



# Caring for your loved ones starts with financial and emotional support

A guide to help you get the most out of your life insurance benefits

**United  
Healthcare**

It's a good feeling to know you've provided financial and emotional support for your loved ones in case of your unexpected death. Life insurance helps you do just that.

Use this guide to learn about the many services you get with your plan and how you and your loved ones can access them.



## About your life insurance plan

Your life insurance plan is a term life policy that will pay a cash benefit directly to your designated beneficiaries if you should pass away. Your beneficiary can use the money to help cover costs like funeral expenses, mortgage payments and education. For your specific plan details, including the length (term) of your policy, please see your Certificate of Coverage.

### 24/7 support for you and your beneficiaries

Your plan includes many resources and personal support services to help you prepare and to help your loved ones cope. These services are available 24/7 at no additional cost.

**For personal and confidential assistance call 1-866-302-4480, TTY 711.** Translators are available.

**Get help anonymously at [liveandworkwell.com](https://liveandworkwell.com).**  
Use access code: **LIFEBENSVS**.

This secure, online resource can help you locate providers and community and grief support resources as well as learn about timely and important life topics.

Maintaining your privacy and confidentiality is of the utmost importance.

All records, referrals and evaluations are kept private in accordance with federal and state laws.



## Will and trust preparation

Creating a will and trust may help give you more control over future events and helps your family follow your wishes. Your life insurance plan includes online will and trust services to help you:

- Create and prepare a will—registration required
- Locate nearby attorneys, search legal forms, find helpful articles by legal experts and more
- Access financial planning help and cost calculators

### Prepare your will today at [liveandworkwell.com](https://liveandworkwell.com)

- 1 Select **Browse as guest with a company access code**
- 2 Enter access code: **LIFEBENSVS**
- 3 From the **Financial & Legal** tab, select **Estate Planning**
- 4 Scroll to the **Legal** consultation box and select **Learn More**
- 5 Select **Explore Tools and Legal Information**
- 6 Select **Legal Forms**
- 7 Select **Personal Documents**
- 8 Select **State**
- 9 Select **Document**



## Beneficiary services

It's nice to know your beneficiary will have a team of professionals—included in your plan—ready to help provide emotional, financial and legal guidance. All services are confidential and specialists are available 24/7.

### Grief support

Unlimited phone access to master's-level specialists, 24/7.

Up to 2 referrals for face-to-face grief counseling sessions\* with access to a national network of more than 144,000 clinicians.<sup>1</sup>

### Financial and legal support

One 30- to 60-minute financial consultation with a credentialed financial professional who can discuss estate taxes and other financial matters.

One 30-minute legal consultation. As a beneficiary, you can retain an attorney for ongoing services at a discounted rate.\*\*

### Wealth management account

Option to open a bank account from Optum Bank® for help managing the money. Visit [optumbank.com](https://optumbank.com) to learn more.

An account automatically opens for payments of \$5,000 or more.

### Steps to file a claim:

- 1 Notify the employer about the death of the covered person
- 2 Access the claim packet at [myuhc.com](https://myuhc.com)<sup>®</sup> (login not required)
- 3 Select **Popular Forms**
- 4 Select **Disability, Life and Supplemental Insurance Claim Forms**

If you need assistance, please call our claim service team at **1-888-299-2070**, 8 a.m. – 8 p.m. ET.



## Beneficiary Companion

The Beneficiary Companion program provides 24/7 guidance for your beneficiary on closing your estate and protecting your identity.

### Guidance services

Help is available anytime to obtain death certificate copies and to notify:

- The Social Security Administration
- Credit reporting agencies
- Credit card companies/financial institutions
- Third-party vendors
- Government agencies

### Social media shutdown

It can be time-consuming to close social media accounts.

Help is available to:

- Discontinue access to social media accounts (e.g., Facebook, Instagram, Twitter, LinkedIn, Google properties, etc.)
- Assist with memorialization of specific accounts to preserve a digital profile for friends and family

### Fraud resolution

Expert help is available to help protect your identity—and lend a hand if it's stolen. Services include:

- A credit report review
- Suppression of the credit report or freezing/closing the account
- Full-service resolution assistance, including affidavit assistance, credit bureau and fraud department notification, help to file a police report and creditor follow-up

### Request the guidebook

Get assistance or request your complimentary guidebook by calling **1-866-643-4241**

\* There is no charge for referrals or for seeing a clinician within our network for up to 3 visits per issue.

\*\* Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare, its affiliates or any entity through which the caller is receiving services directly or indirectly.

# Travel assistance

If you or your beneficiaries travel 100 miles or more away from home or outside the country, call **1-800-527-0218** to access travel assistance services 24 hours a day, anywhere in the world. Here are just a few of the services UnitedHealthcare Global travel provides:

## Travel assistance services

- Emergency travel arrangements
- Assistance in replacing lost or stolen travel documents
- Emergency translation services

## Medical assistance services

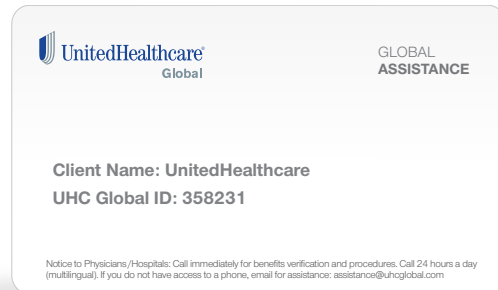
- Worldwide medical and dental referrals
- Relay of insurance and medical information
- Assistance in replacing corrective lenses, medical devices and much more

# Get travel help anytime

Log in to [uhcglobal.com](http://uhcglobal.com) to print your Global Assistance ID card, get up-to-date travel alerts and travel tips and much more.

## Create your account

- 1 Select **Member Log-in**
- 2 Select **Visit Global Intelligence Center**
- 3 Select **Create User** and enter the ID number **358231**



## Learn more

See your summary of benefits and official plan documents for details

# United Healthcare

<sup>1</sup> Optum® internal network analysis, February 2019.

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ATENCION: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al numero de telefono gratuito que aparece en su tarjeta de identificación.

請注意: 如果您說中文 (Chinese) 我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。

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