

[BACKGROUND MUSIC PLAYING THROUGHOUT THE VIDEO]

Text On Screen - Health Care Advisor

[Nicky in a sound studio, preparing to speak for the camera]

[A clapboard being snapped shut]

PRODUCTION CREW: And action.

[NICKY SPEAKING ON SCREEN]

NICKY: I love my job because I can connect with the families. It's not like they're just a number. They become almost family.

Text On Screen – Your benefits offer access to Health Care Advisor, a resource that provides you with personalized care.

Text On Screen – Nicky is part your Health Care Advisor member support team.

Text On Screen – Offering clear answers and helpful support, just a phone call away.

Text On Screen – Nicky, Health Care Advisor

I got a call and it was from a father who was very distraught.

Text On Screen – A father and mother called about their son's cancer journey.

Text On Screen – They needed an advocate.

The member's parents were involved because he was battling throat cancer. He couldn't talk. They were calling because the bills started coming in and they were unsure how his insurance worked and they needed help. They were so confused and I was so happy to take that burden off of them because I speak medical fluently.

[Behind the scenes footage of the studio, including cameras and white screen]

I was a support system to them. I was a friend to them. I would sometimes just listen. Sometimes we had hours of conversation. When calling that number on the back of your card and feeling like somebody cares, that I'm not alone, that's why I do it because I have felt alone. The thank yous and the gratitude that I get from the members are worth all of it.

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Text On Screen - Health Care Advisor, Connect with Health Care Advisor today at no extra cost.* *Provided at no additional cost as part of your health plan. Health Care Advisor is powered by Optum Guide, a team-based approach that uses market, benefits and clinical expertise to provide guidance to comprehensive support.

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