



Care24SM Resources

- **Childhood illnesses**
- **Minor illnesses and injuries**
- **Medication safety**
- **Relationship problems**
- **Choosing appropriate medical care**
- **Work-related stress**
- **Emotional distress**
- **Personal legal and financial issues**

Care24 services offer you access to a wide range of health and well-being information—seven days a week, 24 hours a day. Using one toll-free phone number, you can speak with registered nurses and master’s-level counselors who can help with almost any problem ranging from medical and family matters to personal legal,* financial and emotional needs.

Connecting People With Information They Need

Care24 services connect people with reliable resources for information and support regarding a wide range of personal concerns – 24 hours a day, 365 days a year. One toll-free phone number gives you access to experienced professionals:

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

When you call the same toll-free number, you also can listen to audio messages on more than 1,100 health and well-being topics. More than 600 audio messages are recorded in Spanish. Translation services are available for 140 languages. Services are also available to callers with hearing impairments.

Expanded Support

If face-to-face resources are appropriate for your situation, a Care24 representative can refer you to local, in-person support. Counselors also can refer you to a wide range of national and community resources.

It just makes sense.SM

24-Hour Convenience

Care24 nurses and counselors help you and your family identify and address concerns that span the spectrum of work and life.

“My baby has a temperature of 102 degrees. It’s midnight. What do I do?”

“My credit problems are out of control – I could use some good information.”

“My teenager and I just can’t communicate – I’d really like to talk to someone.”

“I am having trouble sleeping at night and I feel wiped out at work. What can I do to get a good night’s sleep?”

“Divorce – I never thought it would happen to me. I don’t want to incur huge legal bills.”

Current Health and Well-Being Information

Care24 nurses and counselors offer service based on up-to-date medical and professional guidelines. We consistently deliver high-quality service, so you can be confident that you and your family receive reliable health, personal legal and financial information you can use every day.

*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).

