

## **Advocacy Elite and Premier**

[Alicia - UnitedHealthcare Advocate]

“Thank you for calling United Healthcare, how can I help you today?”

“What I do for members, is hold their hand and walk them through their insurance to give them the best care that they need.”

Narrator: That's the driving force behind Advocate4Me Elite, it provides all of the support of Advocate4Me...

[Advocacy Elite & Premier]

and enhances the experience with even more personalized attention.

[Allie – UnitedHealthcare Advocate]

“Members need to know that we're there for them. That we will do anything and everything. We are their team, we will stand by them.”

Alicia: “Absolutely, I can take a look for you.”

“Our job as advocates is to not only think about the need at that moment, but to think about any future need.”

“So, we want to educate them in additional benefits, clinical programs. We want to let them know anything possible to help them.”

Narrator: Our advocates have a passion for what they do.

Alicia: “I love my job because every day I feel like I'm making a difference in someone's life.”

Allie: “My passion is to serve people. It's just so rewarding when you hear them say, "This is an amazing experience. "I've never gotten this type of service before.”

Alicia: “The member that's had the biggest impact on me was a gentleman who had moved to Germany with his wife, and after 47 years of marriage, she passed away unexpectedly.”

“He was grieving over the loss of his wife, so intensely, that he couldn't make sense of anything.”

“And I could take all the insurance stuff off of his plate, assisting with that so he could begin to heal, that was one of the most powerful experiences for me.”

Narrator: That support makes a difference. It's about caring for the whole person. It's about going beyond a single phone call and understanding, and championing their healthcare needs and goals.

Alicia: "I think after members speak with us, they are blown away by the level of care that they've received, and they walk away trusting that they're in good hands."

Narrator: Discover the difference. Take your employee's experience to a whole new level with Advocacy Elite and Premier.

Disclaimer:

This service 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 the program 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. The program is not an insurance program and may be discontinued at any time. Additionally, if there is any difference between this information and your coverage documents (Summary Plan Description, Schedule of Benefits and any attached Riders and/or Amendments), your coverage documents govern.

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