

Take advantage of Care24® services – information and support is just a phone call away.



Care24 services, a complimentary benefit from your health plan, offers you access to a wide range of health and well-being information and support—seven days a week, 24 hours a day at the following toll-free phone number, **1-888-887-4114**. Care24 services connects you with registered nurses or master's-level counselors who are here to help you with almost any problem ranging from medical and family matters to personal legal*, financial and emotional needs.

Connecting people with information and resources

Care24 services provides you with access to experienced professionals including:

- ▶ Registered nurses
- ▶ Master's-level counselors
- ▶ Legal and financial professionals
- ▶ Community resources

Audio resources available on a wide range of health topics

With Care24 services, you can also choose to listen to audio messages on more than 1,100 health and well-being topics. To listen to your message of choice, press * to speak with a nurse who will provide you with information on the health topics along with the three digit access pin number. More than 600 audio messages are recorded and available in Spanish, along with multi-lingual translation services, and service for callers with hearing impairments.

Care24 helps you with:

- Childhood illnesses
- Minor illnesses and injuries
- Medication information and safety
- Relationship worries
- Choosing appropriate medical care
- Stress and anxiety
- Coping with grief and loss
- Personal legal and financial issues
- Self-care information
- Finding a doctor

Call the following toll free number **1-888-887-4114** to get started.



Local support

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.

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.

24-hour convenience

Care24 nurses and counselors are available 24 hours a day, 7 days a week and will work with you to help identify and address concerns in your work and home life.



How to call

To take advantage of Care24 services, nurses and counselors available 24 hours a day, 7 days a week by calling **1-888-887-4114**. TTY/TDD callers, please call the National Relay Center at **1-800-828-1120** and ask for the toll free number on the back of your health plan ID card.



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

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