



Archdiocese of St. Louis

Programs, Resources and Communications

July 2, 2025

United
Healthcare

myuhc.com and the UnitedHealthcare app

Your personalized health plan hub

Designed to help you get the most from your plan, **myuhc.com**® gives you 24/7 access to tools that let you:

- Find and estimate cost of care
- View claim details and plan balances
- Find network doctors and pharmacies
- Access Remp ID Card
- View coverages
- View HSA information



A digital "front door" built for simplicity

Personalized interface enables employees to self-serve and best manage their benefits and health priorities

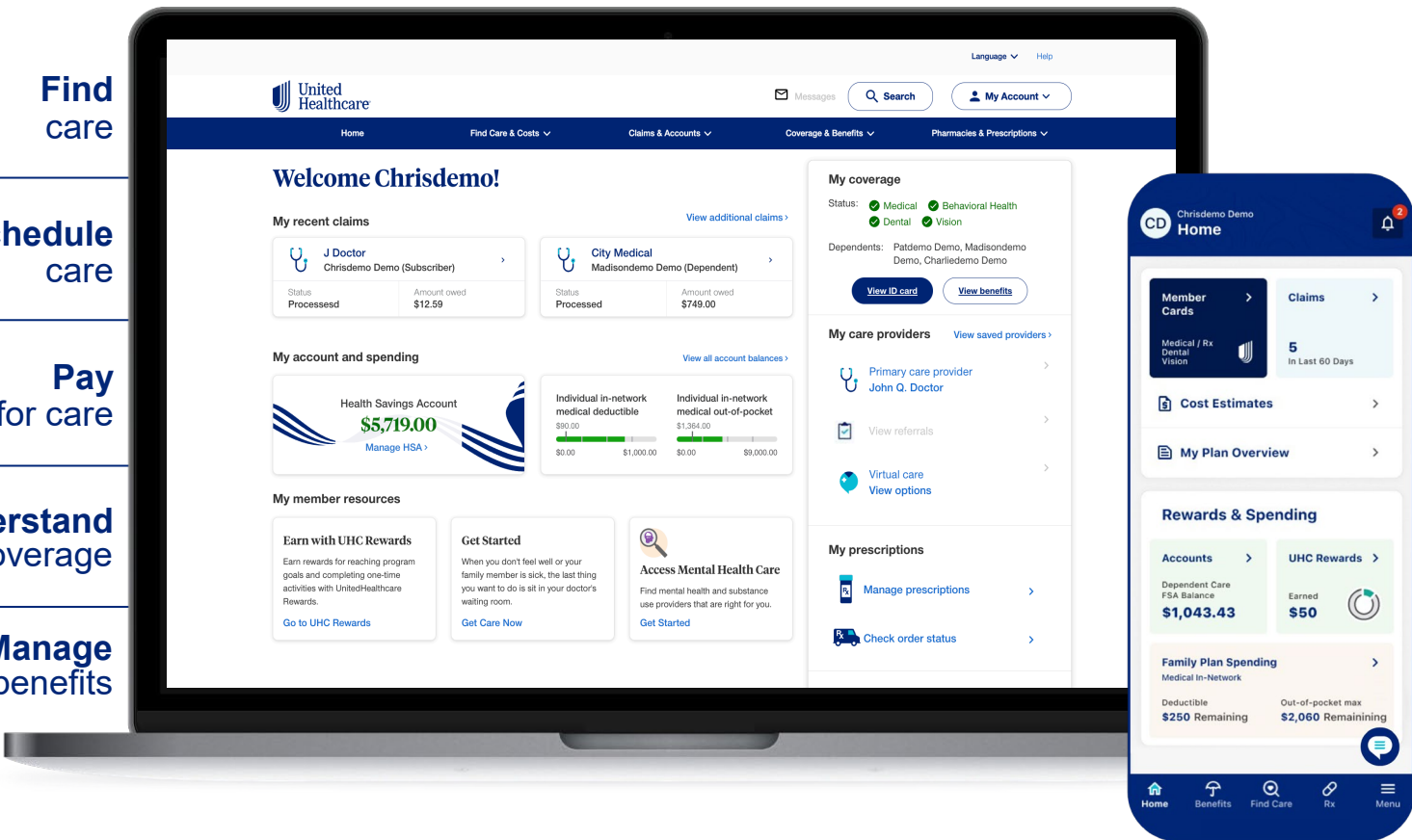
Find care

Schedule care

Pay for care

Understand coverage

Manage health and benefits



The image displays the UnitedHealthcare digital front door interface on both a laptop and a smartphone. The laptop screen shows a 'Welcome Chrisdemo!' dashboard with sections for 'My recent claims', 'My account and spending', 'My member resources', 'My coverage', 'My care providers', and 'My prescriptions'. The smartphone screen shows a mobile version of the interface with sections for 'Member Cards', 'Claims', 'Cost Estimates', 'My Plan Overview', 'Rewards & Spending', and 'Family Plan Spending'.

- ✓ Digital ID cards available to add to your digital wallet
- ✓ Click to chat with designated client advocacy team
- ✓ Personalized recommendations
- ✓ Spending review and savings insights
- ✓ Provider search alerts (e.g., out-of-network, network changes)
- ✓ Claim trackers (including prior authorizations and appeals)
- ✓ Provider and pharmacy pricing



The Archdiocese has the Elite Advocate4Me model customer service. The Elite Advocacy team is made up of these 3 teams.

1 integrated team to help drive distinctive value



● Elite Advocate

Listens empathetically and leverages benefit expertise; draws on data-driven insights to help guide members to the next-best action for a variety of needs, including clinical, medications, network steerage and social drivers of health



● Elite Behavioral Health Specialists

Clinical and non-clinical behavioral health specialists dedicated to Elite members who provide seamless navigation support to behavioral health resources and focus on complex issue resolution



● Elite Nurses

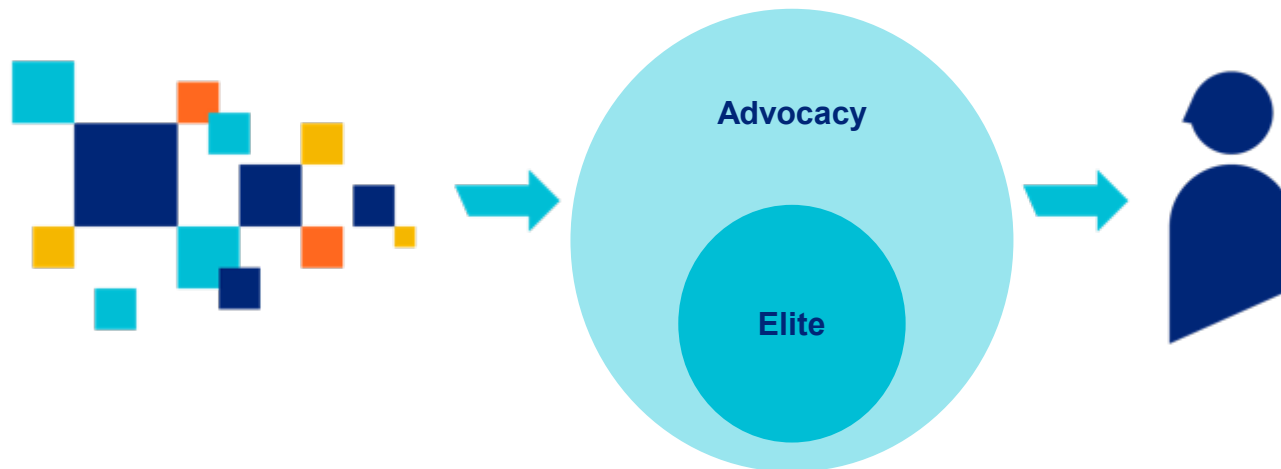
Nurse Advocates dedicated to Elite members who provide personalized health education support, make connections to clinical programs and support proactive outbound strategies such as prior authorization denials



Elite Advocacy

As part of our Advocacy solutions, our Elite model provides proactive, highly personalized support that goes above and beyond for your employees.

