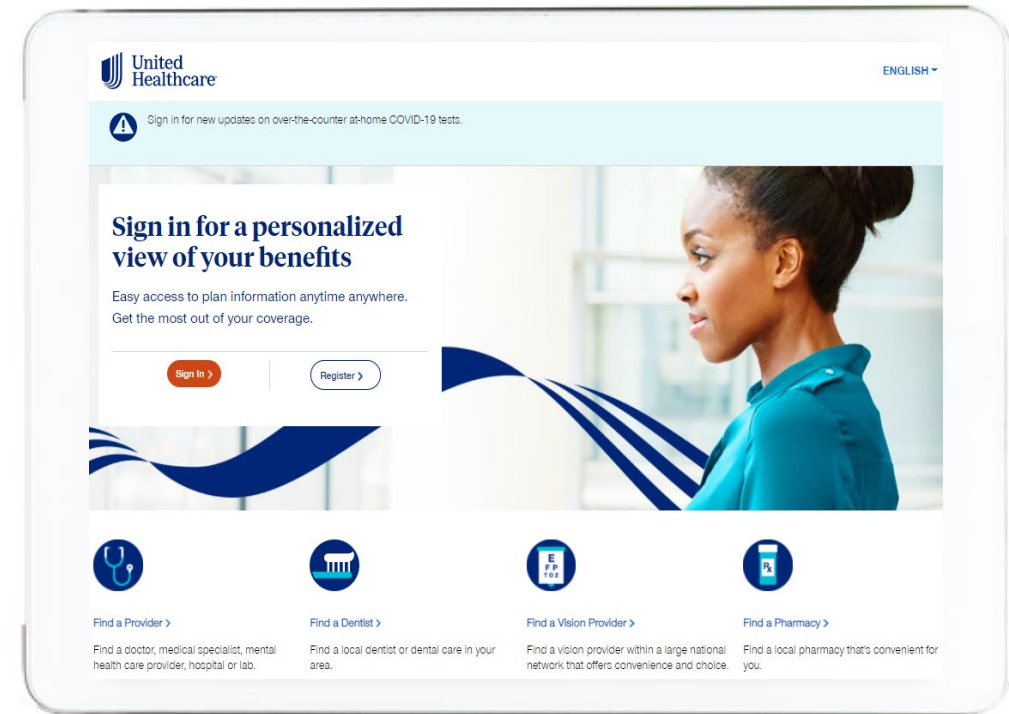
- Telephone: 210-474-5558
- Email: uhc.service@swri.org
- TEAMS – Guillermo Dominguez



Access your plan easily with myuhc.com[®]

Activate your myuhc.com account after enrolling and gain access to:

- Find and estimate the cost of care
- See what's covered
- View claim details
- Check your plan balances
- Find network doctors and pharmacies
- Order prescriptions
- Learn more or sign up for health resources and wellness programs



Members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.



Get on-the-go access with the UnitedHealthcare® app

Use the UnitedHealthcare app to easily

- Find care options in your network
- See claim details and view progress toward your deductible
- View and share your health plan ID card
- Video chat with a doctor 24/7

