

Care24[®] 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 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.

24-hour convenience

Care24 nurses and counselors 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 can 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 1-888-887-4114. TTY/TDD callers, please call the National Relay Center at 1-800-828-1120 and ask to be connected to the 800 number listed above.

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

The Care24® program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. Program components may not be available in all states or for all groups. Care24 is a registered trademark of UnitedHealth Group, Inc., used by permission. 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, including UnitedHealthcare, or any entity through which the caller is receiving Optum services directly or indirectly (e.g. employer or health plan). Care24 may not be available in all states or for all group sizes. Components subject to change.



Printed on paper containing recycled material.

Please take a minute to make sure...

- **You have included your doctor's signed prescription form and filled out the patient information on the front of the order form for each new prescription.**
- **You have either filled out the credit card section on the front of this order form or included a check or money order for the required co-payment.**
- **You have written your Subscriber number on any check or money order.**
- **You have filled out the Health, Allergy, and Medication Questionnaire. This information will help Medco better serve your prescription medication needs.**
- **Your prescription is written for a 90-day supply with refills.**

Medication delivery

Your medication will be delivered to you within 7 to 11 days after you mail your order.

Expedited shipping available

For an additional fee, your order will be shipped by an expedited service offered to your area. This option must be chosen when you make the order, and cannot be applied after an order is already processed.

Additional instructions

If you elect to have this and all future orders automatically charged to your credit card by checking the box on the front or enrolling by phone, bear in mind that the automated payment plan feature will apply to all mail order pharmacy orders. Also note that we can only keep one credit card on record.

You may have a balance limit on your plan account. If you do, once your unpaid balance exceeds that limit, no additional orders will be processed until the balance is paid.

You can call **1 800 948-8779** anytime to enroll in our automated payment plan, change the credit card on file, check your account balance, or pay by phone using a credit card.

Ohio law allows a less expensive, generically equivalent medication to be substituted for certain brand-name medications unless you direct or your doctor directs otherwise.

Get more information from our Web site

Visit us at **www.myuhc.com**.

To all Medicare beneficiaries whose private health plan has elected to be billed primary for Medicare Part B covered medications:

By choosing to use Medco's mail order pharmacy to fill your prescription, you are choosing to use the prescription medication coverage provided by your group health plan. Medco will process your prescription under your group health plan coverage, independent of the Medicare program, and no claim will be submitted to Medicare. If you believe that Medicare may also provide coverage and would like Medicare to pay for your prescription, you should go to a Medicare-participating pharmacy in your area. For a list of convenient Medicare-participating pharmacies, please call your local Medicare carrier or **1-800-MEDICARE**. If you have any questions about the difference in coverage between your group health plan coverage and Medicare, please call the number on your ID card.



NurseLineSM services

When you have a health concern, it can be difficult and time-consuming to find the information you need. NurseLine services can help you make smart health care decisions with immediate telephone access to experienced registered nurses.

Take charge of your health

One toll-free number connects you with a registered nurse who can assist you and your family with a wide range of health care questions and concerns. Get trusted information and support any time — 24 hours a day, seven days a week.

NurseLine services also give you access to an audio health information library. Choose from more than 1,100 health and well-being topics, with 600 messages available in Spanish. Services are available to translate 140 languages and for callers with hearing impairments.

Experienced professionals

NurseLine nurses have an average of 15 years clinical nursing experience. They are an excellent resource when you need help choosing care, managing a chronic condition, understanding treatment options and more.

"My baby has a temperature of 102 degrees. It's midnight. What do I do?"

"I have diabetes. How can I manage my condition and stay healthy?"

"I've been diagnosed with breast cancer. How do I know what treatment option is right for me?"

Current health information

NurseLine nurses provide reliable information based on the latest medical and professional guidelines. So, think of NurseLine services as your one-stop resource for making smart health care decisions every day.

To talk with a NurseLine nurse, call the Customer Care number on the back of your member ID card, or visit myuhc.com[®].

To access NurseLine, call **1-800-401-7396**.

NurseLine services can help you:

- Find a doctor or hospital.
- Understand treatment options.
- Ask medication questions.
- Choose appropriate medical care.
- Locate available resources.



