



Making your health care experience easier.

HOW CAN WE HELP YOU TODAY?

Navigating the health care system can be time-consuming and confusing. But we're here to offer reliable information and helpful support.

HAVE HEALTH QUESTIONS?

Connect with an advisor or nurse to:

- Understand symptoms
- Decide what type of care meets your needs
- Learn more about a diagnosis and available treatment options
- Understand how to take medications safely and effectively

LOOKING FOR A DOCTOR OR HOSPITAL?

Advisors can help you:

- Locate in-network providers or facilities
- Schedule appointments
- Find nearby urgent care centers

WANT TO GET THE MOST OUT OF YOUR BENEFITS?

Speak with an advisor to:

- Understand which services are covered
- Help understand billing or claims issues
- Find ways to save money on prescriptions

NEED HELP MAKING HEALTHY CHANGES?

Get connected to an advisor who can help you:

- Stay up to date with preventive services such as health screenings and immunizations
- Create a plan for adding healthy habits to your daily routine
- Improve your health and reach your goals

CONTACT US TODAY. THIS SERVICE IS PART OF YOUR HEALTH PLAN, SO THERE'S NO EXTRA COST TO YOU.

1-855-583-3165 TTY 711

HCAdvisor@optum.com

Monday through Friday, 7 a.m. – 10 p.m. CT. Nurses available 24/7

Health Care Advisor



Do not call this number in an emergency or urgent care situation. Call 911 or go to the nearest emergency room. Information provided is educational and informational only and may be limited by the information you share or could be subject to change (for example, if your benefits change). Nurses and other phone representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Before seeking any services, you should confirm your provider's status, ask your provider about costs, and review your health plan's coverage and benefit documentation. 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. 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.