

Take Charge.  
Choose Well.  
Be Well.



Programs  
To Improve  
Your Health  
and Wellness

# Take Charge of Your Health and Wellness

First Data has invested in UnitedHealthcare wellness programs because they care about you and want you to feel good and live a happy, healthy, active life.

As a UnitedHealthcare member, you have access to free online services and special programs that help you:

- Make the most of your medical benefits
- Better manage your health issues
- Save money

Keep this booklet to help you remember all of the programs and services that are available to you whenever you need them—now or in the future.



# Seven Great Reasons To Use myuhc.com®

The tools and information at **myuhc.com** are both practical and personalized so you can get the most out of your benefits. Register at **myuhc.com** and connect to current information about your plan benefits and health care interests.

1. **Ask health care professionals.** Communicate one-on-one online 7 days a week with a registered nurse who can help answer your questions and give you advice.  
*Select [Live Nurse Chat](#)*
2. **Organize your medical claims online.** View processed claims, remaining balances for deductibles and out-of-pocket expenses via your Health Statements. Download claims to a spreadsheet, set up automatic payments, direct deposits and more.  
*Select [Claims & Accounts](#)*
3. **Get information about hospitals and physicians.** Find information on network doctors and other health care professionals.  
*Select [Physicians & Facilities](#)*
4. **Organize and store all of your health data.** The Personal Health Record allows you to store all your health data in one convenient, confidential, online place. See page 3 for more information.  
*Select [Personal Health Record](#)*
5. **Improve your health habits.** Participate in online Health Coaching Programs that help you set goals to achieve your health objectives. Find out the best way to improve your health by taking the online health risk assessment.  
*Select [Health & Wellness](#) or [Health Assessment](#)*
6. **Learn about health conditions and treatment options.** Medical information from reliable resources recognized by physicians.  
*Select [Health & Wellness > Conditions AtoZ](#)*
7. **Request a medical ID card.** Print temporary ID cards or request a replacement card.  
*Select [Account Settings](#)*

To register at **myuhc.com**, click on Register Now and enter the requested information.\*

\*You must have an email address to register for **myuhc.com**.

The screenshot shows the myuhc.com website interface. At the top, there's a navigation bar with links for Message Center, Account Settings, Print, Help, Contact Us, Feedback, and Sign Out. Below this is a main navigation bar with tabs for Home, Claims & Accounts, Physicians & Facilities, Benefits & Coverage, Personal Health Record, and Health & Wellness. The user's name, Jennifer, is displayed, along with Plan Name: Choice Plus, Group #: 0215930, and Member ID: 952970514. A 'My Coverage' section shows Account Balances and Benefits Details. A 'Deductible' of \$000 Individual and 'Out-of-Pocket Max' of \$3500 Individual are listed. A central image of apples and lemons is labeled 'Health care with a difference'. To the right, a 'Hello Jennifer' section asks 'What would you like to do today?' and lists several service buttons: View My Claims, View Online Statement, View Account Balances, Print an ID Card, Health Assessment, Find a Doctor, Quicken Health Expense Tracker, Treatment Cost Estimator, Extra Programs & Discounts, and Look Up Health Topics. At the bottom, there's an 'Information Center' with links to health solutions, cost information, health statements, physician services, and a doctor search tool. A 'Related Web Sites' section includes African American Health Source4Women and Other Languages. A 'Live Nurse Chat' button is also present, with a note to 'Chat in real-time with a nurse about a variety of general health topics.'

# Personal Health Record

It's your health history, a medical library, and a customizable organizer rolled into one secure, easy-to-use tool. The Personal Health Record lets you establish a secure online location that you control to organize and store all of your health data.

## With the Personal Health Record you can:

- Review medical claims information and lab results
- Record allergies and immunizations
- Record your family health history and personal contacts
- Track your progress with important Health Trackers such as blood pressure, cholesterol, and weight
- Print or download a historical claims summary known as the Personal Health Summary, which can be brought to a doctor appointment to review with your physician

