

The UnitedHealthcare Asian Initiatives Team

More than two decades of caring, customer-based support

It is a UnitedHealthcare goal to help individuals live healthier lives, and for more than 20 years our Asian Initiatives team has been offering dedicated service assistance to the Asian-American community. We realize the importance of empowering our members with resources to help them better manage their health and make smart health care decisions. As health care continues to be increasingly complex, we would like the opportunity to put our years of experience to work for you.



With you every step of the way

We want to help ensure that you have easy access to health care providers, a range of affordable plan options from which to choose and understandable benefits information. To simplify your experience with us, we offer one-stop services—from pre-sale consultation to help you choose a health plan that meets your needs to after-sale member service, when we strive to support you so you can make informed choices about your health and health care benefits.

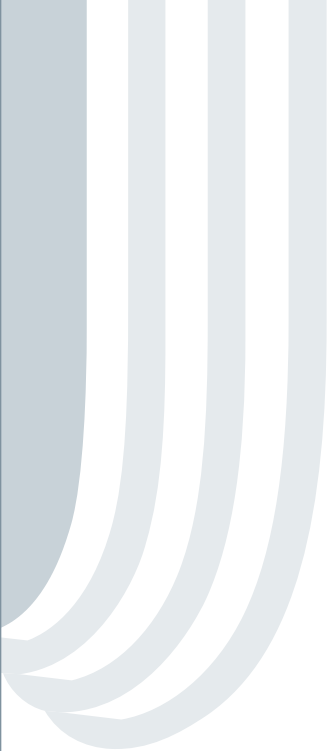
Working with the Asian Initiatives team

You'll be glad to know that we take great efforts to **simplify** processes and customer interaction with us, and we **personalize** our responses and information based on your preferences. We understand the unique needs of our Asian-American customers; we **care** about your health.

As a UnitedHealthcare customer, you can expect that the Asian Initiatives team will provide:

-  In-language member service and dedicated group service
-  Personal health insurance consultation services through our call centers and community-based retail locations
-  Materials and communications in various Asian languages
-  Culturally-relevant events and value-added programs
-  Health and wellness programs targeting specific needs of Asian-Americans
-  Extensive local and nationwide physician network, including thousands of linguistically- and culturally-competent physicians





You're busy, so we want you to rely on our Asian Initiatives team for help with all of your health care benefits questions and needs. In addition to our medical benefit plans, we offer specialty benefits (dental, vision, life, disability), as well as a range of innovative plans for groups and individuals at different stages in life, including*:

- Medicare plans
- Medicaid plans
- Employer-sponsored plans
- Individual plans

**Plan availability varies by state*

The more things change, the more you'll want support from a team that has experience and solutions

For more information about how our years of experience serving the health care benefits needs of the Asian-American community can benefit you, please contact us at one of the following retail locations or customer care telephone numbers.

UnitedHealthcare Resource Centers:

Manhattan Asian Plaza:

168 Centre Street, 4th FL
New York, NY 10013

Queens Asian Plaza:

136-02 Roosevelt Avenue
Flushing, NY 11354

Brooklyn Asian Resource Center:

6402 8th Avenue, Suite G107
Brooklyn, NY 11220

Edison Asian Resource Center:

1715 Rt. 27
Edison, NJ 08817

Alhambra Asian Plaza:

30 W. Valley Blvd. #101
Alhambra, CA 91801

Koreatown Resource Center:

2970 W. Olympic Blvd. #201
Los Angeles, CA 90006



Customer Care
Hotlines

New York & New Jersey

Chinese: 1-800-801-1900
Korean: 1-888-201-4746
South Asian: 1-800-250-5779

California

Chinese: 1-800-382-9176
Korean: 1-800-351-4469