

Manager's guide to Care24[®]



What is Care24® services?

As a manager or supervisor, you have the combined challenge of accomplishing your tasks each day and managing your employees. When their personal worries go unresolved, your work group may experience decreased productivity, excessive absences, missed deadlines, poor morale and an increased risk of accidents.

Enter Care24. Care24 integrates elements of traditional employee assistance programs (EAP) and telephonic health information lines, and adds a wealth of other helpful resources. Care24 is staffed by a team of registered nurses and master's-level counselors who can assist individuals with a wide range of problems – at no cost to them. Nurses and Counselors are available 24 hours a day, 7 days a week. Call 1-888-887-4114 and follow the prompts to access Care24:

- 1 Press 1 to speak with a Customer Service Representative.
- 2 Press 2 to speak with a registered nurse about health information.
- 3 Press 3 to discuss personal, work, legal or financial issues with a counselor.
- 4 Press 4 if you're a supervisor or manager and would like to speak with a management consultant about an employee or work-related issues.

*For the Audio Health Information Library press * to speak with a nurse who will provide you with information on the health topics along with the three digit access pin number.

How does Care24 work?

Simply call Care24's toll-free number and choose to speak with a nurse, a counselor or both, on issues such as:

- Minor illnesses or injuries
- Chronic conditions
- Wellness and nutrition
- Relationship worries
- Stress and anxiety
- Personal legal issues*
- Financial concerns
- Coping with grief and loss
- Medication information
- Self-care information

When can I call a specialist or nurse?

You can call Care24 any time, 24 hours every day – we're always available and ready to talk about any question or concern.

Valuable tools

Management Consultations offer information and support to help you address performance problems, sexual harassment, conflicts and other issues. Specially trained counselors can:

- Discuss effective ways to approach an employee, including role playing to help you prepare.
- Provide suggestions for offering Care24 services to an employee.
- Help you address problems while following your organization's policy.
- Suggest ways to deal with many sensitive issues.
- Offer tips to keep your work group focused while resolving ongoing issues.

Critical Incident Stress Management (CISM)

provides timely, well-planned responses to help minimize the effect of traumatic events such as injuries, accidents, robberies and natural disasters. Counselors help your employees cope with the situation and achieve peace of mind during the aftermath. See the CISM panel in this guide for more information.

Training Programs complement Care24 services and are available for employees, managers and supervisors. Experienced trainers present one or two-hour sessions designed to accommodate your busy workplace. Take advantage of our extensive range of topics, including programs on Health and Well-Being, Workplace Tool Kit, and Skills for Life.

Access to myuhc.com® – a user-friendly Web site that offers a wealth of health and well-being information. Browse a vast reference library, create a personalized site and receive regular updates on topics of interest and more.

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

Critical incident stress management

Unexpected events can happen at the workplace. Many organizations may not have the experience or resources to help their employees cope with critical incidents. Care24's well-planned CISM support can help protect peace of mind and minimize long-term effects on individuals, as well as organizations. CISM services are provided by counselors who are experienced in handling sensitive situations. Some of CISM's services include:

- Telephonic support services – one-on-one sessions, management consultations and follow-ups
- Onsite support – group process/education sessions, management consultations, educational seminars, follow-up services, and violence prevention consultations and programs

CISM “Best Practice” tips

If a critical incident occurs at your workplace, you should call Care24 as soon as possible. Here are a few tips that may help ensure your incident will be handled effectively:

- Identify a key person to call Care24 to request a consultation. Master's-level specialists will help determine the most appropriate services.
- Provide Care24's toll-free number to employees and their families.
- Offer employees a private place so they can call Care24 from work.
- Suggest in-person or telephonic management consultation services to managers to give them ideas on handling employee concerns.

It is crucial to have a recovery plan for the entire organization before an incident occurs. Ideally, employees will never experience traumatic events in the workplace. However, if one does occur, be confident that Care24 will be there to coordinate and monitor CISM services that will help your employees cope and help keep your organization on track.

Care24® services

Available 24 hours a day, 7 days a week.

Call 1-888-887-4114.

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TTY/TDD callers, please call the National Relay Center at 1-800- 828-1120 and ask for the number above.

Management worries?

Employees with personal problems can impact workplace performance by decreasing the productivity of both themselves and their co-workers. Reducing lost business revenue due to absent or less productive workers and reducing unnecessary personnel costs incurred by replacing absent workers can have a substantial effect on business performance and costs. Care24 services can help.

need new source data?

Encourage your employees to use Care24 services.

Effective program promotion such as reminder pieces and interpersonal contacts can have a significant impact on employees' comfort levels around accessing Care24 services – thereby increasing utilization.

Take advantage of Care24's Management Consultation Service.

Care24 Management Consultation Service provides focused assistance that helps managers and supervisors address the complex issues they face every day. Use the Management Consultation Service whenever you are challenged by situations threatening productivity, profitability or employee morale.

Care24's Management Consultation Service is staffed around the clock by a professional team of master's-level counselors. This means you can get the information you need at any time.





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Insurance coverage provided by or through United HealthCare Insurance Company or its affiliates. Administrative services provided by United HealthCare Insurance Company, United HealthCare Services, Inc. or their affiliates.

The Care24® program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. Program components may not be available in all states or for all groups. Care24 is a registered trademark of UnitedHealth Group, Inc., used by permission. 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, including UnitedHealthcare, or any entity through which the caller is receiving Optum services directly or indirectly (e.g. employer or health plan). Care24 may not be available in all states or for all group sizes. Components subject to change.

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