



Summary

UnitedCARES (Compassion in Action: Responding and Extending Support) helps ease the burden and stress for our UnitedHealth Group team members and their immediate family affected by COVID-19 (diagnosed or have symptoms).

CARES is a way for us to demonstrate our values and our culture by serving the mental, physical and emotional health needs of team members during their illness.

Think of this as a compassionate and personal outreach to help our team members – one person at a time – navigate the resources and benefits available to them.

The program allows us to offer essential personalized support through a Health Care Advisor – we know people need support in different ways. **CARES** is 100% voluntary. **CARES** is here to serve and support everyone.

“CARES is a strong reflection of who we are – working to support each other, one person at a time.”

Patricia Lewis
Executive Vice President and
Chief Human Resources
Officer, UnitedHealth Group

Health Care Advisor

Role

Primary point of contact to help someone get the help they need, when they need it.

How they help

- Contact the team member affected by COVID-19 and discuss specific needs.
- Help navigate the programs and resources available for team members and their family, including:
 - Nurse line to answer your questions and help you find care
 - Benefits information line
 - Behavioral & mental health experts
 - Support for physical needs such as transportation, meals, and childcare
 - Financial support services

UnitedCARES emails

Team members registered with UnitedCARES will receive periodic uplifting emails from UnitedCARES. These messages help show our compassion and support to those dealing with COVID-19 and remind our team members to reach out to their Health Care Advisor if they have any questions or concerns.

More Information

Please visit our [COVID-19 Resources](#) site for more information about COVID-19 resources available at UnitedHealth Group