Designed for better outcomes and lower costs, this service connects your employees with Advocates who help guide them throughout the health care journey to make informed decisions. Members get someone in their corner to provide insight and help make the right decisions.



Going above and beyond customer service

Included in every health plan, Advocacy provides whole-person, proactive guidance across a broad range of health care needs such as:

- ✓ Emotional health
- ✓ Clinical and complex care support
- ✓ Financial and benefits claims



24/7 Virtual Visits

Quality care from anywhere

Choosing to see a provider by phone or video* may save you the time and cost** of a visit to the emergency room or urgent care.

Get virtual help for common concerns like:

- Cough
- Headache
- Sore throat
- Prescription needs***



**\$30 copay on
Comprehensive
Plan**

**\$54 cost on Base
HSA plan**

*Data rates may apply. **The Designated Virtual Visit Provider's reduced rate for a 24/7 Virtual Visit is subject to change. ***Certain prescriptions may not be available and other restrictions may apply. 24/7 Virtual Visits is a service available with a Designated Virtual Network Provider via video, or audio-only where permitted under state law. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available. Telehealth services are available in Connecticut in addition to 24/7 Virtual Visits.}



Get primary care from virtually anywhere

Virtual primary care lets you reach your primary care provider (PCP) remotely — giving you more ways to access and manage your care.

- Connect with care from home, work or anywhere
- Maintain your PCP and care team relationship with ease
- Get guidance for future care and helpful follow-ups

Virtual primary care is applied to primary care benefits — it is not applied to 24/7 Virtual Visits benefit. Not available with all health plans. Due to physician licensing restrictions, virtual primary care is only available within the member's state of residence. If the member's location is outside of their state of residence, virtual visits for primary care will be provided as a 24/7 Virtual Visit provided by Optum Virtual Care.

Virtual primary care are services available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual primary care services are only available if the provider is licensed in the state that the member is located at the time of the appointment. Virtual primary care is not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Certain prescriptions may not be available, and other restrictions may apply.

Members covered by HMO plans may have the option to receive virtual care through their Primary Care Provider. Check your benefit plan to determine if virtual care services are covered.



Tips for using virtual primary care



You can see the same virtual PCP for:

- Preventive care
- Follow-up visits
- Checkups for ongoing conditions like asthma or diabetes



Access virtual care your way:

- On a computer, phone or tablet*
- By visiting myuhc.com[®] or downloading the **UnitedHealthcare[®] app**

*Data rates may apply.

Virtual primary care is applied to primary care benefits — it is not applied to the 24/7 Virtual Visits benefit. Not available with all health plans. Due to physician licensing restrictions, virtual primary care is only available within the member's state of residence. If the member's location is outside of their state of residence, virtual visits for primary care will be provided as a 24/7 Virtual Visit provided by Optum Virtual Care.

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Members covered by HMO plans may have the option to receive virtual care through their Primary Care Provider. Check your benefit plan to determine if virtual care services are covered.

The UnitedHealthcare[®] app is available for download for iPhone[®] or Android[®]. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.



Behavioral Health Solutions

Support for your emotional well-being

Get connected to self-help digital tools, behavioral health providers (in-person or virtual) and other resources that can help with a variety of concerns.



Available resources

I want to explore care on my own



Self-care courses and tools

Develop skills to enhance your mental health well-being with topics like mindfulness, joy, sleep, resilience and more.

Scan to view courses.



Calm Health

Access support for your mental health and physical well-being at your own pace with the self-guided Calm Health app.

Scan to get started.



Care recommendations

Answer a few questions to get mental health recommendations personalized to your needs and goals.

Scan for recommendations.



Available virtual resources



I want to talk with someone



Behavioral health virtual visits

Connect virtually with a licensed therapist for confidential help with mental health disorders, addiction, ADD/ADHD and more.

Call the **number on your ID card** to start.



24/7 crisis and emergency care hotlines



988 Suicide & Crisis Lifeline

Get confidential help and crisis resources for emotional distress or suicidal thoughts.

Call or text **988**.



Emergency services

Reach help for immediate, life-threatening needs, e.g., medical crisis, fire, crime or natural disasters.

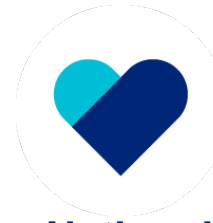
Call **911**.



Substance Use Helpline

Speak confidentially with a recovery advocate for alcohol and drug concerns and care.

Call **1-855-780-5955**.
(Can be anonymous)



National Domestic Violence Hotline

Get help for yourself or someone else dealing with domestic violence, including crisis intervention and referrals.

Call **1-800-799-SAFE (7233)** or text **“Start”** to **88788**.

Scan to learn more about crisis and emergency care hotlines.



Calm Health

Mental health support at your pace

Designed to help you find your path to a happier, healthier you, the Calm Health app provides plans to help support your mental and physical well-being. The app is self-guided, so you can go at your own pace and work toward goals such as:

- Better sleep
- Building skills to manage stress
- Developing resiliency
- Starting and building a mindfulness habit



Calm Health is not intended to diagnose or treat depression, anxiety, or any other disease or condition. The use of Calm Health is not a substitute for care by a physician or other health care provider. Any questions that you may have regarding the diagnosis, care, or treatment of a medical condition should be directed to your physician or health care provider. Calm Health is a mental wellness product.

Calm Health is not available to UnitedHealthcare E&I Fully insured customers/members in District of Columbia, Maryland, New York, Pennsylvania, Virginia, West Virginia until a later date due to regulatory filings.



Maven

Virtual maternity support for precious deliveries

Maven provides a bundle of resources and 24/7 virtual support throughout pregnancy and postpartum — and it's included in your plan at no additional cost.

With Maven, you can:

- Book virtual appointments
- Message with specialty providers
- Join groups or on-demand classes
- Read articles and resources



Maven and Maven Wallet are products of Maven Clinic Co. Maven is an independent company contracted to provide family-building support including care advocacy, virtual coaching, and education. Maven does not provide medical care and is not intended to replace your in-person health care providers. Use of the services is subject to terms of service and privacy policy. Maven® is a registered trademark of Maven Clinic Co. All rights reserved.





