

# UMR CARE

The next time CARE clinical calls, it could save your life.



UMR CARE has a staff of experienced registered nurses and other clinicians who help you get the most out of your health plan benefits. They work with you, your doctors and other medical advisors to get the services that best meet your needs.

Our expert clinical CARE staff can guide you before, during and after your medical care. They will listen to your concerns, answer questions and explain your options. You will also receive automatic reminders about recommended medical appointments, vaccinations and more to help you stay on top of your health.



## Clinical advocacy relationships to empower (CARE)

Our nurses meet you where you are and empower you on your health care journey.

## Here for you in times of crisis

If you or a family member experience a serious injury or long-term illness, we have UMR CARE nurses to help at no cost to you.

They will assist you with your medical care and treatment decisions by:

- Serving as your health care advocate
- Reviewing treatment needs and options under the direction of your doctor
- Supporting you and your family holistically, providing assistance for medical and behavioral health needs
- Guiding you and your family through the complex health care system, providing help every step of the way
- Helping you better understand your health benefits