Tools and resources to help members manage their health

Neighborhood Health Partnership (NHP) offers a variety of tools and resources for members as part of their benefits—all designed to help them get access to care, save money and take charge of their health.

Advocate4Me®

With Advocate4Me, members and their covered family members have just one phone number to call to reach an expert who'll listen carefully, anticipate needs and find solutions centered around benefits and claims, pharmacy, finances, well-being and more.

myuhc.com®

As the gateway to many tools and resources, **myuhc.com** is designed to help members get the most out of their benefits. Members can view claims and statements, learn about health conditions, treatments, costs and so much more.

Rally®

Rally is a user-friendly digital experience that engages members in a new way by using technology, gaming and social media for support on their health journey. With the online Health Survey, personalized Missions, rewards and connections to wearables like Fitbit®, Apple Watch® and more, Rally makes it easier for members to get and stay healthier.

Cost Estimator

The Cost Estimator tool lets members shop for health care services in their area by procedure, provider, price and place. This tool is personalized and enables members to estimate out-of-pocket expenses based on their plan and current benefit status.

myClaims Manager

The enhanced "Manage My Claims" section on **myuhc.com** provides information to help members understand and track their health care claims. In addition, they can now pay their health care providers online from this site, allowing them to manage claims and payments all in one location.

UnitedHealthcare® app

The UnitedHealthcare app, available for most smartphones, helps members find nearby physicians, estimate treatment costs, check the status of a claim, see their account balance or speak directly with a nurse—anywhere, anytime.

Finding care when you are traveling

Call the member phone number on your health plan ID card or use the UnitedHealthcare app or **myuhc.com** to find providers near you and to learn if any restrictions apply
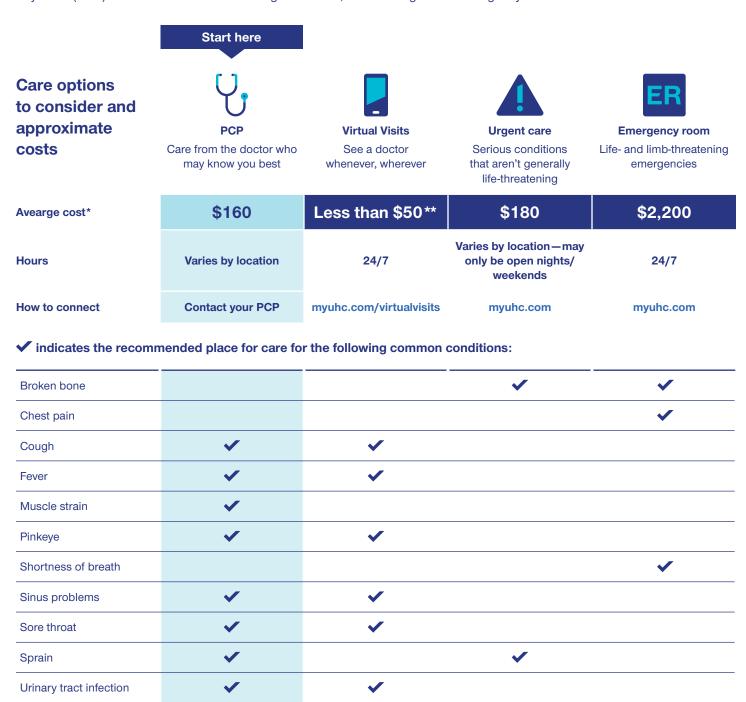
Still need help deciding where to go?

Call the toll-free member phone number on your ID card (TTY 711)

United Healthcare

Get to know your care options and costs

How much you pay for care can depend on where you get it—and a great place to start is with your Primary Care Physician (PCP). For serious or life-threatening conditions, call 911 or go to an emergency room.

Start here

Care options to consider and approximate costs	**PCP** Care from the doctor who may know you best	**Virtual Visits** See a doctor whenever, wherever	**Urgent care** Serious conditions that aren't generally life-threatening	**Emergency room** Life- and limb-threatening emergencies
Avearge cost*	$160	Less than $50**	$180	$2,200
Hours	Varies by location	24/7	Varies by location—may only be open nights/weekends	24/7
How to connect	Contact your PCP	myuhc.com/virtualvisits	myuhc.com	myuhc.com

✔ indicates the recommended place for care for the following common conditions:

Condition	PCP	Virtual Visits	Urgent care	Emergency room
Broken bone			✔	✔
Chest pain				✔
Cough	✔	✔		
Fever	✔	✔		
Muscle strain	✔			
Pinkeye	✔	✔		
Shortness of breath				✔
Sinus problems	✔	✔		
Sore throat	✔	✔		
Sprain	✔		✔	
Urinary tract infection	✔	✔		

Did you know?

Emergency rooms are likely the most expensive place to get care. When you need to be seen, consider the chart above to help you find care. If you're still unsure about what's best for your situation, sign in to **myuhc.com > Find Care & Costs** to locate a network provider or call the member phone number on your ID card for support. If you have a question about what's covered by your plan, visit **myuhc.com > Coverage & Benefits** for answers.

United Healthcare