Real Appeal[®]

Take small steps to help create lasting change

United
Healthcare

Building healthy habits

Real Appeal is a lifestyle program designed to help you build healthy habits.*

It focuses on helping you take **small steps** that may have **long-term results**, and it provides support for key areas such as:



Nutrition



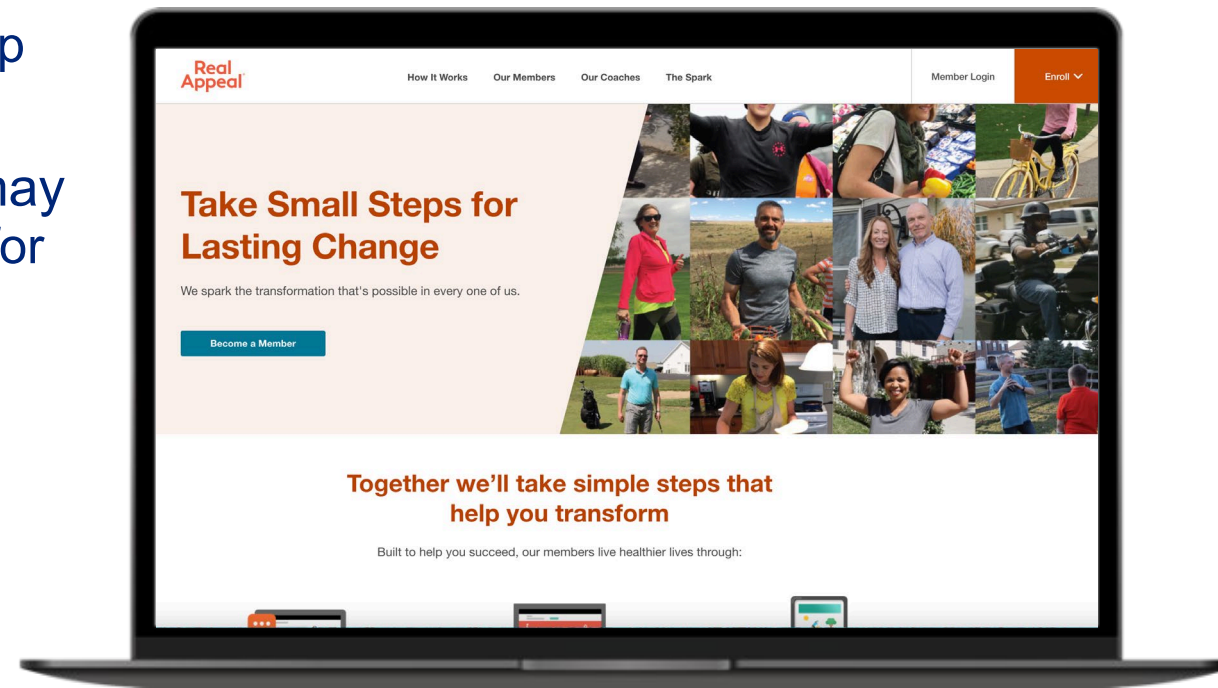
Motivation



Fitness



Change



*The Real Appeal program is available at no additional cost to eligible UnitedHealthcare members over 18.



Coaching that motivates

Real Appeal provides you with a full year of **personalized coaching** to help you reach your goals and stay accountable.

Several different types of coaching are available, including:

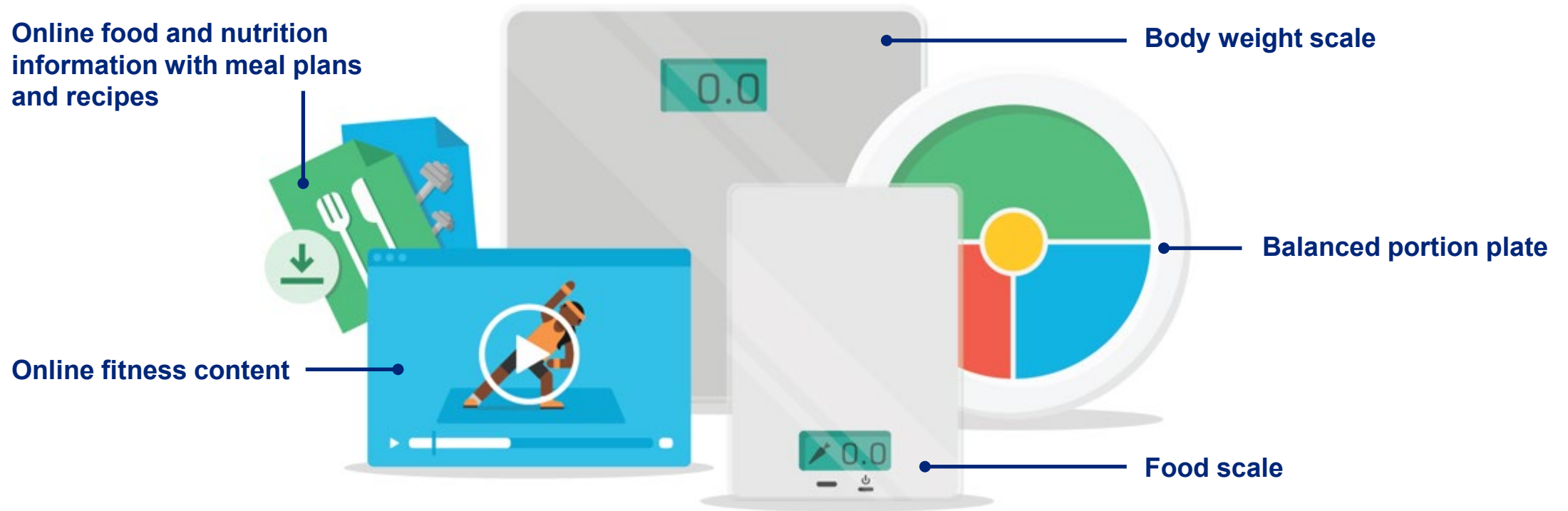
- ✓ Online, live group sessions
- ✓ Online community and motivating content
- ✓ Personalized messaging outside of class

You can join weekly online live sessions led by your coach, with the flexibility to reschedule anytime.

Note: If you are identified as an at-risk participant, you will receive additional access to a personal health coach via 1-on-1 sessions.



