

Help employees know everything from their benefits to their balances.

Managing health care can be stressful if employees don't understand their coverage and how their plan works. UnitedHealthcare has created a quick and easier way for employees to manage their health care costs and get more out of their health plan. Employees can watch a short, simple video made just for them, available on **myuhc.com**®.

Give employees an easier way to understand their plan.

Will my plan be easy to use? Do I need to worry about unexpected costs? This personalized experience helps eliminate uncertainty by creating a video for each employee, with easy-to-follow, step-by-step breakdowns of their individual plan details. This way, employees know what to expect and where to go for information and support.



General plan details:

- Date their coverage begins.
- Who is covered under their plan.
- The benefits in which they've enrolled.



Primary care provider, if their plan requires one, and the importance of staying in the network.



Plan specifics:

- Copays, deductibles, coinsurance and out-of-pocket maximums.
- Pharmacy benefits.
- Financial accounts, including health savings accounts, health reimbursement accounts and flexible spending accounts.



Additional support and resources available to help them navigate health care, such as UnitedHealthcare Health4Me®, OptumRx®, NurseLine and Virtual Visits.^{1,2}

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Keep employees up to date on coverage details.

The personalized videos are updated in real time. As employees use their benefits, they can re-watch the video to see where they stand when it comes to meeting their deductible and out-of-pocket maximum.

Set employees up for success when using their health plan.

The better that employees understand their health plan coverage, the smoother and more successful the transition to a new health plan will be. In recent research, consumers agreed that our personalized videos covered all the information a new plan member might need.

- **97 percent** felt the video would make it easy to understand their plan.³
- **95 percent** felt the video would make it easy to use their plan.³
- **89 percent** felt the video would help them understand and manage their out-of-pocket costs.³

A personalized experience that's a win-win.

Employers:

- Increase employee satisfaction with health plan benefits.
- Reduce the number of calls and questions to Human Resources.

Employees:

- Better understand their health plan benefits.
- Can access their benefit information in real time.
- Get up to speed (and stay up to speed) in minutes.



Important eligibility information.

The personalized videos are available only to Consumer Driven Health (CDH) plan subscribers. Personalized videos are not available to accounts with one or more of the following provisions:

- Members with a Health Incentive Account (HIA).
- Customized financial account names (other than HRA, HSA or FSA).



Learn more.

For more details about and demos of the personalized videos, visit welcometomyuhc.com/personalizedvideos, or talk to your UnitedHealthcare representative.



¹ NurseLine is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care.

² Access to Virtual Visits and prescription services may not be available in all states or for all groups. Go to myHealthcareView.com for more information about availability of Virtual Visits and prescription services. Virtual Visits are not an insurance product, health care provider or a health plan. Virtual Visits are an internet-based service provided by contracted UnitedHealthcare providers that allow members to select and interact with independent physicians and other health care providers. It is the member's responsibility to select health care professionals. Care decisions are between the consumer and physician. 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 in all times or in all locations. Members have cost share responsibility and all claims are adjusted according to the terms of the member's benefits plan. Payment for Virtual Visit service does not cover pharmacy charges members must pay for prescriptions (if any) separately. No controlled substances may be prescribed.

³ 2017 IdeaBlog Full Report.

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

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