## Customizable, reflecting your unique needs

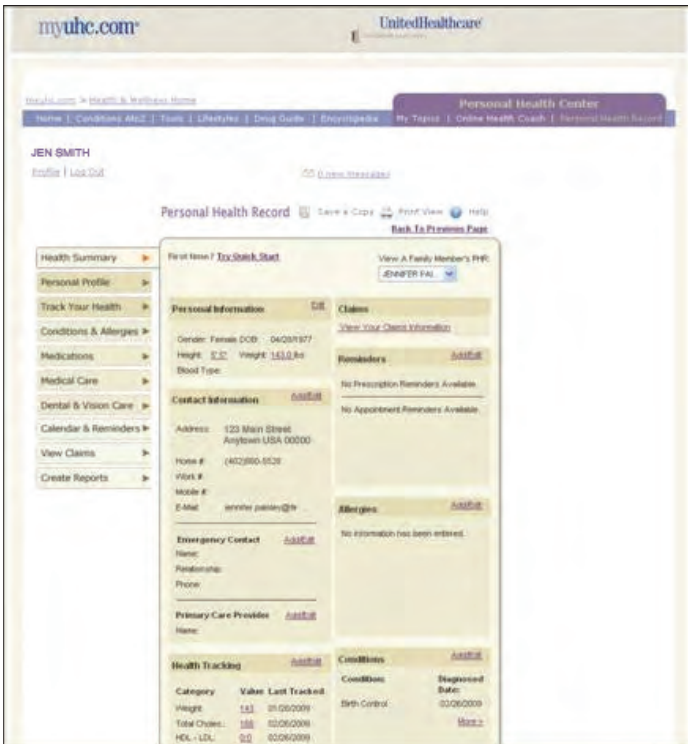
The Personal Health Record is customized with health information and reminders that reflect your specific health conditions. And, you may easily personalize it with detailed information important to you.

## Confidential, personalized information

The Personal Health Record will provide you with health information based on your age, gender, lifestyle habits, and diagnosed or self-reported conditions and diseases.

## Start today on myuhc.com

To access your Personal Health Record, log on to **myuhc.com** and click on Personal Health Record.



# Getting Healthy Has Never Been Easier

As part of your benefit plan, you have online access to a health coach who can help you improve your health and well-being.

Through [myuhc.com](http://myuhc.com) > Health & Wellness, you can participate in online health programs that are designed just for you. The plans that may be available to you are:

- Weight Loss
- Exercise
- Nutrition
- Smoking Cessation
- Stress Management
- Heart Health Lifestyle
- Diabetes Lifestyle

When you enroll, your online health coach can help you develop personalized strategies to reach your health goals.

## Tip the Scale to a Healthy Weight

The Healthy Weight Program gives you access to online resources and health coaching support—to help you take control of your weight and lead a healthier lifestyle. When you enroll, you'll have access to these tools and resources:

- Personalized exercise and meal plans, determined by your answers on your health risk assessment
- Online weight-loss tools such as body mass index calculator and calorie counter
- Custom messages from an online health coach
- Online seminars led by a health coach
- Phone outreach from a health coach to help answer your questions, provide additional tips and offer you support

### How to enroll

- Log on to [myuhc.com](http://myuhc.com). \* If you haven't yet registered, click on Register Now.
- Click on Health & Wellness > Living Leaner Lives.

Remember to talk with your doctor before starting any weight-loss plan.

*\*You must have an email address to register for [myuhc.com](http://myuhc.com). If you don't have internet access, you can still participate by calling 866.HLTHYWT (866.458.4998).*

# Taking the First Step

Take your first step toward a healthier life by taking a free, personalized health risk assessment at [myuhc.com](http://myuhc.com). By taking the online health risk assessment, you can identify your personal health needs, learn healthy habits, and compare your “lifestyle score” to others of the same age and gender.

The health risk assessment takes approximately 15 minutes to complete, and you will be provided with immediate feedback on the current state of your health. In addition, your responses are used to help create a personalized online experience specifically for you.

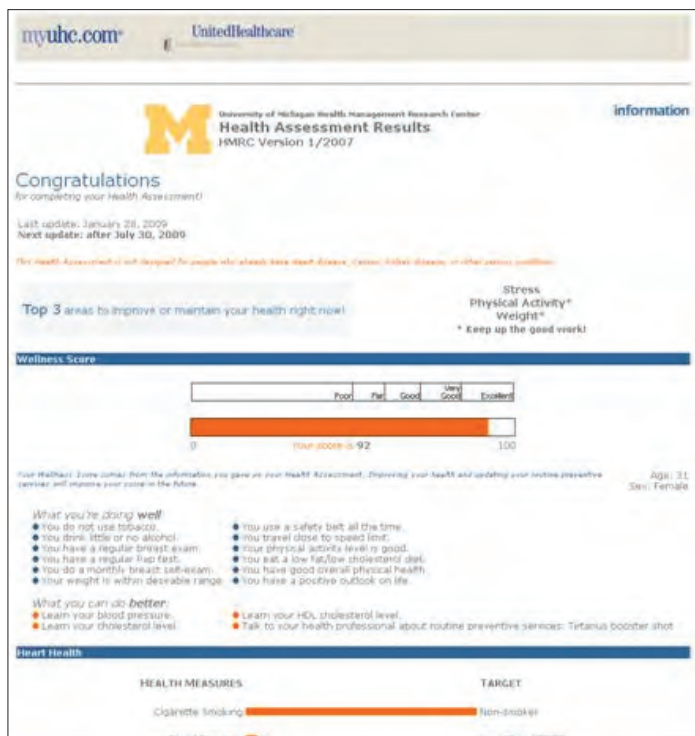
Plus, you’ll have access to health improvement resources and interactive tools, such as quizzes, exercise programs, planned meals, and action steps to help you achieve your personal health goals.