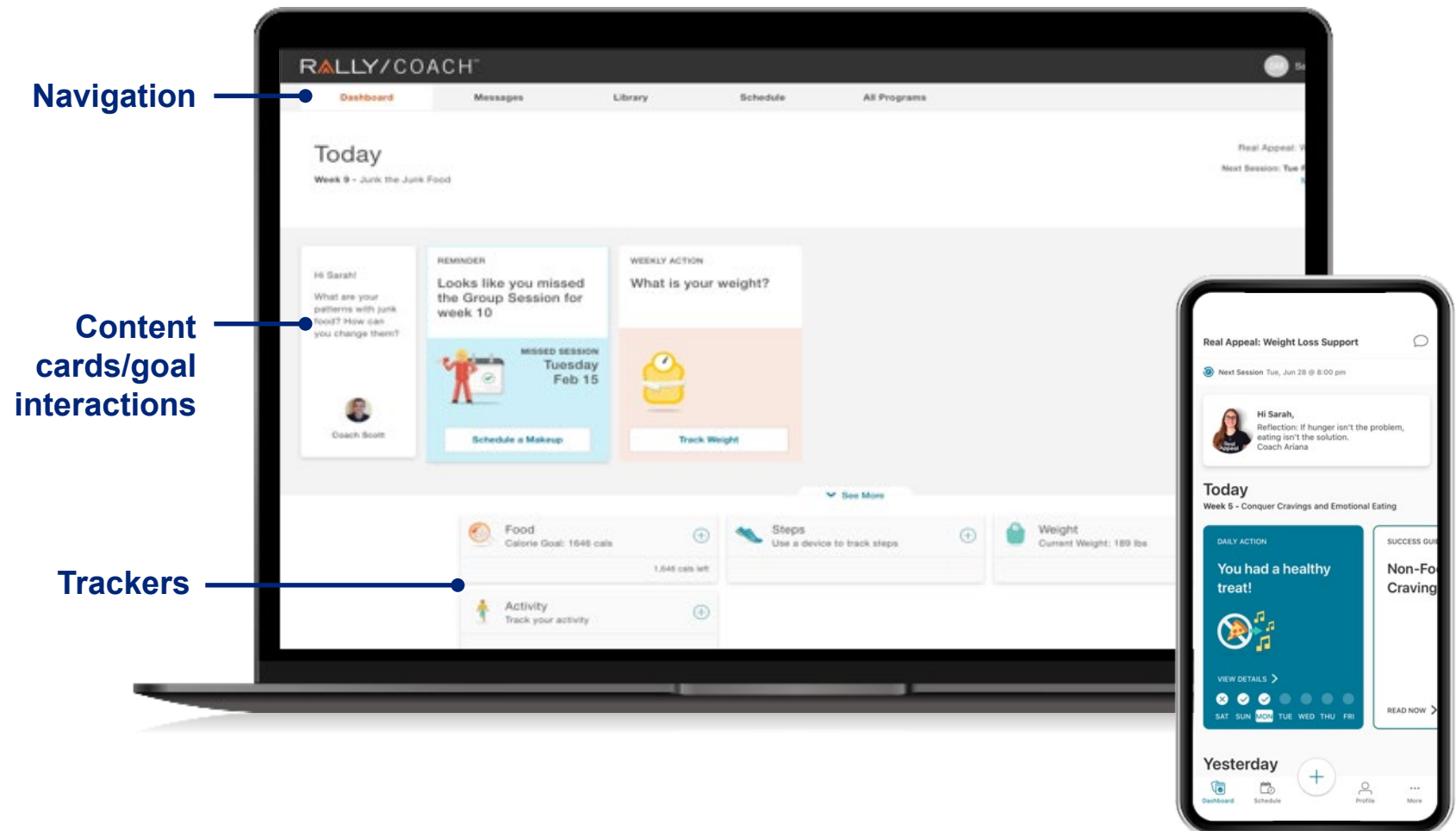
Your Real Appeal Success Kit



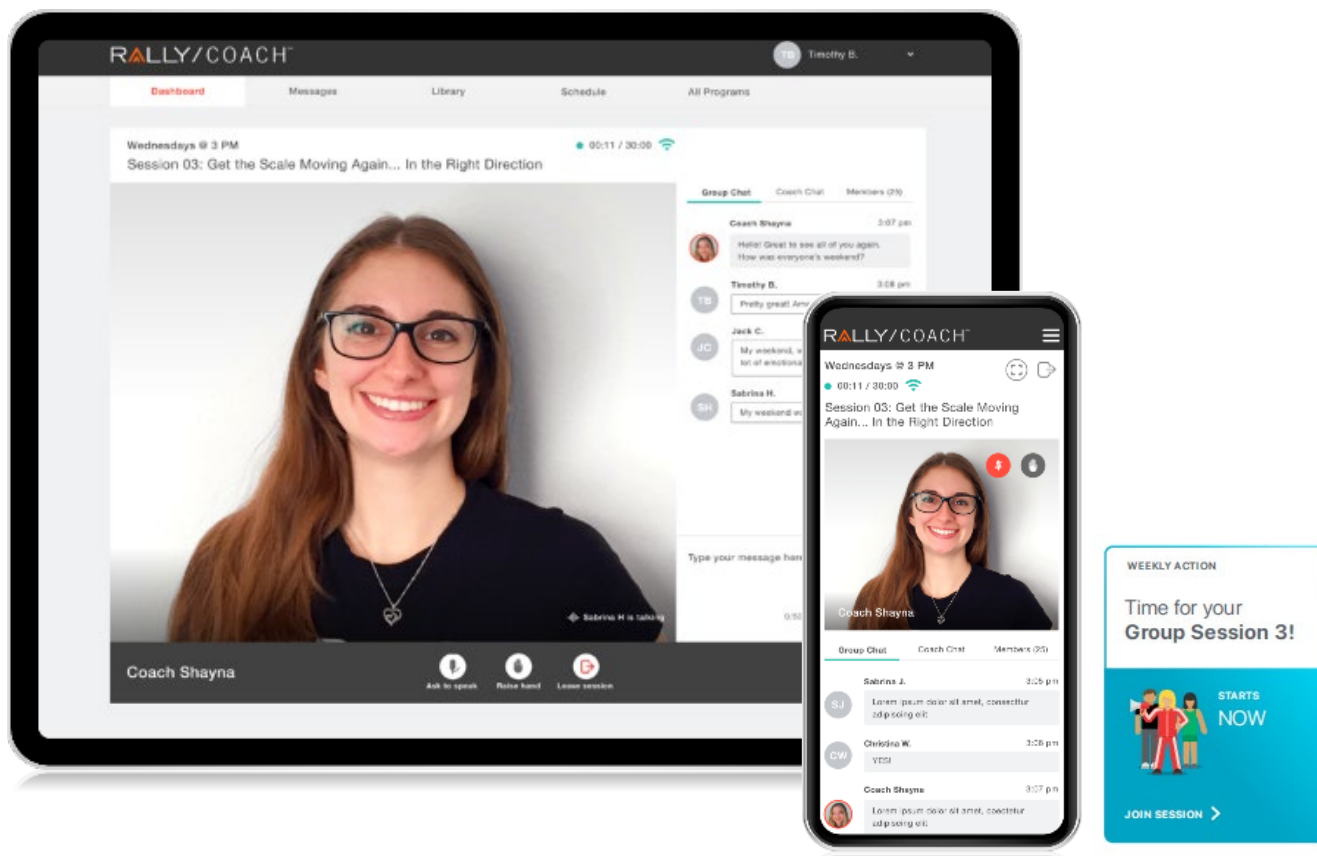
Dashboard tools and resources

Your dashboard provides access to:

- Profile and settings
- Messages
- Library
- Schedule manager
- Available programs
- Content cards/goal interactions
- Trackers
- Coach briefs



Group coaching sessions



Online group coaching sessions provide you with the information, tips and encouragement to help you achieve your goals.

