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**Care24<sup>®</sup>  
services.**



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Life is full of ups and downs. Now, you've got a great source for health information and support with Care24® services. You may have health concerns, personal or family issues, or work-related challenges. This service gives you access to a wide range of health and well-being information through one toll-free telephone number.

**What are Care24 services?** This trusted source of information and support lets you speak directly with an experienced registered nurse or master's-level specialist any time.

**How does it work?** Simply call the Care24 toll-free number whenever you have health-related questions. Registered nurses can help you with questions about health conditions or symptoms and provide information that can help you choose appropriate care, for your needs.

**What kind of support do master's-level specialists provide?**

They can help you address a wide range of personal concerns such as emotional distress, relationship worries, anxiety, grief and much more. When you call, you also can connect with legal and financial professionals.

**When can I call?** Nurses and master's-level specialists are available 24 hours a day, every every day of the year. With the Care24 services, you don't need to make an appointment, rearrange your schedule or wait for Monday morning to get answers to your questions. You don't even need to go anywhere – you just need a telephone.

**Do I have access to an audio library?** Yes, when you call the Care24 number, you can choose the Health Information Library option. This allows you to listen to recorded health and well-being messages.

**Is there a Web site?** Yes, **myuhc.com**® offers customer service, information on hospitals and doctors, pharmacy service, health news, resources and more.

**Can I reach a nurse online?** Live Nurse Chat connects you with a registered nurse for a personal online conversation – 24 hours a day. Visit **myuhc.com**.

**“When my kids were sick, we used to automatically rush to the emergency room. Now, I can call a nurse, and ask for help to determine if it really is an emergency. Thanks for saving us time and money!”**



**“My doctor gave me a new medication and I had a lot of questions. I wanted to know more about the possible side effects and interactions. So, I called a nurse and she was very helpful. She even told me how I could lower my prescription costs.”**

**Call Care24 services about:**

- Routine illness
- Minor injuries
- Stress and anxiety
- Symptoms
- Relationship worries
- Grief and loss
- Questions to ask your doctor
- Personal legal concerns\*
- Men's, women's and children's health
- Prevention

\* Because of the potential for conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or an entity through which the caller is receiving Care24 services, directly or indirectly (e.g., employer or health plan).



**Find a doctor** in your area that has a history of providing the right medical tests, medications, procedures and follow-up care for your situation.

**Health coaching** from registered nurses can help you improve your health and save money.

- Learn to recognize when self-care, a doctor visit or the emergency room is appropriate.
- Understand medication interactions and how to reduce your prescription costs.

**Emotional support** is also available from master's-level specialists when you need help dealing with life's challenges. Get help with stress, anxiety, depression, grief, marriage difficulties and much more.

**The Health Information Library** consists of more than 1,100 messages to provide you with useful health and wellness information, and is updated regularly. If you have difficulty reaching the message of your choice, press \* to ask a nurse for help, or visit the Care24 Web site for topics and codes.

Disclaimer: Nurses can't diagnose problems nor recommend specific treatment. They are not a substitute for your doctor's care.

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**Care24® services**

Available 24 hours a day, 7 days a week.  
Call 1-888-887-4114.

**myuhc.com**®

TTY/TDD callers, please call the National Relay Center at 1-800- 828-1120 and ask for the number above.



*To keep the Care24 number handy by removing the decal and posting it in a convenient place.*