The NurseLineSM service cannot diagnose problems or recommend specific treatment. The information provided through the NurseLine service is not a substitute for your doctor's care. Insurance coverage provided by or through United HealthCare Insurance Company or its affiliates. Administrative services provided by United HealthCare Insurance Company, United HealthCare Services, Inc. or their affiliates.

 Printed on paper containing recycled material.

myuhc.com[®] Pharmacies and Prescriptions

Manage your pharmacy benefit

Using the latest technology, *mhccom* gives you the information you need to make the most of your pharmacy benefit. Click on 'Pharmacies and Prescriptions' to access tools which let you compare and price medications and learn about benefit options that can help you save money.

As a user of *mhccom*, you can:

- ▶ Access your personal pharmacy benefit and coverage information
- ▶ Confirm copayment amounts for each tier on your Prescription Drug List (PDL)
- ▶ Find your estimated out-of-pocket costs for prescription medications
- ▶ Identify lower-cost medication alternatives
- ▶ Locate a participating retail pharmacy
- ▶ Review prescription history, including past expenses, for your entire family
- ▶ Order long-term prescriptions by mail

Determining medication costs

The **Price a Medication** tool lets you search for a medication and displays your cost based on your specific benefit plan. You can even look up the cost of your prescriptions before you buy them at the pharmacy.



My Rx choices

Understanding the cost of your prescriptions is useful, but with **My Rx Choices**, you can actually compare medications and learn about cost saving opportunities so you can make informed choices and save money.

Enter a medication, and **My Rx Choices** will display a comprehensive ranking of the best value options, including any lower-cost alternatives such as generic medications or mail order opportunities. **My Rx Choices** not only displays your options (in the order of best value), but it also explains why certain options cost less.

With the click of a button you can request a pharmacist to contact your doctor to approve a generic equivalent or retail-to-mail conversion.

Filling prescriptions

To locate a pharmacy near you, simply click on "Locate a Pharmacy." Enter your zip code, and the site will display participating network pharmacies in your area, along with a map to help you get there.

Mail order is a convenient option for medications that you take on an on going basis. Click on "Order Prescriptions" to get mail order forms and instructions. You can also view your prescription history and order refills online.

Understanding your UnitedHealthcare pharmacy benefit – and the choices it offers – can help you get the most out of your coverage and help you save money on prescription medications. **myuhc.com** is convenient and secure, making it your one-stop resource for managing your pharmacy benefit.

Medication	Price per unit	Savings per unit	Mail order	Total cost
Zovirax 1000mg tablet (generic)	\$14.75 per unit	\$1.00		\$13.75
Acyclovir 1000mg tablet (generic)	\$13.25 per unit	\$1.00		\$12.25

Savings per year: \$1,219.72

Order center

View all messages in your MyUnitedHealthcare inbox

Mail order prescription service

Mail order for prescriptions



www.myuhc.com

Why preventive care is important



Preventing disease, and detecting disease early if it occurs, are important to living a healthy life. And, the better your health, the lower your health care costs are likely to be. Following these guidelines, along with the advice of your doctor can help you stay healthy. Talk to your doctor about your specific health questions and concerns, and follow his or her recommendations. If you like more information on preventive care, visit www.preventiveservices.ahrq.gov.

Guidelines for maintaining your health

Children through age 18

What	When	Why
Well-care visits	Six visits 0-12 months Three visits 12-24 months Annual visits 24 months through age 18	To measure normal development and general health, and to protect against diseases
Annual Pap smear and pelvic exam for girls	Age 18 or age of sexual activity, whichever comes first.	Early detection of cervical cancer
Lead-level test	One test 9-12 months One test at 24 months +	Detection of unsafe lead levels
Immunizations	At recommended ages and intervals during well-care visits. Your doctor will advise. See Immunization Schedule.	To prevent hepatitis A, hepatitis B, diphtheria, tetanus, pertussis (DtaP), haemophilus influenza type B, polio, pneumococcal conjugate, varicella, measles, mumps, rubella, and influenza

Range of recommended ages	Catch-up immunization	Certain high-risk groups
---------------------------	-----------------------	--------------------------