During your group sessions, you can interact with others in several ways:



Chat with your coach and team during the entire session



Request to speak out loud via microphone



Raise your hand to vote in coaching polls



Paving a path toward your goals



Register at
uhc.realappeal.com



Select a time
for your online
group sessions



Attend your
first live session
and set a goal



Receive your
Success Kit



Download the
mobile app



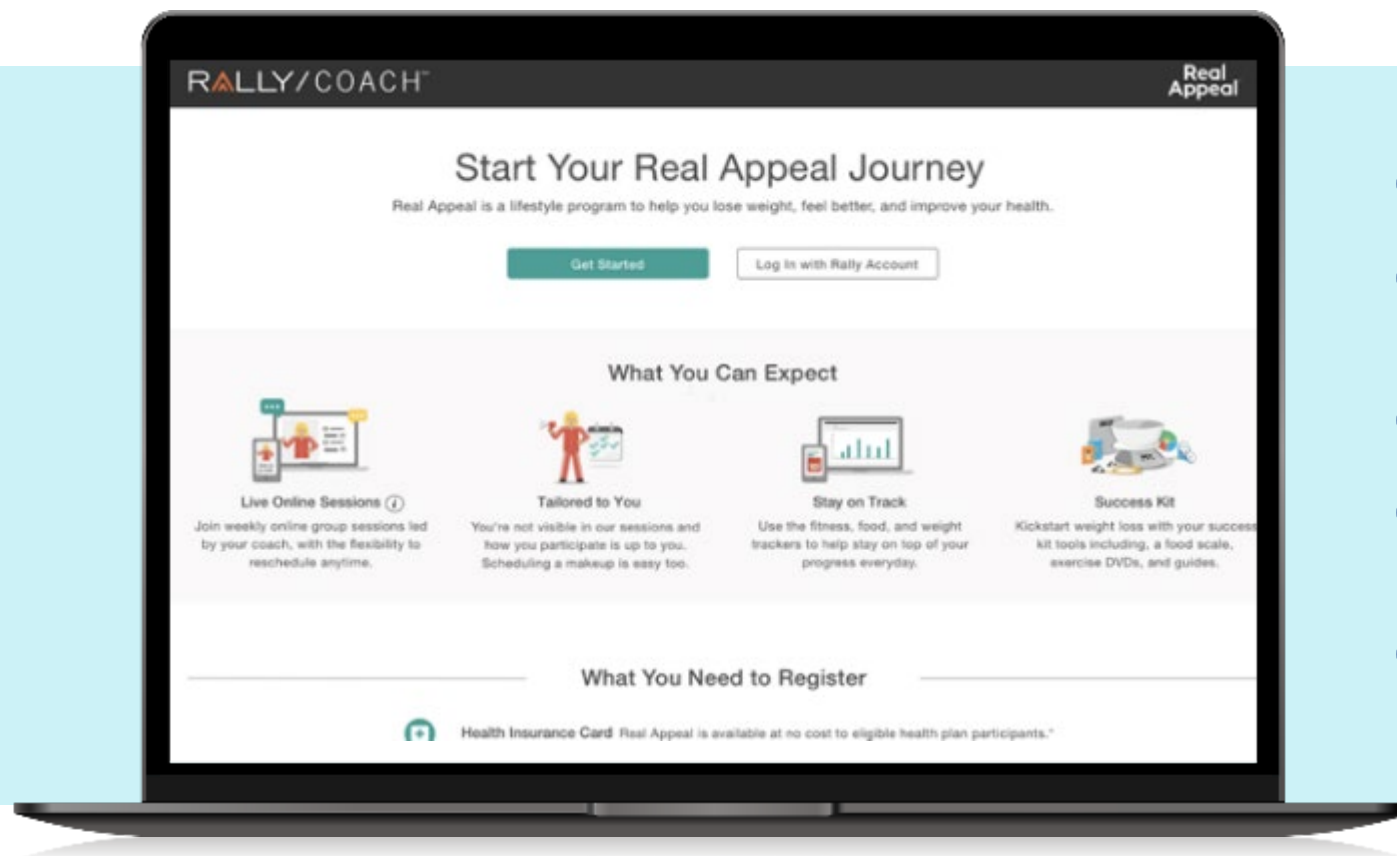
Attend next group session,
check in on goals, create
healthy habits aimed at
lasting change



If you are identified as an at-risk participant, you will receive additional access to a personal health coach via 1-on-1 sessions



Registering for the program



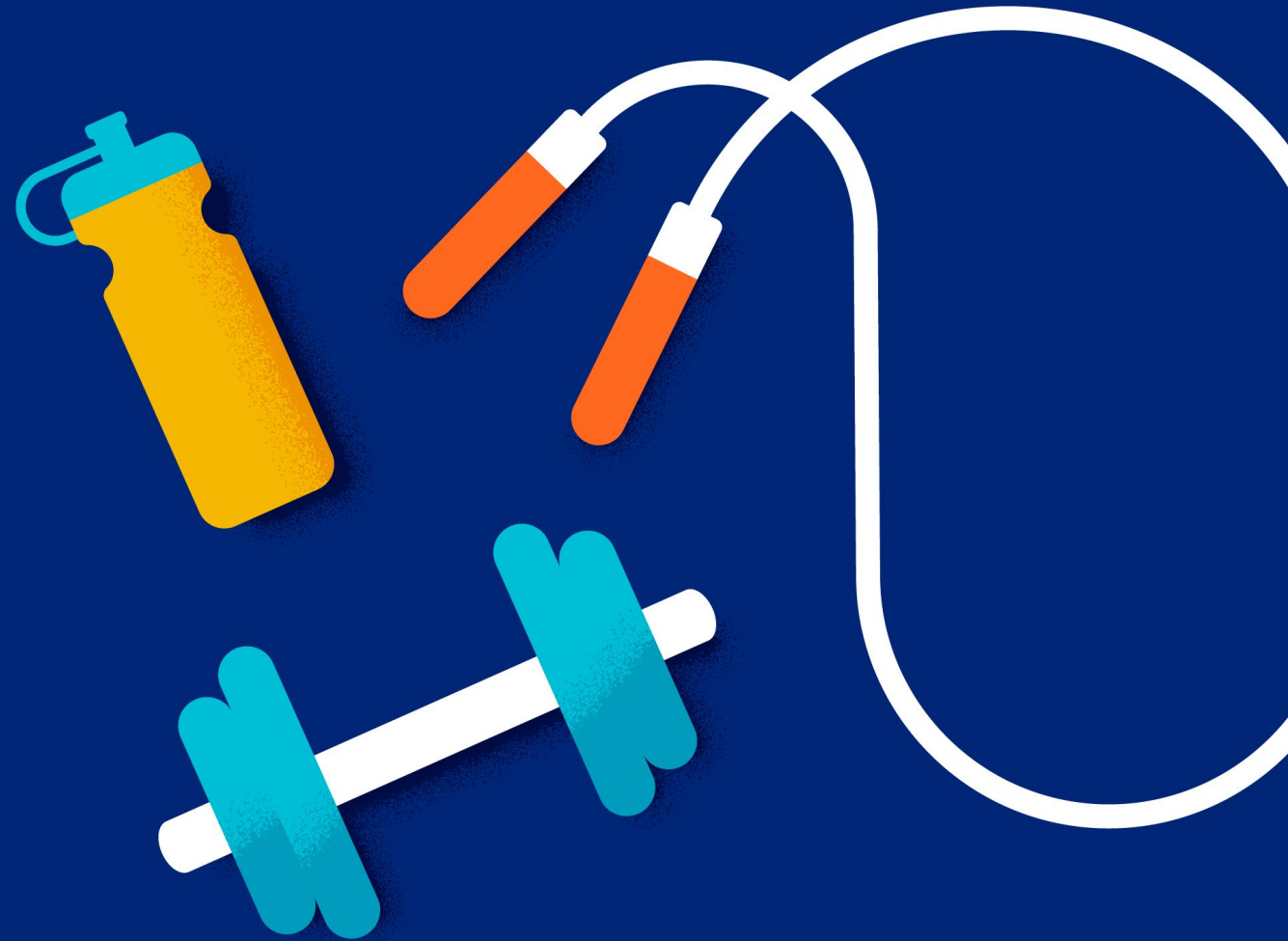
- 1 Visit uhc.realappeal.com
- 2 Enter the information from your health plan ID card to confirm eligibility
- 3 Take the health assessment
- 4 Select a day and time for your online group sessions
- 5 Provide a shipping address for your Success Kit





