

UMR Plan Advisor



UMR PLAN ADVISORS ARE READY TO CONNECT AND GUIDE YOU TO BETTER HEALTH.

A Plan Advisor is available to help you manage your physical health - from routine preventive care to complex ongoing medical conditions. Plan Advisors partner with you so you feel more confident in the decisions you make about your health, and comforted by the steps you're taking to get there.

UMR's Plan Advisors can help you:

- Look into a recent medical claim to make sure it was paid correctly
- Check to see what your out-of-pocket costs are for services
- See how much you have paid of your individual or family deductible
- Understand all programs and services available to you and your covered dependents

CONNECTING YOU TO THE CARE YOU NEED

Whether your question is common or complex, we make it easier for you to get answers by ensuring you have the information you need.

KEEPING IT REAL

Your plan advisor is an actual person who's focused on serving you, equipped with knowledge and options to support and anticipate your unique needs and goals.

WE'RE IN IT WITH YOU

If you need something that's out of our reach, we'll connect you to the resources you need - and we'll even stay on the call as long as you need.

FINDING THE RIGHT FIT IS IMPORTANT - WE CAN HELP

We'll match you to high quality health care providers and the highest level of benefits - right where you live - to avoid paying more than you need to. We can schedule appointments with providers and identify possible health screenings or preventive care.

KNOW YOUR COVERAGE - AND COSTS

Your plan advisor is ready to go over your benefit details with you or connect you to the right person to find the answer you need, so you won't be caught by surprise.



ONGOING CONDITION CARE

ADMINISTERED BY UMR



BEGIN LIVING YOUR BEST LIFE

We have teamed with UMR's Ongoing Condition CARE program to offer expert resources and one-on-one support to help those with ongoing conditions gain control of their health. It starts with being open to moving in a positive direction and working to make small, but important, changes to your daily routine. This program is open to medical plan members with one or more of the following conditions:

- **Neuromuscular/Autoimmune Disorders:**

ALS, Multiple Sclerosis, Myasthenia Gravis, Rheumatoid Arthritis

- **Cardiovascular Disorders:**

Hypertension, Heart Failure, CAD

- **Respiratory Disorders:**

Asthma, COPD

- **Behavioral Health Disorders:**

Depression, Generalized Anxiety Disorder*

- **Blood Disorders:**

HIV/AIDS, Hepatitis C, Sickle Cell Anemia

- **Gastrointestinal Disorders:**

Ulcerative Colitis, Crohn's Disease

- **Oncology:**

Breast, Prostate, Colorectal or Lung Cancers

- **Endocrine Disorders:**

Diabetes (Type 1 and Type 2)

- **Genitourinary Disorders:**

Chronic Kidney Disease (CKD)

* Generalized Anxiety Disorder is managed when it occurs along with other qualified conditions.

BENEFITS OF BETTER HEALTH

When you are able to manage your symptoms, you can:

- Feel better and do more
- Avoid flare-ups that lead to ER visits
- Cut your out-of-pocket costs
- Reduce or eliminate the need for medications
- Lower your long-term health risks

CARE ON THE GO

The CARE app, powered by Vivify Health, allows you to connect with your CARE nurse through your mobile device. With the app, you can:

- Send and receive text messages securely with your CARE nurse if you're enrolled in a clinical pathway.
- Access educational articles and videos about general wellness or specific conditions.
- Track blood pressure, blood sugar, oxygen level and weight. This information is shared with your CARE nurse to help manage your condition (when appropriate).
- Understand your provider's treatment plan or instructions for care – and help you stick to it

LOOKING FOR HELP?

Log in to **umr.com** and select Contact us to send an email to the Ongoing Condition CARE program.

You can call us toll-free at 800-207-3172.

**Download the
UMR mobile app
for care on the go!**

