



UnitedHealth FOCUSSM

Helping you take an active role in your health care

UnitedHealthcareSM is now offering UnitedHealth FOCUS — a unique program for individuals who are living with a chronic condition or dealing with complex health care needs. The goal of FOCUS is to provide a high level of support and help you become as informed as possible. The service also gives you the right tools for making the most out of every conversation with your doctor.

By taking advantage of FOCUS, you'll have the tools and support to take a more active role in your health while working with your doctor.

With FOCUS, you have telephonic access to a registered nurse who is assigned to you and your family. He or she can tell you more about the benefits available to you and offer information about a wide range of health issues.

And, the best part? All of these resources are included with your UnitedHealthcare benefits — at no additional cost to you.

Connecting You with the Best Possible Tools

FOCUS matches you with the UnitedHealthcare case and disease management programs that may work for you. It also provides access to resources that can give you confidence when making health care decisions. Your recent prescriptions, doctor visits, or hospital stays can indicate to UnitedHealthcare when our programs may help. Then, we connect you with a registered FOCUS nurse who can help you manage your health. He or she can provide you with tailored information and tell you more about our voluntary programs.

Your nurse can talk about our disease management services. Or, he or she can answer questions about a future hospital stay. Your nurse can tell you how we can help individuals better manage chronic conditions such as diabetes and asthma, or other serious illnesses such as cancer.

It just makes sense.®

Your FOCUS Nurse — A Valuable Health Information Resource

It can be hard making health decisions, especially with so much information out there. Fortunately, your FOCUS nurse will be your main point of contact. You'll have a direct phone number so you can call to learn more about conditions or overall health and well-being. You also can ask your nurse for information about preventive care and condition management. And, you can get suggestions that may be helpful when working with your doctor.

Based on your needs, your FOCUS nurse may direct you to another UnitedHealthcare nurse. These nurses have received extra training in certain health conditions. This allows you to get you even more targeted information about specific health issues.

If you have a hospital stay coming up, your FOCUS nurse will call you before you go in. He or she can help you develop questions to ask your doctor. Your nurse also can answer your questions about certain procedures, treatment options, and the length of your stay. Not only that, but your nurse will work for you throughout your time at the hospital. He or she will talk with your doctor to help reduce delays on tests and procedures.

The benefits of having a FOCUS nurse also include:

- Individualized information to help you find ways to improve your health
- A plan to help you learn about preventive care and treatment options
- Proactive outreach to your doctors and specialists

Personalized Programs for Your Needs

FOCUS also offers comprehensive disease management programs for several chronic conditions, including:

- Coronary artery disease
- Diabetes
- Heart failure
- Asthma

As a participant, you'll receive information occasionally in the mail. You'll also be assigned a UnitedHealthcare nurse in addition to your FOCUS nurse. Both nurses work together as a team to make sure your questions and concerns are addressed.

FOCUS — the information source for those with chronic and complex conditions

