

## CITY OF MILWAUKEE AND UNITEDHEALTHCARE CARE24

### Department of Employee Relations

October 21, 2009

The contract between the City and UnitedHealthcare includes Care24 services. This is a toll-free number that provides employees and their families 24 hour access to trained nurses and master's level counselors who will in a confidential manner deal with:

- health and medical concerns
- relationship worries
- stress and anxiety
- personal legal questions
- medication information
- nutrition and wellness
- coping with grief and loss, and
- financial worries.

When a referral is necessary, Care24 representatives will refer employees to local, in person support resources based on the specific circumstances of the employee or his/her family. Care24 offers a wide variety of services, including:

- Self-care recommendations based on more than 700 physician-approved guidelines
- Information on a wide range of health and medical concerns, emotional well-being, and nutrition
- Decision support for minor emergencies, including immediate guidance and education to an appropriate level of care
- Information on diagnostic procedures and treatment options
- Prescription and over-the-counter medication information, including possible side effects and interactions
- Personal legal and financial telephonic consultation services
- Bilingual nurses and counselors to address the needs of non-English speaking members and translation services for more than 140 languages

Care24 services also integrate elements of traditional employee assistance programs and telephonic health information lines with a number of other valuable resources.

- A Critical Incident Stress Management Program provides timely, well planned responses to help minimize the effect of traumatic events and natural disasters.
- The Manager's Guide to Care24 Program allows supervisors and managers to speak to a management consultant about an employee or work-related issue. Counselors can discuss effective ways to approach employees, help address the problem while following departmental policy, offer tips to keep work group focused while resolving on-going issues.
- A total of 60 hours of free training or seminars and critical incident stress management services are also available. UnitedHealthcare's Care 24 services include a wide range of programs and services designed to help organizations address workplace challenges and work/life issues. A sample listing of available programs is presented below:
  - *Professional Development for managers and supervisors: Team Building, Performance management, Communication*
  - *Human Resources/workplace concerns and work skills: Conflict, Customer Service, Safety, Workplace Stress*
  - *Parenting/Family: Developing Capable Kids, Successful Single Parenting, Understanding Adolescence*
  - *Healthy Lifestyle: Making Healthy Choices, Stress, Wellness*
  - *Life Skills: Financial, Personal Growth/Challenges, Time Management*
  - *Workplace Stress*
  - *Critical Incident Response Services*

