



Get more out of your health care coverage.

When you choose a health care coverage plan, you want to make sure to get the benefits that fit your needs and the needs of your family. PacifiCare health care coverage plans are designed to help you get the care you need, from doctors and hospitals to telephonic nurses and virtual coaches. Our plans also include health and wellness programs, tools and resources so you can make informed decisions about your own health. We understand there are many reasons why you choose a health care coverage plan. And there are many reasons why PacifiCare may be a smart choice for you and your family.

1. Online Provider Directory

Search for a doctor or other health care professional by name, specialty or ZIP Code. You can even get driving directions and print a map to the doctor's office. To find the participating/contracting health care providers in your area:

- Go to **www.pacificare.com**.
- Click on **Member/Guest**.
- Select your state in the pull-down menu.
- In the **Doctor Directory** tab, select **Find a Doctor**.
- Select the **Service Type** and follow the directions on the screen.

2. Health Management programs

We can help you or a family member manage a chronic condition and maintain a more healthy lifestyle. Our programs offer education, self-care guidance and lifestyle suggestions, and include:

- Taking Charge of Asthma[®]
- Taking Charge of DiabetesSM
- Taking Charge of Heart HealthSM
- StopSmokingSM



3. PacifiCare Perks^{®1}

Savings on health and safety products and services that are not typically covered by traditional insurance, such as:

- Complementary and alternative care
- Vitamins and herbal supplements, health and wellness products
- Vision and hearing exams, products and services
- Allergy-free products, water-testing kits, smoke detectors, fire extinguishers, emergency supplies and more
- Over-the-counter medications and personal care products, plus free shipping with mail-service prescription orders

4. Health Assessment

The path to good health can begin with this online questionnaire that reveals your current health status and can help identify potential health risks. You'll get an immediate and confidential report,* plus recommendations on wellness programs that may help you improve your health. Our wellness programs include customizable plans to help you get fit, eat right, manage stress and more.



5. Culturally sensitive health information

We understand that our enrollees come from different backgrounds and cultures. That's why we offer bilingual and culturally sensitive health information and resources to meet the diverse needs and preferences of our enrollees.

- Latino Health SolutionsSM provides Spanish-language resources to the Hispanic/Latino population. Visit www.pacificarelatino.com.
- Generations of WellnessSM provides in-depth information about health care coverage plans, services and health resources for African Americans. Visit www.uhcgenerations.com.
- Health Solutions for Asian-Americans provides educational materials and resources in multiple Asian languages to the Asian-American community. Visit www.pacificareasia.com.

6. 24-hour Nurse Line²

Health information is just a phone call away and available 24 hours a day, seven days a week. Call our Nurse Line at 1-866-747-4325, or 1-800-877-8044 for the hearing-impaired, to talk to a registered nurse about general health concerns or listen to prerecorded information on hundreds of topics from our Audio Library.

7. Healthy Mind, Healthy Body e-newsletter

Choose the health topics you'd like to see, and we'll deliver your personalized newsletter to your e-mail inbox once a month. Topics include women's and men's health, asthma, diabetes, family and child health, fitness and nutrition, muscles and care of your back, and more. Sign up at www.pacificare.com. Click on the Health and Wellness tab, and then the Healthy Mind/Healthy Body link on the left sidebar. Select PacifiCare from the dropdown screen and supply your group ID number from your enrollee ID card.

8. Quality customer service

Our customer service representatives (including bilingual customer service representatives) can help you get answers to your questions about health care coverage, claims or benefits in a fast and efficient manner.

9. Personal Health Record

Keep track of your medical history, conditions and other important health facts online, in one convenient place.

10. Online health care cost estimator

Before you make a decision, you can use this tool to calculate and compare the costs of different treatment options for yourself or a family member.

It's time to get more from your health care coverage. Choose PacifiCare. To learn more, visit www.pacificare.com.



*For assured privacy, PacifiCare's Health Assessment is protected by one of the most advanced technologies for Internet information processing and complies with the federal and state security and privacy statutes mandated by HIPAA legislation.

¹Special arrangements are only for PacifiCare enrollees whose plan benefits do not include products/services described or whose PacifiCare plan benefits covering these products/services have reached the allowable maximum. Vendor participation and actual, usual and customary charges may vary, exclude certain items or require additional charges. PacifiCare does not endorse or guarantee products noted.

²The 24-Hour Health Information Program's intent is to provide general information regarding common health questions or conditions. If you have a specific question relating to a condition or medical course of treatment for yourself or others, please consult your physician. If you believe you need emergency services, call 911, or its local equivalent, or go to the nearest medical facility for treatment.

Physicians must direct enrollment in Disease Management programs; other requirements may apply. Physicians do not direct enrollment for Taking Charge of Programs or StopSmoking.

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