

# We CARE about your health and might be calling to offer support.

## As part of your health care benefits, our UMR CARE clinical team may reach out to you to offer assistance with:

1. Understanding your treatment plan from the beginning of your care through recovery
2. Reviewing treatment options your doctor has proposed
3. Serving as your advocate to help you and your family navigate the health care system
4. Helping you better understand complex health care issues

## How do I know CARE clinical is calling?

UMR has taken steps to have **CARE clinical** show on your caller ID to identify when CARE clinical is calling. Most members will see **CARE clinical** on their caller ID.

## What if CARE clinical does not show on caller ID?

If **CARE clinical** is not showing on caller ID, it is because of carrier limitations — not UMR.

## Why can't UMR provide the exact number a nurse is calling from if CARE clinical does not show on caller ID?

There are numerous numbers that our CARE clinical team may call from, which makes it challenging to provide a list of phone numbers for members to identify.

## Your CARE clinical programs include:

### Complex Condition CARE

Nurse-led guidance and advocacy through treatment for serious or catastrophic conditions such as cancer, organ transplants, or NICU stays.

### Emerging CARE

Supportive resources and follow-up care for members before and after medical visits

### Maternity CARE

Education and prenatal support for expectant mothers



## Need help?

If you need to contact UMR CARE, please call the number on your member ID card.