

Dashboard_wCC_bakedin-TextDS

Cheerful music plays. A blue u-shaped logo appears against a white background. It unfurls into blue ribbon and weaves across the screen. An image shows a woman sitting at a computer.

Subtitles accompany dialogue.

A middle-aged woman with long dark hair sits in a home with black walls. A banner appears in the bottom left.

ON SCREEN TEXT: Bobby Hernandez
Member Experience, UnitedHealthcare

BOBBY: I think the most exciting part about the advocate dashboard is all the customization. We're really trying to look at the member holistically.

A bearded, brown-eyed man in a blue UnitedHealthcare t-shirt and black baseball cap sits in the corner of a home office. A banner appears in the bottom left corner.

ON SCREEN TEXT: Jose Medrano
Senior Health Advocate, Member
Experience & Implementation, UnitedHealthcare

JOSE: Having a dashboard next to me by my side on my other screen, it made it a lot easier for me to be able to identify the programs. Identify all of the different opportunities that we could offer to this member that was in distress.

A laptop and a computer monitor sit side-by-side on a desk. The monitor displays an informational dashboard and the laptop screen displays the homepage to a website titled "The Hub". Jose sits in the home office.

Text appears on a white background.

ON SCREEN TEXT: UnitedHealthcare's Advocate
Dashboard helps deliver personalized
support by providing a snapshot view
of the member's journey

A webpage titled "Advocate Dashboard" is divided into sections. The top section is called "Caller Profile" and contains identity information. The second section is titled "Care Path Opportunities" and contains a table displaying "Events" in one column and "Description" in another. Bobby speaks in her home.

BOBBY: First you'll see the caller profile giving the agent insight into what the member is inquiring about.

Text appears on a white background.

ON SCREEN TEXT: The dashboard helps a UnitedHealthcare advocate guide members to make better health decisions and help reduce their costs

The Advocate Dashboard displays more information in a large section called "Health Spend", and two sections in the sidebar are titled "Commitments" and "Tools & Resources". Bars are colored in to represent monetary accumulations of deductibles and out of pocket costs.

BOBBY: If the member had one single out-of-network visit, we would have an advocate action flag here, reminding us that we need to talk to the member about the importance of staying in-network because it can affect their out-of-pocket spend.

The "Care Path Opportunities" section is highlighted. A bearded man in glasses speaks into a headset. An older man sits on a couch and speaks into a cellphone as he holds a paper and some pills.

BOBBY: We also display care path opportunities. And in this area, this helps us connect numbers to nurses and programs to help manage conditions and also give them education around health and wellness opportunities that are identified for them.

Jose sits in his home office.

JOSE: My name is Jose Medrano and I am a health advocate.

Blue text appears on a white background.

ON SCREEN TEXT: Jose recently experienced the impact of the Advocate Dashboard when a member called looking for help

In the home office.

JOSE: A member called in, very overwhelmed. She had been just diagnosed with breast cancer. I looked at my dashboard and there's programs for that. There's a cancer management program, right?

The monitor on the desk displays the Advocate Dashboard. Back to Jose.

JOSE: I share that with her. I explained to her every single detail of what that program entails. She was more than thankful.

A smiling woman in glasses sits at a computer and speaks into a headset. In Bobby's house.

BOBBY: Advocates are also trained to listen actively to a member's conversation. Maybe they said they've got asthma or a child with asthma. Maybe they've mentioned that they were recently diagnosed with diabetes. That advocate can come here and they can search for the program.

A pop-up on the Advocate Dashboard is titled "All Programs". A cursor scrolls through a list of programs with information such as "Accepting Referrals" and "Hours of Operation". Jose sits in his home office.

JOSE: She didn't know UnitedHealthcare had programs for them, had programs that could hold your hand throughout the condition.

Bobby sits in her home.

BOBBY: That's really a wow factor to the members and it shows we care.

Text appears on a white background.

ON SCREEN TEXT: The new Advocate Dashboard helps
enable effective personalized support
one member at a time

Jose sits in his home office.

JOSE: It made me feel that I change someone's life today by providing a support.

A blue u-shaped logo appears against a white background, followed by text.

ON SCREEN TEXT: United
Healthcare

Small grey text appears at the bottom.

ON SCREEN TEXT: Health, wellness and clinical programs and/or benefit features are
dependent on specific plan details. Limitations and exclusions may apply.
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The music ends. Fade to black.