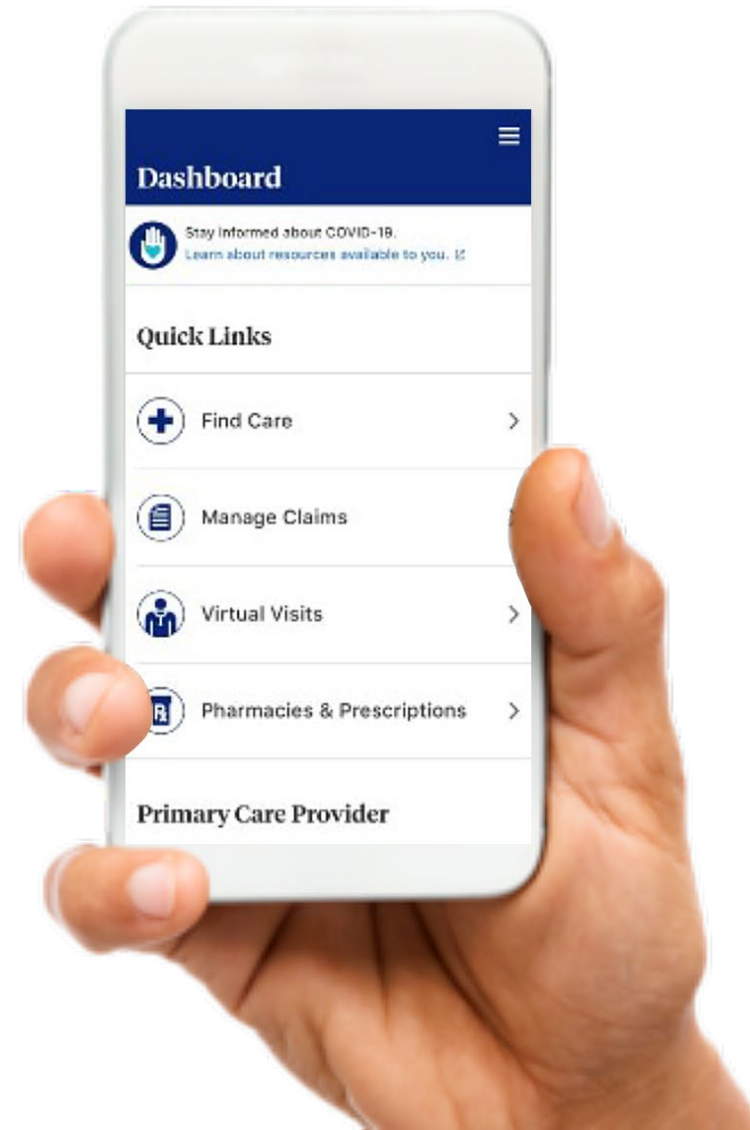
Download the app



The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

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Why is UHC calling?

We're reaching out with information and resources that could help make a difference in improving your health.

- Welcome Home
- Diabetes Disease Management Program
- Orthopedic Health Support
- 2nd MD
- Maternity Support Program
- Cancer Support Program
- Other disease management programs





Diabetes Prevention program

Take your first step toward a healthier tomorrow and reduce your risk of type 2 diabetes. With the Diabetes Prevention program, you'll get access to a team of expert coaches, a library of online lessons and a smart scale.

Diabetes Management

A personalized way to help manage diabetes. Get tools and support to track blood sugar levels and develop healthier lifestyle habits.

Hypertension Management

Take control of your heart health with guidance and a personalized plan. With a smart blood pressure monitor, you can track, get support, set up reminders and message a coach, all in one place.

Visit **TeladocHealth.com/Go/UHCACES** or call **800-835-2362**
and use registration code: UHCACES.



Specialist Management Solutions

**Specialty care might be overwhelming.
The cost may not have to be.**

Specialist Management Solutions (SMS) offers support for specialty and outpatient surgical care needs. Whether scheduling a routine colonoscopy, orthopedic surgery or other specialty care procedure, SMS connects members to a local Ambulatory Surgery Center (ASC) or Center of Excellence (COE).

Goals of Ambulatory Surgery Center (ASC)/Center of Excellence (COE)

- High marks on quality and patient satisfaction
- Localized care
- Lower cost of care

New for 2024

Additional support for orthopedic and musculoskeletal care.



Access to orthopedic nurses for 1-1 coaching on digital exercise therapy program options, pre/post-surgery counseling, or a consult for a second opinion.



Enhanced support and resources.



Payment savings options.



Greater access to specialty care.



2nd.MD

Specializing in Medical Certainty

With 2nd.MD, you have direct access to expert specialists across the country to provide you with educational information so you can feel confident about your medical treatment decisions. Our experienced Care Team will work with you to learn about your condition, answer questions, and connect you with the specialist best suited to your needs for a consultation via phone or video.

HOW IT WORKS: 3 Simple Steps

1. Activate your account and request a consult
2. Speak with a nurse
3. Consult with a leading specialist

GET STARTED TODAY

Call at 1.866.269.3534 Visit www.2nd.MD/activate or download our 2nd.MD app



Get support for your precious delivery

Learn steps that may help lead to a healthier pregnancy and birth, with resources and online video courses covering:

- Trimester benchmarks
- Nutrition
- Exercise
- Breastfeeding
- Postpartum
- And more

The information provided under Maternity Support is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. UnitedHealthcare makes no representation or warrant with regard to the accuracy of the information presented. If you believe that you may have any emergency medical condition you should immediately call 9-1-1. Participants should consult an appropriate health care professional to determine what may be right for them. If you have questions about the information presented or questions about health care services, supplies, or treatments, you should consult your health care provider before making any health care decisions. Employers are responsible for ensuring that any wellness programs they offer to their employees comply with applicable state and/or federal law, including, but not limited to, GINA, ADA and HIPAA wellness regulations, which in many circumstances contain maximum incentive threshold limits for all wellness programs combined that are generally limited to 30% of the cost of self-only coverage of the lowest-cost plan, as well as obligations for employers to provide certain notices to their employees. Employers should discuss these issues with their own legal counsel.



