



## Video Transcript: Introducing Health Support

LOGO ON SCREEN: UnitedHealthcare logo.

Actor 1: I feel fortunate.

Actor 2: Yeah, that's the right word for it.

Actor 3: You could even say ... grateful.

Actor 1: I have diabetes, but I wasn't doing a great job managing it.

TEXT ON SCREEN: (Discreetly, at bottom) *"Actor portrayals, not real member stories."*

Actor 2: UnitedHealthcare has this service where a real nurse helps you.

Actor 3: They call it their "personal health nurse."

Actor 1: You talk with the same nurse, every time.

Actor 2: After I had my heart attack, a nurse actually called ME to see how I was doing.

Actor 1: It really helped to talk to a real person.

Actor 2: And I can tell she really cares.

Actor 1: She'll call and make sure I get to a doctor's appointment – AND she helped me schedule it.

Actor 2: When I had questions about a new prescription, I called her...

Actor 1: ...she talked with a pharmacist and called me back with answers.

Actor 1: When UnitedHealthcare calls, answer the phone.

Actor 2: Or call them.

Actor 3: A real nurse is ready to help.

Actor 2: It's like having....

Actor 1: ...a nurse in the family!

TEXT ON SCREEN: Your health is important to us too.

TEXT ON SCREEN: UnitedHealthcare Health Support Program.

LOGO ON SCREEN: UnitedHealthcare logo.

<https://www.phs.com/content/phs/en/phs.html>