



Member success story

Ongoing, holistic support for a grieving member

Optum Guide™ Enhanced Family Support (EFS) holistically supports members, building trust to lay the groundwork for ongoing relationships. Using Care Team expertise, EFS specialists collaborate together to ensure fast member resolution.



Meet Cheryl

Cheryl's husband passed away less than a month after receiving a cancer diagnosis that expected him to live for another 1-2 years. Needing support for unexpected medical bills, Cheryl calls Optum.

Cheryl connects with **Beth, a Care Guide**, who explains Cheryl's EFS benefit. Beth lets Cheryl know she'll be her dedicated advocate going forward.



Cheryl explains that she had to drive her husband to the emergency department because they didn't have the appropriate level of care. He was then transferred by ambulance to another department. Because of this, she needs help with a large and unexpected ambulance bill.



Beth submits a request to the Research Advisor team to review Cheryl's case for reconsideration. **James** is assigned to help.

Cheryl and Beth have a scheduled weekly call so Beth can update on the latest claims and appeal status as Cheryl continues to sort through her husband's medical bills. With the help of James, the ambulance claim decision is eventually overturned and UnitedHealth Group pays the claim.



With Beth's support, **Cheryl** is better able to advocate for herself and address policy confusions as they arise. Beth also helps Cheryl plan for future health-related financial needs, including Medicare.



“I usually call on Wednesdays – her day off from work. I called her yesterday and it happened to be exactly 6 months to the day her husband passed. I was able to listen and I’m glad she knows and trusts me. Grieving takes time ... there is no timeline for that.”

- Beth, Care Guide

Connect with your Optum representative to learn more.