



SOLUTIONS FOR CAREGIVERS

BECAUSE CAREGIVERS NEED HELP TOO.

Caring for an elderly loved one requires much more than simply giving love. From time and money to making sacrifices at home and at work, caregivers like you face a daunting challenge: how do I find and provide the best care?

HELP IS ON THE WAY.

Solutions for Caregivers is a Web-based program designed especially for caregivers to help with the stress and uncertainty associated with caregiving. Simply answering a few questions about you and your loved one opens doors to a wealth of valuable resources and savings on products and services. The program is available to all GBP participants and includes:

Tools for Sharing

- Calendar and task-management tools to help you maintain a care schedule
- Options for sharing information with other care providers, family and friends

Expert Support

- Caregiver resources that address common questions
- Access to phone consultations and in-home assessments to help you make decisions

Access to a Marketplace

- Discounts on a variety of caregiver-related products and services
- Access to products chosen for their value to caregivers

Visit us online
[UHCforCaregivers.com/
welcome/HealthSelect](http://UHCforCaregivers.com/welcome/HealthSelect)

Call us toll-free
(866) 256-7917





FREQUENTLY ASKED QUESTIONS

What is Solutions for Caregivers?

Solutions for Caregivers is a program from UnitedHealthcare that is designed to support family caregivers by offering resources that may ease the stress and uncertainty associated with caregiving.

What is the purpose of the program?

There are more than 90 million family caregivers in the United States. As a caregiver, you face a daunting challenge as you seek the resources necessary to provide the best care for your loved one. The goal of Solutions for Caregivers is to provide the educational tools and time- and money-saving products and services that you need to support your loved one.

Who is eligible for Solutions for Caregivers?

The program is open to everyone, regardless of their medical plan.

Is there a website for Solutions for Caregivers?

Yes! **UHCforCaregivers.com/welcome/HealthSelect**.

How do I start?

Simply build your personal profile at **UHCforCaregivers.com/welcome/HealthSelect**.

How long will it take to set up my Solutions for Caregivers profile?

Only about 10 minutes. Start by answering a few questions about yourself and the loved one you provide care for. Then, create a login name and password.

Is there any cost?

There is no cost to you unless you decide to purchase caregiving products or services (which are offered at discounted prices through the program). PLEASE NOTE: Some products and services are not covered by HealthSelectSM of Texas. If you decide to purchase these products, you will be responsible for paying for them.

What are the benefits of the program?

Caring for a parent, spouse, friend or other family member can be rewarding but also stressful, demanding and challenging. Our program is designed to help you:

- Share information such as doctors' appointments, to-do lists and reminders among family members, care providers and others to improve communication and decision-making
- Gain access to a free online library of caregiving articles
- Identify the best ways to care for an elderly loved one
- Access personalized phone consultation and in-home assessments, if needed (PLEASE NOTE: Some products and services are not covered by HealthSelectSM of Texas. If you decide to purchase these products, you will be responsible for paying for them.)
- Purchase discounted products and services that have been screened for specific needs

How can I share information with my family?

The myCommunity section of the Solutions for Caregivers website allows you to share information among members of your family care team by inviting them to join you on the website. The calendar and task-management functions help you keep a to-do list, assign tasks to others and set reminders for important dates.

What kind of information is available from Solutions for Caregivers?

The program's free online library features many caregiving articles. The program also custom matches its resources to your unique needs, based on the profile you created regarding the loved one you are caring for.

Is personalized help available?

Yes. Solutions for Caregivers offers care management services, for an extra cost. The program's experienced care managers are nurses or social workers with years of caregiving experience.

What kinds of products and services are available for purchase?

The Solutions for Caregivers website offers discounted products and services like home-safety products, low-vision phones, home-delivered meals and medical-alert systems. You can also access help from our skilled team of care managers. Consultation with a care manager is available at an extra charge. If desired, an in-home assessment can be arranged for an extra charge.

How will my personal information be protected?

We take your privacy and security very seriously. Your personal information is protected as required by Texas state law. The Terms of Use, Privacy Policies or Privacy Notices/Disclosures outlined on the website will not apply to ERS participants.

Does UnitedHealthcare sell my contact information to other companies?

No. Contact information is never sold. Solutions for Caregivers will not use any information provided through the website or information posted to public, semi-public or private message boards, or other forums within the website to send outbound advertising campaigns.

What if I forget my password?

If you are trying to sign in and have forgotten your password, please select the "Forgot my password?" link below the password entry box for assistance with password reset.

Who can I contact with questions about the website?

If you have any questions about the Solutions for Caregivers website, please call us at **(866) 256-7917**.

How can I offer program feedback?

We appreciate any input you may have regarding the Solutions for Caregivers program. Please select the "Submit Feedback" link at the bottom of the home page to tell us what you think.



Administrative services provided by United HealthCare Services, Inc., or its affiliates.

The information provided in document is for general information purposes only and is not intended to be medical advice or a substitute for professional health care. You should consult an appropriate health care professional for your specific needs and to determine whether making a lifestyle change or decision based on this information is appropriate for you. Some treatments mentioned may not be covered by your health plan. Please refer to your benefit plan documents for information about coverage.

