



Providing help and information at your fingertips.

With Care24®, you have access to health and well-being information and support — 7 days a week, 24 hours a day just by calling the toll-free phone number on your health plan ID card. Care24 connects you with registered nurses or counselors who can help you with health concerns, personal or family matters, financial and emotional needs and more.



Nurses at the ready.

Registered nurses are available to help you with questions about health conditions or symptoms and provide information to help you:

- Learn to recognize when self-care, a Virtual Visit, a doctor visit or the emergency room may be appropriate.
- Care24 nurses are here to help you find a doctor or specialist, and check if the doctor is in your network and available. We may even be able to make the appointment for you.
- Understand medication interactions and how to help reduce your prescription costs.



Counselor support.

Counselors are available to help you address a wide range of personal concerns such as emotional distress, relationship worries, anxiety, grief and much more. When you call, you also can connect with legal* and financial professionals.



Local resources.

A Care24 professional may offer to find local, in-person help in some situations. Counselors may also be able to connect you with other helpful resources in your community.

Questions or concerns? Contact us today.

You can take advantage of Care24 nurses and counselors by calling the member phone number on your health plan ID card. Or visit myuhc.com® where through Live Nurse Chat you can connect with a registered nurse, 24 hours a day.



Call Care24 information on:

- Routine illness.
- Minor injuries.
- Stress and anxiety.
- Relationship worries.
- Coping with grief and loss.
- Questions to ask your doctor.
- Personal legal concerns.*
- Men's, women's and children's health.
- Prevention.
- Self-care information.
- Help finding a doctor.
- Information on medications.



* Because of the potential for conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or an entity through which the caller is receiving Care24 services, directly or indirectly (e.g., employer or health plan).

Nurses can't diagnose problems nor recommend specific treatment. They are not a substitute for your doctor's care.

The Care24® program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. It is not a substitute for a doctor's or professional's care. Due to the potential for conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

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