Find support for dealing with cancer

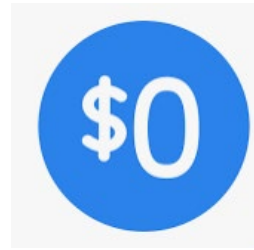
The **Cancer Support Program** connects you and your family to education, resources and emotional support. Gain access to:

- Physicians and providers
- Support from a personal advocate
- Information to make informed health care decisions
- Social worker support
- And more

Disease Management programs and services may vary on a location-by-location basis and are subject to change with written notice. UnitedHealthcare does not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If you select a new provider or are assigned to a provider who does not participate in the Disease Management program, your participation in the program will be terminated. Self-Funded or Self-Insured Plans (ASO) covered persons may have an additional premium cost. Please check with your employer.



For urgent, nonemergency needs



24/7 Virtual Visits are designed for nonemergency care. Connect with a certified care provider virtually for support with common medical conditions.

24/7 Virtual Visits provide:



Access to care when and where you need it at all hours, every day



Treatment for a wide range of health conditions



Prescriptions for medications, as needed*



While virtual primary care is for people ages 18+, 24/7 Virtual Visits is for **all ages**

24/7 Virtual Visits is a service available with a Designated Virtual Network Provider via video, or audio-only where permitted under state law. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

*Certain prescriptions may not be available, and other restrictions may apply.



Like an office visit, right from home

Virtual primary care is like an office visit with a primary care provider (PCP) — only over a computer or mobile device.

Features of virtual primary care may include:



The convenience of being able to access PCPs anytime from anywhere



Less wait time to be seen by a provider



Network care at a lower cost

Virtual primary care are services available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual primary care services are only available if the provider is licensed in the state that the member is located at the time of the appointment. Virtual primary care is not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Certain prescriptions may not be available, and other restrictions may apply.





Virtual Physical Therapy

Whether it's a stiff neck, aching shoulders or more severe back issues, it can be hard to enjoy life when pain shows up. That's where Kaia steps in. It's a new app here to show how pain relief is possible — **at no extra cost** as part of your health plan.

Connecting with Kaia connects you with so much

- ✓ **On-demand pain relief care** in the convenience of an app
- ✓ **1-on-1 health coaching** with certified professionals
- ✓ **Workouts tailored to you** with some as short as 15 minutes
- ✓ **No extra cost**—this is included as part of your health plan
- ✓ **Bite-sized lessons** to help you recognize where pain is coming from
- ✓ **Strengthening exercises** plus relaxation techniques for pain management



