



Help guide your employees to a better health care experience.

94%

overall satisfaction rating.¹

Advocate4Me® delivers results you and your employees can feel good about.

When employees and their covered family members need help with their health or health plan, our advocates have the skills to reach them with personalized guidance that goes beyond expectations. Using powerful data and technology as tools, our advocates guide one member at a time to a solid solution—all with an eye toward improved outcomes and lower costs. And, it's included in your health plan at no additional cost.

Kindness and guidance. At the heart of every conversation.



Members give Eric a
97%
satisfaction rating.²

Meet Eric

- More than 2 years at UnitedHealthcare.
- Volunteers with children who have special needs.

“The best part of my job is after the day is done, I get to think of all the people who I was able to really help get a solution to their problems and exceed their expectations. My goal is to be able to say that I made their day by going above and beyond to do as much as I can for our members.”

Advocates as skilled as they are resourceful.

Our advocates are passionate about helping people and they have a range of qualifications—from nursing degrees to complex claims resolution. When they need added support, advocates have a team of experts they can call on, including clinicians.

Your employees and their covered family members have just one phone number to call to reach an expert who'll listen carefully, anticipate needs and help them find solutions centered around:

- Benefits and claims
- Provider search
- Finances
- Well-being
- Emotional health
- Clinical support
- Complex health care support
- And more

Helping improve the lives of members—every day.



Gregg's Experience*

Persistence in finding solutions.

Advocates stay on the line with members until the inquiry is resolved—or the advocate team will follow up with the answer. There's no need for your employee to redial—or for you to get involved.

Advocates' ability to anticipate future needs may lead to lower costs.

Advanced technology combined with robust data provides advocates with specific information about members, allowing us to use predictive personalization, which:

- 1 Automatically routes the caller to the advocate whose skill and training are right for the situation—and right for your employee.
- 2 Helps advocates quickly understand why the member is calling—before they even speak.
- 3 Brings up health opportunities members haven't even thought to ask about yet.

- Has an Oxford plan from UnitedHealthcare.
- Called and spoke with an advocate.

“Actually, there was nothing that you could have done better. Eric was extraordinarily helpful, took his time, dove deep into the issue and came back with a solution before the end of the call. He did an absolutely excellent job. Thank you.”

Backed by a strong investment in health care, excellence in compassion and a human touch.



Always innovating.

\$3B+

annual investment in data, technology and innovation.³

13K+

clinicians and physicians providing member support and building innovative programs.³



Always engaging.

9-minute+

average call time truly caring for your employees vs. the standard industry average of 1.5 minutes.⁴

5.2K+ hours

of volunteering by our advocates in a year.⁵

3K+

Referrals have been offered to members to participate in clinical well-being programs.⁶



Always caring.

Most Admired

Fortune named UnitedHealth Group® the “World’s Most Admired Company” in the insurance and managed care category for 9 years running.⁷

Community-minded

UnitedHealth Group was named one of the most community-minded companies by The Civic 50.⁸

Numerous awards

in innovation and customer service.⁹



228k+

Oxford members have Advocate 4Me.¹⁰

Easy access to support—it’s all part of the plan.

Advocate4Me comes at no additional cost to you—it’s all included just for offering a fully insured Oxford plan from UnitedHealthcare. It may also be available with self-funded plans; talk with your sales representative. Then, simply remind your employees, or plan participants, that our advocates and digital tools are available to help guide them through their health care journey.



Contact your UnitedHealthcare representative for additional information.

Quotes shown are based on comments provided by real advocates and participants at the time of printing. Photo images are for illustrative purposes only.

¹ Oxford Member 2019 UES Satisfaction Score.

² 2019 UES score from accumulation of West and Qualtrics data.

³ UnitedHealth Group internal analysis, 2018.

⁴ UnitedHealthcare Advocate4Me performance reporting, 2018.

⁵ UnitedHealthcare, 2018. Volunteer hours from United for Giving.

⁶ Q4 2019 Internal (ACET) Reporting.

⁷ Fortune, 2011-2019. FORTUNE is a registered trademark of Time, Inc. FORTUNE and Time, Inc. are not affiliated with, and do not endorse products or services of UnitedHealth Group.

⁸ Civic 50 by Points of Light, 2012-2018.

⁹ Awards received 2014 through 2018 from organizations, including Genesys, Frost & Sullivan, Stevie & Best in Biz.

¹⁰ Internal E&I Operational and Enablement reporting.

Oxford insurance products are underwritten by Oxford Health Insurance, Inc. Oxford HMO products are underwritten by Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. Administrative services provided by Oxford Health Plans LLC.

This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through the program is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor’s care. Your health information is kept confidential in accordance with the law. The program is not an insurance program and may be discontinued at any time. Additionally, if there is any difference between this information and your coverage documents (Certificate of Coverage, Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

Cost savings and health outcome results identified are not guaranteed.

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