One Pass Select[®]

Discover program options and get started today



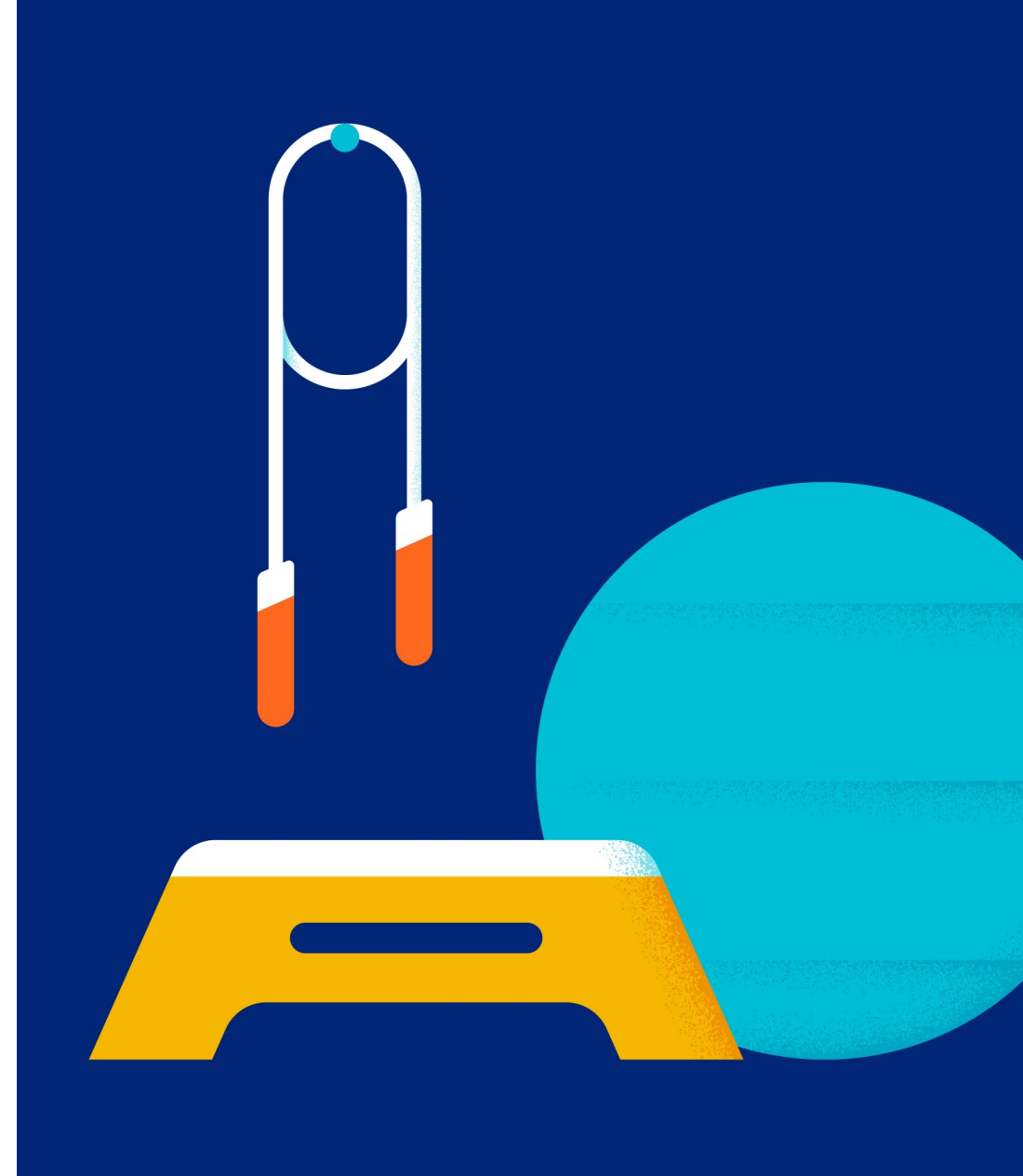
United
Healthcare

What is One Pass Select?

One Pass Select is a fitness membership and healthy lifestyle program designed to help you reach your wellness goals.

The program allows you to:

- **Choose** from thousands of gym locations, classes and activities — all in 1 program
- **Enjoy** a variety of digital fitness apps
- **Receive** home grocery delivery that may make healthy living even more convenient



Pick the plan that's right for you

With multiple subscription options, **One Pass Select** has a plan to fit your needs, lifestyle and budget.

	Classic 12,000+ gym locations
	Standard 13,000+ gym and premium locations
	Premium 16,000+ gym and premium locations
	Elite 18,000+ gym and premium locations
	Digital-only Or get started with a digital-only plan*

An enrollment fee may apply.
*Grocery and home essentials delivery is not available for the digital-only plan.