Based on your score, an interactive online health coach may recommend up to three health improvement programs to help you achieve your personal health goals. See “Getting Healthy Has Never Been Easier” under the “Health Coach and Healthy Weight Programs” tab on page 4.

To get started, log on to [myuhc.com](http://myuhc.com) and click on Health Assessment.

If you haven’t yet registered with [myuhc.com](http://myuhc.com), click on Register Now.\* It’s quick and easy!

\*If you don’t have access to create an email address, please call toll free 866.868.5484.



# Choosing Doctor Right

Most people would agree that choosing the right doctor is one of the most important things we can do for our health. But how many of us can define—exactly—what makes any particular doctor the “right one”?

## UnitedHealth Premium helps consumers find the right doctor

UnitedHealthcare is working to raise awareness about quality and efficient health care through the expanded UnitedHealth Premium physician designation program. This innovative program gives you access on [myuhc.com](http://myuhc.com) to comparative data on physician quality and cost. These comparisons are based on widely accepted performance measures that help you select physicians who meet your specific medical needs.

### Advantages for you

The UnitedHealth Premium designation program was developed to:

- Empower consumers to make informed health care choices
- Help manage health care costs
- Promote quality in health care

The UnitedHealth Premium program makes it easy to see how well your physicians perform against the standards of care published by the relevant medical societies. **For the first time, you have easy access to this data in one place, to help you find Doctor Right!**



# Give Your Baby a Healthy Start

## Get personalized help through pregnancy and delivery with the Healthy Pregnancy Program

We want to help ensure that you have a smooth pregnancy, delivery and a healthy baby. By seeing your doctor regularly, and by enrolling in the free Healthy Pregnancy Program, you'll have built-in support through every stage of your pregnancy.

### Personal attention

When you enroll in the program, a care coordinator will consult with you to determine what, if any, risks or complications could arise during your pregnancy. By identifying your special needs or risks, we can help you practice healthy pregnancy habits and protect your baby.

If you are identified as having special needs, a Healthy Pregnancy Program nurse will provide one-on-one support throughout your pregnancy. In addition, you may be referred to a neonatal nurse case manager for information about some of the best Neonatal Intensive Care Units (NICUs) near you so that you can make the best choices for your baby's health.

To enroll, call **800.411.7984**. You can enroll up through week 33 of your pregnancy. For more information, visit [www.healthy-pregnancy.com](http://www.healthy-pregnancy.com).



# Get Support for Your Chronic Conditions

If you're dealing with complex health care needs or living with a chronic condition such as coronary artery disease, congestive heart failure or diabetes, UnitedHealthcare Personal Health Support with Disease Management can provide you with access to specialized nurses and other resources that can help you better manage your health and improve your quality of life.

## You don't need to do anything to enroll

Your eligibility for this program is determined by UnitedHealthcare when you experience certain health events or if you receive a high-risk score on your health risk assessment. If you are eligible for the program, a Personal Health Support nurse will call you.

If you need help managing a specific chronic condition, a Personal Health Support nurse will put you in touch with a specialized Disease Management nurse who can provide you with the tools and support you need to better manage your condition.

To learn more about Personal Health Support with Disease Management, call **866.627.7800**.

## The Healthy Back Program

Tying a shoe...going for a walk...taking out the trash...sitting at your work desk... If you live with low back pain, even these everyday activities can be challenging.

### How the program works

You work with a specially trained health coach, who will provide support and information about your condition and help you work with your doctor more effectively. Through self-care tips, educational materials and access to additional resources, the program can help you take a more active role in your health.

### How to participate

If you've had treatment for low back pain, such as an emergency room visit, MRI or prescription drugs, a nurse or health coach may invite you to participate.

**You receive a \$50 gift card when you enroll and complete the online modules!**

### myhealthyback.com™

As part of the program, you'll have access to **myhealthyback.com**, where you'll find a five-stage interactive tool that gives you self-care tips and tracks your progress.

The programs described in this booklet were purchased by First Data and are completely free and voluntary for employees. Your personal health information is kept confidential and will not be shared with First Data.

# Take Charge of Your Health Today.

Find out more about all the programs described in this booklet by visiting your benefits Web site at [www.firstdatabenefits.us](http://www.firstdatabenefits.us).

This brochure contains general tips only.



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