

Increasing workplace efficiency. Care24[®] services

It's no surprise that employees who aren't distracted work more effectively. And employees with personal problems can impact work performance by decreasing the productivity of both themselves and their co-workers. This often results in lost business revenue.

Care24 services can help. More than health information by telephone, Care24 services give your employees access to a wide range of resources that go far beyond the ordinary. One toll-free phone number puts them in touch with nurses, counselors, financial consultants and attorneys – 24 hours a day, seven days a week.

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.

One toll-free number provides assistance for:

- Minor illnesses and injuries
- Childhood illnesses
- Medication questions
- Chronic conditions
- Work-related stress
- Chemical dependency
- Personal legal and financial issues

Comprehensive, convenient service

Care24 services connect people with reliable resources for assistance and guidance with a wide range of personal concerns. We consistently deliver high-quality service so that you can be confident your employees receive up-to-date health, personal, legal and financial information to help improve their lives.

For situations in which local resources are needed, Care24 contracts with more than 9,000 professionals nationwide who provide in-person support. In addition, our database of more than 60,000 unique community resources, representing 400,000 points of expertise, adds to Care24's depth of service.

Care24 also offers your employees access to audio messages on more than 1,100 health and well-being topics. Most audio tapes are available in Spanish, and we provide translation services for over 150 languages. Hundreds of health-related topics are also available at myuhc.com[®].

Programs to address workplace concerns

Care24 services resources also provide managers and supervisors with tools that can help keep your work group on track.

- **Workplace management consultation** gives managers and supervisors access to counselors who are specially trained to help with complex workplace problems affecting productivity and profitability.
- **Critical response incidence services** provides on-site consultations and other supportive activities to help reduce the impact of traumatic workplace events, such as robberies, violence and natural disasters.
- **Care24 training** encourages your employees to use Care24 which not only helps them but also could have a positive effect on business performance and cost. *In surveys of training participants, 95 percent would recommend the training to others; and 85 percent rated the training as a valuable use of time and money.**

*Optum survey of 3,500 employees at 190 trainings, 2005

For more information, please contact your broker or UnitedHealthcare representative.



Coverage exclusions and limitations may apply. Due to conflict of interest, Care24 is unable to provide legal consultation for lawsuits against health plans or employers. Please contact your agent/broker or your health plan sales representative for more information. Some states may have restrictions on services that may be provided.

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Care24 results

For every 100 callers who intended to go to the emergency room:

- 36 were able to use self care information to avoid a facility visit
- 23 called or visited a doctor during regular office hours
- Three visited an urgent care facility
- 27 actually needed to visit an emergency room

Optum Study, 2006

A survey of Care24 users revealed:

- 81 percent reported Care24 helped reduce their stress level
- One in three callers reported improved productivity at work
- 43 percent reported Care24 helped them avoid being absent from work

Optum Study, 2006