For real-time feedback while you exercise

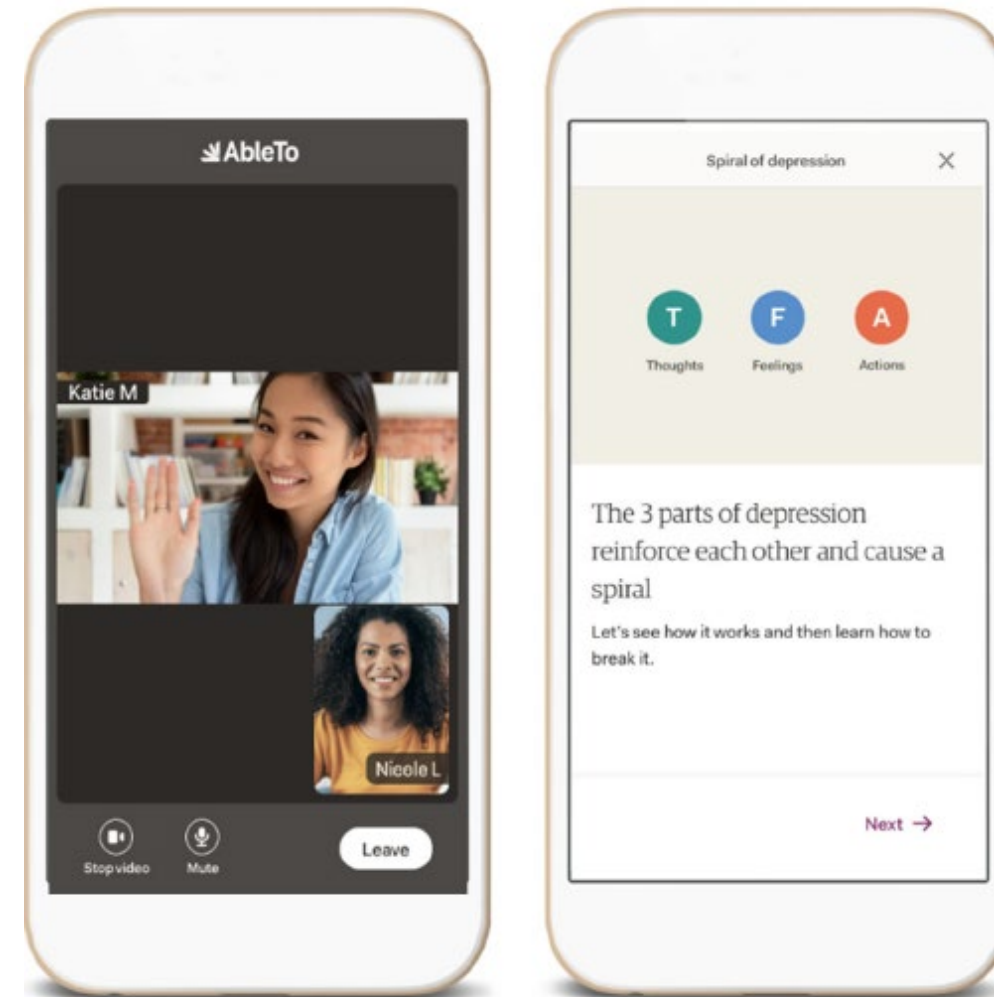


AbleTo Coaching+

Providing evidence-based support for those managing stress, anxiety or depression

A personalized, coach-led virtual behavioral coaching program that offers:

- Dedicated 1-on-1 weekly coaching calls via phone or video chat plus in-app messaging between sessions
- Structured cognitive behavioral therapy (CBT) techniques delivered via progressive modules
- Coaches with 3 years+ experience deliver personalized support, tailor interventions to member needs and goals and drive adherence
- Modules help manage symptoms of depression/anxiety and provide coping skills



dispatchhealth



Get urgent medical care in your home

Avoid unnecessary expenses and trips to the emergency room. Let our qualified medical teams treat you from the comfort of home. DispatchHealth is in-network with UnitedHealthcare and is often the same out-of-pocket cost of an in-network urgent care center.

Home is where your health is.™

To request care, call 833-492-0263.

Available 7 days a week, including holidays.
8 a.m. - 10 p.m.





UnitedHealth Wellness[®] Overview

January 2023

United
Healthcare

Aim for better health with Rally®



Take the Rally Health Survey

Know your overall health before setting simple goals



Get personalized recommendations

Build healthy habits for well-being, activities and more



Earn sweet rewards

Take healthy actions and achieve goals — earn Rally coins



Visit myuhc.com® > Health Resources > Rally

Rally® Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.



Support to help you lose weight and keep it off

Real Appeal® is a weight loss program tailored to your lifestyle and schedule.



Online coaching

Encouragement from an online coach to help create healthy, lasting change



Success Kit

Weight and food scales, recipes, fitness equipment and more delivered to your door



Motivational resources

Set goals and track progress, stream workouts and more with your online dashboard

Join today at enroll.realappeal.com or scan this code



Real Appeal is a voluntary weight loss program that is offered to eligible members at no additional cost as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Results, if any, may vary. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.



Self-Care by Able To

Support for when you feel stressed

Get access to self-care techniques, coping tools, meditations and more — anytime, anywhere. With Self Care, you'll get personalized content that's designed to help you boost your mood and shift your perspectives. Tap into clinician-created tools, including:



Daily mood tracking to help you identify patterns and self-assess progress



Meditation tools and methods for relaxation, like deep breathing and positive visualization



A personalized roadmap to help track your progress, set goals and more



How you feel matters. How you cope matters, too.

With AbleTo included as part of your health plan benefits, you have virtual behavioral coaching and digital tools on your side.



It's nice to know that support is available

If you're feeling stressed, overwhelmed or exhausted, you're not alone. The AbleTo virtual behavioral coaching program is designed to help you learn ways to cope and start feeling better.

AbleTo virtual behavioral coaching is here to help

Gaining control of worries. Facing tough challenges head-on. Releasing tension. AbleTo is ready to help you move forward with a tailored-to-you 8-week coaching program, including:

- A dedicated mental health coach for 1-on-1 support that's focused on your needs and goals
- Digital activities for practice and progress between sessions
- Confidential, convenient weekly meetings with a coach via phone or video chat—plus in-app messaging between sessions
- 24/7 unlimited access to resources and tools—like breathing exercises and meditations—on your smartphone, tablet or computer



**A way to feel less stress
at no additional cost**

AbleTo virtual behavioral coaching is included in your health plan at \$0 cost-share.



Get started

Visit ableto.com/exploremore or scan the code with your smartphone

United
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When you sign up for Virtual Behavioral Coaching, you will be asked a series of questions to ensure that this program is the right fit for you. You may be directed to another resource if your answers indicate that a different type of program may better suit your needs.

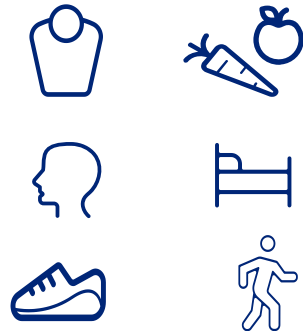
Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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Health Coaching Services

If you would like schedule a health coaching session to discuss your health goals, please contact me via email or phone. Some of topics that we can discuss are:

- Weight management
- Nutrition
- Exercise
- Stress
- Sleep
- And more



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