



# 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)

# 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

	PCP	Virtual Visits	Urgent care	Emergency room
Average 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	<a href="http://myuhc.com/virtualvisits">myuhc.com/virtualvisits</a>	<a href="http://myuhc.com">myuhc.com</a>	<a href="http://myuhc.com">myuhc.com</a>

✓ 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](http://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](http://myuhc.com) > **Coverage & Benefits** for answers.

Learn more

For more information, visit [myuhc.com](https://myuhc.com)

United  
Healthcare

\* Source 2019: Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. (Estimated \$2,000 difference between the average emergency room visit, \$2,200 and the average urgent care visit \$180.) The information and estimates provided are for general informational and illustrative purposes only and is not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or go to the nearest emergency room.

\*\* The Designated Virtual Visit Provider's reduced rate for a Virtual Visit is subject to change at any time. Check your official health plan documents to see what services and providers are covered by your plan.

Advocate4Me services 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 Advocate services 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. Advocate services are not an insurance program and may be discontinued at any time.

Rally Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

Apple Watch is a registered trademark of Apple, Inc. Fitbit is a registered trademark of Fitbit, Inc.

All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.

Health plan coverage provided by or through UnitedHealthcare of Florida, Inc. and Neighborhood Health Partnership, Inc.

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