Each plan allows you to:



Use any location in your network tier at no additional cost



Change tiers monthly to create a routine that fits your lifestyle



Cancel your membership at any time by giving a 30-day notice



Try online workout builders to learn new exercises



Explore new foods and more easily access healthy options with grocery delivery*



Join live, online fitness classes and try on-demand workouts from home

How to get started

To sign up for a **One Pass Select** plan, just follow these simple steps:

1 Go to **OnePassSelect.com**



2 Click **Get Started**

3 Follow the prompts to **register** or **log in** with your email and password

4 **Find a gym** near you by using the convenient map locator

5 **Purchase a membership** from the tier options that fit your needs

6 Get your One Pass Select **member code** on the dashboard page

7 Click **How to use code** to learn how to use your code to access:

- Any fitness location in your chosen network tier
- Online fitness vendors
- Additional program offerings



Maximizing Health Engagement-Communication Strategy

Field Account Manager (Shannon)

- Day-to-day wellness support
- Capabilities presentations
- Quarterly sits/1:1 with members
- Open enrollment support
- Provide communication pieces
- Wellness dollars reimbursement submissions

Health Engagement Consultant (Nick)

- Health & well-being strategies
(communication, incentives, engagement, culture)
- Review of well-being program participation and analysis
- Provide resources from the Health Engagement Strategies team



UnitedHealthcare health engagement solution set

Archdiocese of St. Louis

Solution overview		Solution focus		
Solution	Description	Lifestyle and physical health	Emotional and behavioral health	Health care
Real Appeal	Lifestyle modification and weight management	●	●	
One Pass Select	Digital exercise + fitness facility discounts	●	●	
Calm Health	Meditation, mindfulness, and sleep app	●	●	
Virtual care	24/7 visits, behavioral health visits, virtual specialists, virtual primary care		●	●
Maven	Maternity support	●	●	●
Educational resources	Health tip fliers, recorded presentations, articles, videos	●	●	●



Member tools

myuhc.com & UnitedHealthcare app



Communication Credit

\$7,500



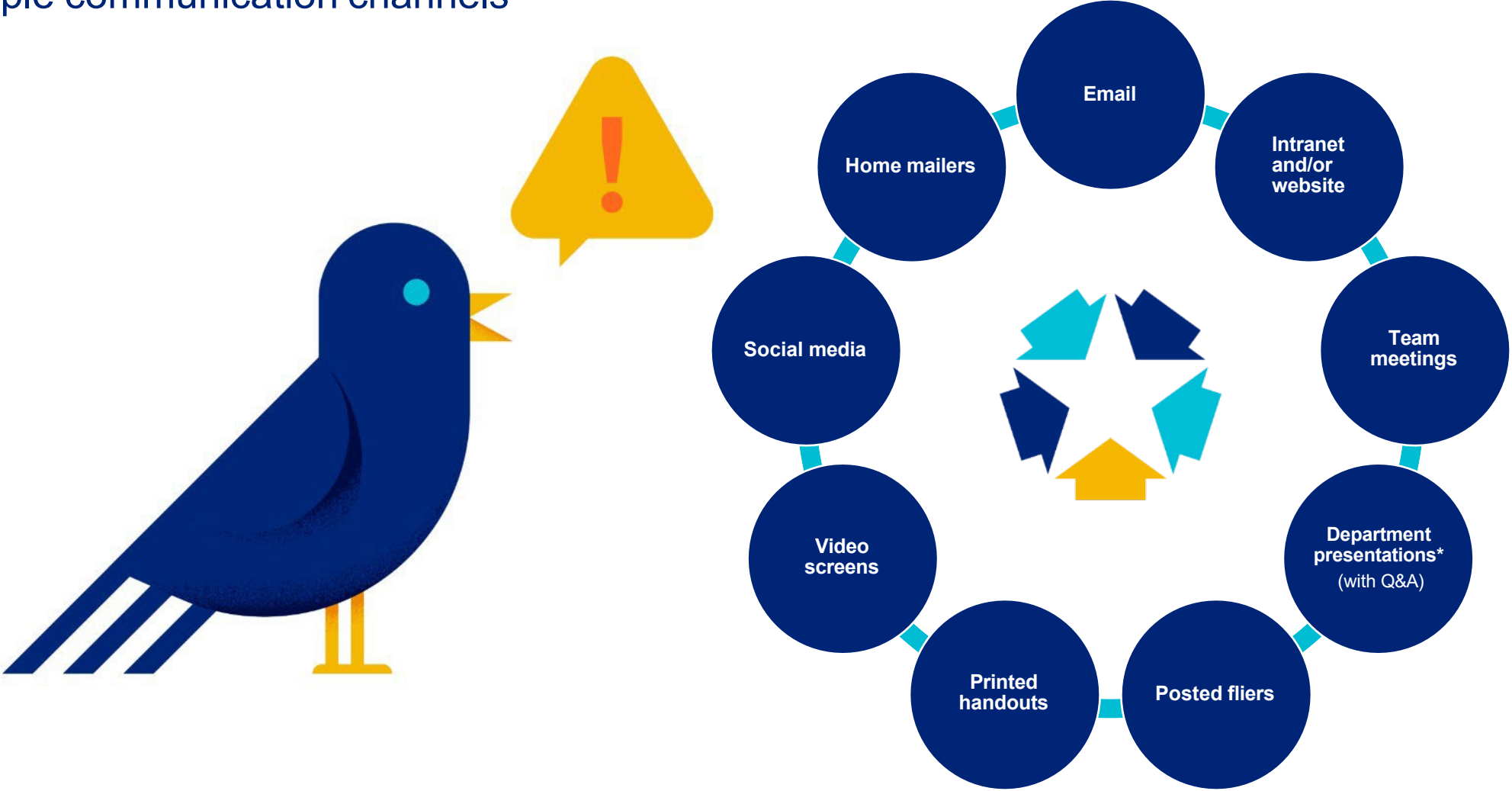
UHC wellness credit

\$50,000



Health engagement strategies

Sample communication channels



*in-person or virtual

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Sample health campaign calendar

	Educational topics	Program promotion and initiatives	Health Activation promotion
January	- Preventive care - Cervical health awareness	2025 program launch (with overview programs and incentives)	myuhc.com / UHC app
February	- National heart health - Eye/vision health awareness	Calm Health	Annual wellness visit
March	- National nutrition - National colorectal cancer awareness	24/7 virtual visits	Non-emergent site of care
April	- Alcohol and substance abuse - Stress awareness	One Pass Select	myuhc.com / UHC app reminder
May	- Mental health - National physical fitness and sports	Mental health resources	
June	- Men's health - National safety	Lifestyle support	Premium Providers
July	- Summer safety - Dental health awareness	Community Resources portal	Why is UHC calling?
August	- Sleep health - Health literacy awareness	Virtual care specialists	Annual wellness visit reminder
September	- Immunization - Obesity awareness	Mental health resources reminder	Back health
October	- Women's health - National breast cancer awareness	24/7 virtual visits	- Flu shots - Preventive cancer screenings
November	- American diabetes month - Great American Smokeout		- Diabetes prevention and management - Flu shots (reminder)
December	Self-care for the holidays	- Mental health resources reminder - Community Resources portal reminder	



Throughout year

Program information prominently displayed and easily accessible



Field Account Manager to send member educational materials ahead of each month; additional member educational resources posted on uhc.com

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Quarterly Engagement Strategy

