



## Care24<sup>®</sup> services

Care24 services offer you access to a wide range of health and well-being information—seven days a week, 24 hours a day. Using one toll-free phone number, you can speak with registered nurses and master’s-level counselors who can help with almost any problem ranging from medical and family matters to personal legal,\* financial and emotional needs.

### Connecting people with information they need

Care24 services connect people with reliable resources for information and support regarding a wide range of personal concerns – 24 hours a day, 365 days a year. One toll-free phone number gives you access to experienced professionals:

- ▶ Registered nurses
- ▶ Master’s-level counselors
- ▶ Legal and financial professionals
- ▶ Community resources

When you call the same toll-free number, you can also choose to listen to audio messages on more than 1,100 health and well-being topics. To listen to your message of choice, press \* to speak with a nurse who will provide you with information on the health topics along with the three digit access pin number. More than 600 audio messages are recorded and available in Spanish, along with multi-lingual translation services, and service for callers with hearing impairments.

- ▶ Childhood illnesses
- ▶ Minor illnesses and injuries
- ▶ Medication safety
- ▶ Relationship worries
- ▶ Choosing appropriate medical care
- ▶ Stress and anxiety
- ▶ Coping with grief and loss
- ▶ Personal legal and financial issues
- ▶ Self-care information
- ▶ Help finding a doctor
- ▶ Information on medications
- ▶ General health information



## Expanded support

If face-to-face resources are appropriate for your situation, a Care24 representative can refer you to local, in-person support. Counselors also can refer you to a wide range of national and community resources.

We also can help you find a doctor or specialist, and check if a doctor is in your network and available. We may even be able to make the appointment for you.

## 24-hour convenience

Care24 nurses and counselors can help you and your family identify and address concerns that span the spectrum of work and life.

## Current health and well-being information

Care24 nurses and counselors offer service based on up-to-date medical and professional guidelines. We consistently deliver high-quality service, so you can be confident that you and your family receive reliable health, personal legal and financial information you use every day.

## How to call

To take advantage of Care24 services, nurses and counselors are available 24 hours a day, 7 days a week. Call the phone number on your member ID card. TTY/TDD callers, call the National Relay Center at [1-800-828-1120](tel:1-800-828-1120) and ask for the same number.



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

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

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