



DESIGNED ADVOCATE

POWERED BY ACEC LIFE/HEALTH TRUST



Designed Advocate connects Trust medical plan members with an Advocate Team that is dedicated to helping them understand and reap the full benefits of their health care plan.

Designed Advocate is designed to:

- Reduce your medical and pharmaceutical costs
- Engage employees in their health
- Find and decrease gaps in care
- Increase employee satisfaction with their health plan
- Reduce calls to your HR department
- Deliver a simple, personalized experience

You Belong with Designed Advocate

As a Trust member firm on a UnitedHealthcare® medical plan, you have access to a powerful tool designed to help Trust medical plan members better understand their health care plan and use it more effectively. Designed Advocate saves members time and money when navigating a complex health care system, allowing them to be more productive and potentially saving them—and your firm—hundreds to thousands of dollars. Even better: these easy-to-use services are already at your fingertips!

HEALTH SUPPORT AT YOUR SIDE

Health care can be confusing, time-consuming and stressful. You know it and research confirms it. To help employees make better health care decisions, UnitedHealthcare® has created a circle of caring support designed to deliver uniquely personalized, consistently helpful interactions with the goal to achieve proven outcomes. In fact, Designed Advocate boasts an overall satisfaction rate of 91 percent!

Supported by Advocate4Me

Designed Advocate is supported by the services and technology of UnitedHealthcare's Advocate4Me® program. Here are some of the great features you can expect:

Advocate4Me organizes all aspects of care. From explaining medical bills to providing general benefits education, Advocate4Me helps employees get the answers they need to make informed health care decisions, reduce costs and close gaps in care.

The Advocate team "owns the inquiry" and stays with you to make sure the problem or question is resolved; this level of hands-on accountability helps to remove the burden from you in getting help and providing support.

UnitedHealthcare hires high-caliber employees with a range of specialized skills, including nurses, to serve as Advocates. A team of specialists, like pharmacists and medical directors, support the Advocates.

Using robust data and sophisticated technology, you get the Advocate who is best able to understand your situation, anticipate future concerns and connect you to the care you need.



**TO CONNECT WITH AN
ADVOCATE4ME® ADVOCATE, CALL
THE NUMBER ON THE BACK OF YOUR
UNITEDHEALTHCARE® ID CARD.**