



Care24 Health Information Library and myuhc.com®

Want to learn more about health and well-being but you're not sure what to ask the nurse? That's the perfect time to call the Health Information Library. You can learn about many health concerns including:

- Aging
- Cancer
- Heart health
- General health
- Medications
- Nutrition
- Children's health
- Common illnesses
- Parenting

The Health Information Library offers hundreds of recorded messages on health and well-being topics. Listen to the messages that interest you at your convenience — it's a great resource that can help you make well-informed health care decisions.

To use the Health Information Library:

1. Dial **1-888-887-4114**.
2. Press **3** for the audio library.
3. Enter your PIN number - **137**.
4. Enter the topic's 4-digit code number
(see the back cover for a sampling of available topics).

The back cover lists just some of the audio topics available. For more topics, just ask the nurse or visit myuhc.com to view the more than 1,100 topics available.

You also can access myuhc.com, a user friendly Web site that offers a wealth of health and well-being information. At myuhc.com, you can browse a vast reference library, create your own personalized site and receive regular updates on topics of interest and more. Simply go to myuhc.com and start down the road to better health.

It just makes sense.™

Health Information Library Sample Topics

Aging

Aging: Physical Changes7803
Alzheimer's Disease7805
Cataract Quiz7809
Medication Safety7857

Alcohol Concerns

Alcoholism: Causes4131
Alcoholism: Information and Resources4132
Alcoholism: The Disease of Denial4133

Cancer

Breast Cancer6406
Cancer: Information and Resources ..	.6411
Diet and Cancer Risk6410
Chemotherapy6415
Colon Cancer6417

Cardiovascular Health

After a Heart Attack6103
Atherosclerosis6105
Cardiac Arrest6109
Chest Pain (Angina)6112
Congestive Heart Failure6119
Cholesterol: "Good" and "Bad".....	.6116
Eating for a Healthy Heart6130

Children's Health

Immunizations7736
Pinkeye7748
Reye's Syndrome7753
Teething7763

Common Illnesses

Colds4331
Flu4333
Infectious Mononucleosis4334

Drug Abuse

Drug Abuse Resources4435
Recognizing Drug Abuse and Addiction4437

Exercise and Fitness

Exercise and Weight Control7429
Exercise and Your Heart7430
Exercise Essentials7426

General Health

How to Talk With Your Doctor4574
Routine Exams4575
Chronic Fatigue Syndrome4578

HIV Infection/AIDS

HIV/AIDS: Information and Referral4615
HIV/AIDS: Myths and Misconceptions4616

Medications

Drug Interactions7822
Over-the-Counter Medications4750
You and Your Pharmacist7889

Mental Health

Anxiety6707
Depression and Its Symptoms6717
Grief and Loss6725

Nutrition

A Guide to Good Eating6901
Cutting the Fat Out6123
Healthy Snack Foods6943

Parenting

Choosing Child Care7720
Communicating With Your Teen4842
Surviving as a Single Parent4847



guide

Your Guide to Care24SM



visit us at www.myuhc.com

©2005 United HealthCare Services, Inc.



What is Care24SM?

As you go through life, you may be faced with health, personal, family or work-related challenges. Now there is a resource that can help you sort things out — **UnitedHealthcare Care24**.

This service, available to UnitedHealthcare consumers, offers information and resources that can help you and your family identify and resolve problems affecting emotional and physical health. Care24 is staffed by a team of friendly, registered nurses and master’s-level counselors who can assist individuals with a wide range of problems — at no cost to you.

Here’s how to access Care24 services:

1. Dial **1-888-887-4114**.
2. Press **1** to speak with a registered nurse about health information.
3. Press **2** to discuss personal, work, legal or financial issues.
4. Press **3** for the Health Information Library.
5. Press **4** if you’re a supervisor or manager and would like to speak with a management consultant about an employee or work-related issue.

How does Care24 work?

Simply call Care24’s toll-free number and choose to speak with a nurse, a counselor or both on issues such as:

- Minor illnesses or injuries
- Chronic conditions
- Wellness and nutrition
- Marriage and family concerns
- Work and stress management
- Personal legal issues*
- Relationships
- Financial concerns
- Emotional distress and loss
- Medication safety
- Child and elder care referrals

When can I call a counselor or nurse?

You can call Care24 any time, 24 hours every day — we’re always available and ready to talk about any question or concern.

Financial Services

Managing money is a primary concern for most of us, regardless of income level. When you call, we can arrange a free telephone consultation with a financial professional. Call today to get answers to questions about your personal finances. Depending on your situation, Care24 also may direct you to other resources in the community. **We can help with:**

- Budgeting and reducing debt
- Controlling spending habits
- Bankruptcy and restoring your credit rating
- Saving for college
- Retirement planning
- Hiring a financial planner
- Learning about investing
- Making the most of a 401(k), IRA or pension
- Mortgages and car loans
- Tax and insurance questions

Sometimes, financial counseling is not enough. When you call us, you have the advantage of speaking with an experienced counselor who understands that sometimes one worry can lead to another. Care24 counselors can help you address the stress or anxiety that may come with financial concerns.

**Call Care24 services — 24 hours a day,
7 days a week.**

1-888-887-4114

for the spectrum of life

Legal and Mediation*

Care24 services make it easy for you or your family members to speak with an attorney for an initial consultation. Call Care24 when you need a legal consultation for personal concerns, such as the following:

- Divorce
- Wills and trusts
- Criminal issues
- Child custody
- Guardianship
- Power of attorney
- Child support
- Property division
- Debt division
- Adoption
- Tenant’s rights
- Consumer rights
- Immigration
- Civil disputes
- Order for protection

What is a telephonic legal consultation?

Telephone consultations can be a good source of basic legal information. When you call, you will be connected with an experienced attorney in the state where the legal action arose. Legal telephone consultations are available at no cost to you during business hours, Monday through Friday.

What is an in-person legal consultation?

Some legal issues are complex. In this case, we encourage you to visit an attorney for a consultation in his or her office. For instance, an in-person meeting may work better if you have a specialized concern, need local legal representation, or need legal documents prepared or reviewed. If appropriate, we will refer you to an attorney in your community. More than 22,000 attorneys participate from all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands and Canada. You may receive a free 30-minute face-to-face or telephonic consultation with a state-specific lawyer and a 25 percent discount on additional legal services if you choose to retain a network lawyer.

Am I required to use the attorney who provides the consultation?

When you are referred to an attorney for either a telephone or in-person consultation, you are under no obligation to retain that attorney or the firm for any additional services. If you do retain the attorney or firm, you will receive a 25 percent discount on legal services. We are not responsible for any transactions or fees.

What about mediation services?

A nationwide, affordable network of more than 4,000 mediators is available to help resolve divorce, civil, landlord tenant and other non-criminal disputes. You may receive a complimentary initial 30-minute consultation to determine if mediation is the appropriate method for dispute resolution. Subsequent sessions are offered at 25 percent below the mediator’s normal fee.

* Care24 legal consultations are available for many personal issues, but not every legal situation. Due to the potential for conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or an entity through which the caller is receiving Optum services, directly or indirectly (e.g., employer or health plan). Other issues for which legal consultation is not available include, but are not limited to, medical-related matters, including claims relating to medical malpractice.