UnitedHealthcare Services, Inc., on behalf of itself and its affiliated companies complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. UnitedHealthcare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as: Qualified interpreters
- Information written in other languages

If you need these services, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

If you believe that the Company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in writing by mail or email. A grievance must be sent within 60 calendar days of the date that you become aware of the discriminatory action and contain the name and address of the person filing it along with the problem and the requested remedy.

A written decision will be sent to you within 30 calendar days. If you disagree with the decision, you may file an appeal within 15 calendar days of receiving the decision.

Civil Rights Coordinator
P.O. Box 30608
Salt Lake City, UT 84130
UHC_Civil_Rights@UHC.com

If you need help filing a grievance, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

You can also file a complaint directly with the U.S. Dept. of Health and Human Services online, by phone or mail:

Online <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Phone: Toll-free 1-800-868-1019, 800-537-7697 (TDD)

Mail: U.S. Dept. of Health and Human Services. 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

You have the right to get help and information in your language at no cost. To request an interpreter, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

This letter is also available in other formats like large print. To request the document in another format, please call toll-free 866-336-9371, TTY 711, Monday through Friday, 8 a.m. to 7 p.m. CT and Saturday, 7 a.m. to 3 p.m. CT.

1	Spanish	Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan de salud y presione 866-336-9371 TTY 711
2	Vietnamese	Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi số điện thoại miễn phí dành cho hội viên được nêu trên thẻ ID chương trình bảo hiểm y tế của quý vị, bấm số 866-336-9371 TTY 711
3	Chinese	您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥打您健保計劃會員卡上的免付費會員電話號碼，再按 866-336-9371。聽力語言殘障服務專線 711
4	Korean	귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 귀하의 플랜 ID카드에 기재된 무료 회원 전화번호로 전화하여 866-336-9371 번을 누르십시오. TTY 711
5	Arabic	لك الحق في الحصول على المساعدة والمعلومات بلغتك دون تحمل أي تكلفة. لطلب مترجم فوري، اتصل برقم الهاتف المجاني الخاص بالأعضاء المدرج ببطاقة مُعرّف العضوية الخاصة بخططك الصحية، واضغط على 866-336-9371. الهاتف النصي (TTY) 711
6	Urdu	آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ کسی ترجمان سے بات کرنے کے لئے، ٹول فری ممبر فون نمبر پر کال کریں جو آپ کے ہیلتھ پلان آئی ڈی کارڈ پر درج ہے، 866-336-9371 دبائیں۔ TTY 711
7	Tagalog	May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tawagan ang toll-free na numero ng telepono na nakalagay sa iyong ID card ng planong pangkalusugan, pindutin ang 866-336-9371 TTY 711
8	French	Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le numéro de téléphone sans frais figurant sur votre carte d'affilié du régime de soins de santé et appuyez sur la touche 866-336-9371 ATS 711.
9	Hindi	आप के पास अपनी भाषा में सहायता एवं जानकारी निःशुल्क प्राप्त करने का अधिकार है। दुभाषिए के लिए अनुरोध करने के लिए, अपने हैल्थ प्लान ID कार्ड पर सूचीबद्ध टोल-फ्री नंबर पर फ़ोन करें, 866-336-9371 दबाएं। TTY 711

10	Persian	شما حق دارید که کمک و اطلاعات به زبان خود را به طور رایگان دریافت نمایید. برای درخواست مترجم شفاهی با شماره تلفن رایگان قید شده در کارت شناسایی برنامه بهداشتی خود تماس حاصل نموده و 866-336-9371 را فشار دهید. TTY 711
11	German	Sie haben das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um einen Dolmetscher anzufordern, rufen Sie die gebührenfreie Nummer auf Ihrer Krankenversicherungskarte an und drücken Sie die 866-336-9371 TTY 711
12	Gujarati	તમને વિના મૂલ્યે મદદ અને તમારી ભાષામાં માહિતી મેળવવાનો અધિકાર છે. દુભાષિયા માટે વિનંતી કરવા, તમારા હેલ્થ પ્લાન ID કાર્ડ પરની સૂચીમાં આપેલ ટોલ-ફ્રી મેમ્બર ફોન નંબર ઉપર કોલ કરો, 866-336-9371 દબાવો. TTY 711
13	Russian	Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по бесплатному номеру телефона, указанному на обратной стороне вашей идентификационной карты и нажмите 866-336-9371 Линия TTY 711
14	Japanese	ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳をご希望の場合は、医療プランのIDカードに記載されているメンバー用のフリーダイヤルまでお電話の上、866-336-9371を押してください。TTY専用番号は711です。
15	Laotian	ທ່ານມີສິດທີ່ຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທີ່ເປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຂໍຮ້ອງນາຍພາສາ, ໂທພຣິຫາຫມາຍເລກໂທລະສັບສໍາລັບສະມາຊິກທີ່ໄດ້ລະບຸໄວ້ໃນບັດສະມາຊິກຂອງທ່ານ, ກົດເລກ 866-336-9371 TTY 711