

Answer the phone...

we have important information for you.



The phone is ringing. Caller ID says it's from 1-877-564-6444 ... What do they want? Please pick up the phone and find out.

This is one call you don't want to miss. UMR may be trying to contact you regarding the case management program available to help you manage or improve your health.

It may seem odd to receive a call from your health plan, but it can really help connect you to resources and a benefit you may not have been aware you have.

Here for you in times of crisis

Hopefully, you or a family member never experience a serious injury or long-term illness. But if you do, we will have UMR nurses on the case at no cost to you.

In fact, we call them nurse case managers. They will assist with your medical care and treatment by:

- Helping negotiate treatment from the beginning of your care to recovery
- Helping you look at treatment needs and options under the direction of your doctor
- Serving as your advocate with your benefits administrator
- Providing an understanding of any complex issues to your claims payer
- Helping you better understand your health benefits

If you receive a call, it's because you have been identified as someone who could benefit from a telephone conversation with a nurse. These are not sales calls; no one will try to sell you anything. We are calling with important information that may help you reach your health goals.

So when UMR calls...  please answer the phone or call us back.

QUESTIONS: If you have questions about your care management benefits or upcoming health care services, call UMR Care Management at the phone number provided on your member ID card.