



## Frequently Asked Questions

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## PROGRAM OVERVIEW

### What is the UnitedCARES Program?

**CARES, Compassion in Action: Responding and Extending Support**, is a voluntary program to help ease the burden for UnitedHealth Group team members and their immediate family members diagnosed with or exhibiting symptoms of COVID-19. It offers personalized support for the physical, mental and emotional health needs of our team members.

## WHO CAN PARTICIPATE

### Who can participate in the United CARES program?

Full-time and part-time United Health Group team members including not-yet-integrated entities who have been diagnosed or are exhibiting symptoms of COVID-19 and impacted family members.

### Do I have to be diagnosed with COVID-19 from a doctor to participate?

You do not need to have a diagnosis to participate as we know that testing is not readily available in all areas.

### Who is considered an immediate family member?

Following the Family Medical Leave Act definition, UnitedCARES covers a spouse, domestic partner, parent, child, spouse's child and/or related party in the same house. Consent must be provided by the UnitedHealth Group team member.

### What happens if I am not covered under any company sponsored medical plan? Can I still participate?

Yes, you can still participate. Your Health Care Advisor will assist you with finding the health and wellness resources you need during this challenging time.

### How will my family member who has COVID-19 participate?

You should contact your Human Capital Team to inform them that you are caring for a family member with COVID-19. They make the connections you need to enroll in the program, you can remain the main contact or your adult family member can receive messages from the Health Care Advisor.

### What if my family member is not on a company sponsored medical plan?

The Health Care Advisor will work with outside resources on behalf of your family member who is not covered under a company sponsored medical plan.

### What should my family do if I am too sick to make the connection?

The UnitedCARES program is built around outreach, with the Health Care Advisor interacting directly with you. If you are too sick to respond, an adult family member can talk to the advisor to get answers to questions, resources, etc.



UnitedCARES also supports your family members while you are recovering from COVID-19.

## **PROGRAM DETAILS**

### **How do I participate?**

Contact your Human Capital Team and tell them you have COVID-19, are experiencing symptoms or have a family member with COVID-19. They will connect you with Enterprise Occupation Health Services who can walk you through registration for UnitedCARES.

Within the next business day, you will be contacted by a Health Care Advisor, who will reach out to discuss your specific needs, and get you the help you need, when you need it.

### **Do I have to sign up?**

We understand different people want to be supported in different ways. This program is completely optional – we are here to support you, but the decision is up to you.

### **What kind of information is shared with the company? Will my manager know that I am enrolled?**

Personal information is not being shared with the company. What you choose to share with the Health Care Advisor is considered confidential and part of your personal case file. Your manager will not be alerted of enrollment.

## **HEALTH CARE ADVISOR**

### **What role does the Health Care Advisor provide?**

The Health Care Advisor is the primary point of contact to help you and your immediate family members get the help you need when you need it.

### **Who are Health Care Advisors?**

Health Care Advisors are your designated point of contact for all things related to health and wellness benefits. They will help you navigate the health care system; including helping with claim and benefits questions, helping you find quality doctors and schedule appointments; connecting you with health and wellness resources; and coaching you on your health.

### **How can the Health Care Advisor help?**

Through the Health Care Advisor who will be assigned to you, you can easily connect with the programs and resources available for you and your family, including:

- Nurse line to answer your questions and help you find care
- Benefits information line
- Behavioral and mental health experts
- Support for physical needs such as transportation, meals, and childcare
- Financial support services