Immunization schedule: children ages 0 to 6 years

Vaccine	Birth	1 month	2 months	4 months	6 months	12 months	15 months	18 months	19-23 months	2-3 years	4-6 years	
Hepatitis B	HepB	HepB						HepB Series				
Rotavirus			Rota	Rota	Rota							
Diphtheria, Tetanus, Pertussis			DTaP	DTaP	DTaP		DTaP			DTaP		
<i>Haemophilus influenzae</i> type b			Hib	Hib	Hib	Hib		Hib				
Pneumococcal			PCV	PCV	PCV	PCV				PCV	PPV	
Inactivated Poliovirus			IPV	IPV	IPV						IPV	
Influenza					Influenza (yearly)							
Measles, Mumps, Rubella					MMR						MMR	
Varicella					Varicella						Varicella	
Hepatitis A					HepA (2 doses)					HepA Series		
Meningococcal										MPSV4		

Immunization schedule: children ages 7 to 18 years

Vaccine	7-10 years	11-12 year assessment	13-14 years	15 years	16-18 years
Tetanus, Diphtheria, Pertussis		Tdap	Tdap		
Human Papillomavirus (for females only)		HPV (3 doses)	HPV Series		
Meningococcal		MCV4	MCV4		
Pneumococcal		PPV	PPV		
Influenza		Influenza (yearly)	Influenza (yearly)		
Hepatitis A		HepA Series	HepA Series		
Hepatitis B		HepB Series	HepB Series		
Inactivated Poliovirus		IPV Series	IPV Series		
Measles, Mumps, Rubella		MMR Series	MMR Series		
Varicella		Varicella Series	Varicella Series		

Preventive care guidelines: adults over 18

What	When	Why
Immunizations	At recommended ages. See Immunization Schedule.	To prevent tetanus, diphtheria, pertussis, HPV, measles, mumps, rubella, varicella, pneumococcal, and influenza
Cholesterol screening, including triglycerides, LDL, HDL, or lipid panel	Once every 5 years for age 20+	Detection of high cholesterol levels
Mammogram	Every year for women age 40+	Early detection of breast cancer
Pap smear and pelvic exam	Every year for women until there have been 3 consecutive normal tests; then every 3 years	Early detection of cervical cancer
Bone density test	Once for women age 65+ and high-risk post-menopausal women	Detection of osteoporosis
Colorectal cancer screening	<ul style="list-style-type: none"> Annual fecal occult blood test plus flexible sigmoidoscopy once every 5 years for age 50+; or Colonoscopy every 10 years for age 50+; or Double contrast barium enema every 5 years for age 50+ 	Early detection of colon cancer
Digital rectal exam and prostate specific antigen test	Every year for men age 45+	Early detection of prostate cancer

Immunization schedule

Vaccine	Age	19	25	30	35	40	45	50	55	60	65	70	75	
Tetanus, Diphtheria, Pertussis		Td booster every 10 years												
Human Papillomavirus (HPV) (for females only)		3 doses if not given previously												
Measles, Mumps, Rubella		1 or 2 doses						1 dose if other risk factors exist						
Varicella		2 doses						2 doses if other risk factors exist						
Pneumococcal (polysaccharide)		1 to 2 doses if other risk factors exist									1 dose			
Influenza		1 dose yearly if other risk factors exist						1 dose yearly						
Shingles										1 dose				

Preventive care guidelines follow recommendations from sources such as the American Cancer Society, U.S. Preventive Services Task Force, American Heart Association, and the American Academy of Pediatrics.

Individual health plans vary in preventive coverage. Generally, your plan should cover immunizations recommended by the Advisory Committee on Immunization Practices (ACIP) and published by the Centers for Disease Control and Prevention. For complete immunization guidelines, visit www.cdc.gov/nip.

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

For informational purposes only. UnitedHealthcare does not diagnose problems or recommend specific treatment. The information provided in this document is not a substitute for your physician's care. Services and medical technologies referenced herein may not be covered under your plan or be available in all state or for all groups.

100-6807 8/07 ©2007 United HealthCare Services, Inc.

