

[BACKGROUND MUSIC PLAYING THROUGHOUT THE VIDEO]

Text On Screen – Health Care Advisor

[Vicki in a sound studio, preparing to speak for the camera]

PRODUCTION CREW: Have a seat.

[A clapboard being snapped shut]

[VICKI SPEAKING ON SCREEN]

VICKI: As long as I'm sitting there, I'm making a difference. That's the best part.

Text On Screen – Your benefits offer access to Health Care Advisor, a resource that provides you with personalized care.

Text On Screen – Vicki is part your Health Care Advisor member support team

Text On Screen – Whenever you need it, at no additional cost.*, *Provided at no additional cost as part of your health plan.

Text On Screen – Vicki, Registered Nurse, Nurse Advisor

I got a call from a member who literally was in her hospital bed, and she was afraid to go home. I needed to be her advocate. I called the facility and I asked for the discharge planner. She is elderly, does live alone. She's saying she's unsteady. I said, how can we help her?

Text On Screen – Vicki helped secure a ride home for her member.

Text On Screen – And made sure the driver helped the woman into her home.

I called her back, told her that, and she was just elated.

[Footage of Vicki speaking in the studio, images of the studio and cameras]

And then afterwards I said, would it be okay if I called you in the morning and checked on you? And right away she was my first call the very next day. I called her and then we actually enrolled her in case management as well, and we worked on her getting back her balance. That was her goal, was to get her balance back then, and to understand why she had fallen in the first place. And that's exactly what she needed, and I was there for her.

Text On Screen - Health Care Advisor

Text On Screen - Health Care Advisor, Health Care Advisor is ready to help, get started today.* *Provided at no additional cost as part of your health plan. Health Care Advisor is powered by Optum Guide, a team-based approach that uses market, benefits and clinical expertise to provide guidance to comprehensive support.

Text On Screen - Health Care Advisor, Visit member.uhc.com/help to chat or call 800-357-1371 *Provided at no additional cost as part of your health plan. Health Care Advisor is powered by Optum Guide, a team-based approach that uses market, benefits and clinical expertise to provide guidance to comprehensive support.