Q1 2025	Monthly Theme	Monthly Activity	Health Action of the Month	Communication Pieces	Incentive Ideas
January	Preventive Care & Cervical health	UHC Rewards Health Survey Campaign Brainshark: Understanding Preventive Care	Establish a primary care physician Schedule your cervical cancer screening	Preventive Care Health tip flier Promote UHC Preventive Care Site for preventive care checklist	Raffle Incentive for Health Survey Completion
February	National heart health & Eye/vision health	Virtual Walks: Choose a destination and “track steps” to get there Brainshark: Healthy Heart	Schedule your annual wellness exam Eat heart healthy fats (avocado, nuts & seeds, fish, olive oil)	Email Reminders and tips during challenge UnitedHealthcare App flier Healthy Heart Health tip flier	Incentivize members that participate in the virtual walking challenge
March	National nutrition & colorectal cancer	Brainshark: Everyday Nutrition or Healthy Eating on the Go Farmers market outing with provided gift card	Fill half your plate with fruits and/or vegetables Schedule your colon cancer screening	Everyday Nutrition Health tip flier	Meal prep/healthy snack containers/gift card for members that watch the Everyday Nutrition Brainshark
Q2 2025	Monthly Theme	Monthly Activity	Health Action of the Month	Communication Pieces	Incentive Ideas
April	Alcohol and substance abuse & Stress	Explore Calm Health Brainshark: Everyday Mindfulness Lavender planting/paint pot day	Avoid alcohol near bedtime Take brisk 10-minute outdoor walks	Soothing Stress Health tip flier Promote Behavioral Health Virtual Visits, EAP, Calm Health app	Raffle for noise cancelling headphones, white noise machines or massage gift cards for members who attest to using the Calm Health app three days in a row.
May	Mental Health & National physical fitness and sports	Brainshark: Mental Health & Emotional Well-Being and Get Up & Go Worksite exercise classes (stretching, yoga, foam rolling)	Practice guided meditation for a few minutes each day UHC Rewards: complete daily goal 1 and 2	Recognizing Burnout Health tip flier Get Up & Go Health tip flier Mental health first aid/ suicide awareness	Incentivize members that participate in the worksite exercise class with yoga mats & resistance bands.
June	Men's Health & National safety	Live Webinar: Men's Health Visit to local zoo with step challenge, healthy catered lunch	Join a sports league or social club UHC Rewards Fitness Challenge: Complete 10,000 steps or 30 minutes of activity, 5 of 7 days in a week	Email communication and registration for live webinar Men's Health tip flier	Gift card for members that attend the live webinar, consider incentives of portable hammocks, hiking/hydration backpacks, binoculars

Annual Health Calendar

Supporting healthier living all year long

Helping people live healthier lives is our mission at UnitedHealthcare. Our goal is simple: to improve health care for everyone — our members; the doctors who treat them; and the employers who care about them.



With that in mind, we offer you our 2025 Health and Wellness Resource Calendar. It includes links to a variety of presentations and informational articles designed to help support healthier habits for you and your employees throughout the year.

Visit the **Health and Wellness Resource Calendar** at <https://www.uhc.com/employer/employer-resources/communication-resources/health-engagement-strategies>

Month	Health Observance
January	• Preventive Care • Cervical Health Awareness
February	• National Heart Health • Eye & Vision Health
March	• National Nutrition • National Colorectal Cancer Awareness
April	• Alcohol & Substance Abuse Awareness • Stress Awareness
May	• Mental Health • National Physical Fitness & Sports
June	• Men’s Health • National Safety
July	• Summer Safety • Dental Health
August	• Sleep Health • Health Literacy Awareness
September	• Immunization Awareness • Obesity Awareness
October	• Women’s Health • National Breast Cancer Awareness
November	• American Diabetes • Great American Smokeout
December	• Self-care for the Holidays • Financial Well-Being



Health Education Resources

Employer at-a-glance fliers



UnitedHealthcare | Wellness

At-a-glance: Creating a culture of health and well-being

Creating a culture of health and well-being is a key component of a successful workplace well-being program. Below are some important steps to building and cultivating a health-promoting, supportive culture.

What is it?
While the meaning of "culture of health and well-being" may differ from company to company, UnitedHealthcare defines it as a "work environment where employees have resources, tools and a support system that empowers and motivates them to take responsibility for their own health."

Why create it?
The 3 primary benefits of building a culture of health and well-being are closely linked to the following:
• May lead to a reduction in both direct and indirect health care costs
• May help to create a more productive and safer workforce
• Support greater employee engagement, retention, trust and satisfaction

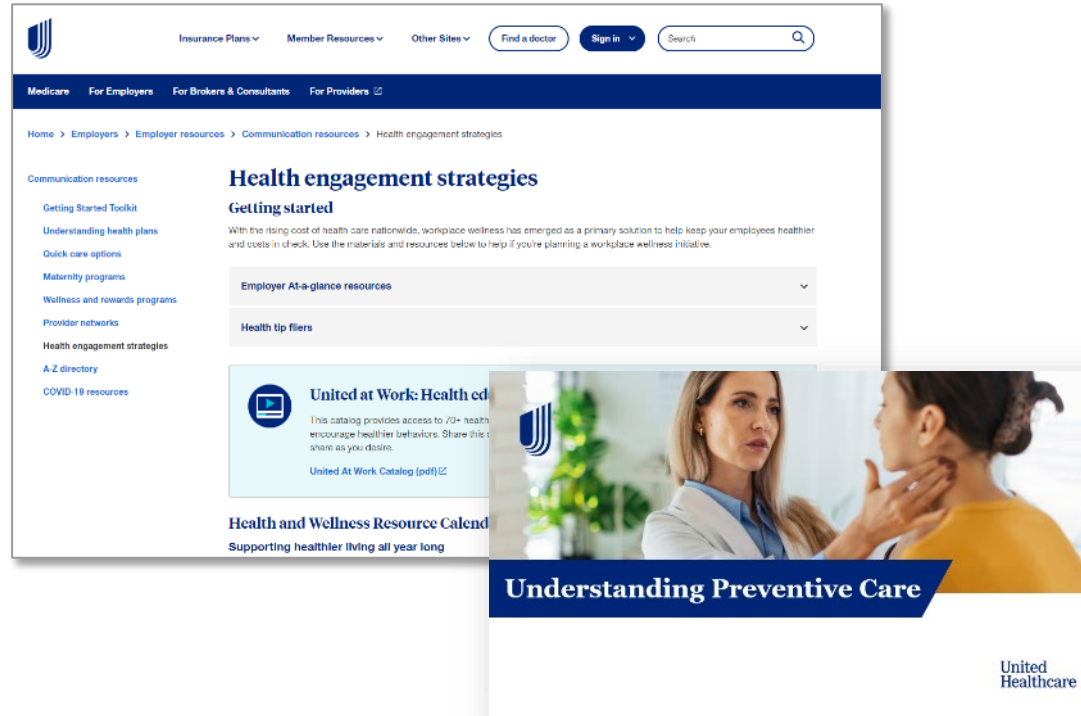
How to create it
Leadership commitment and involvement (at all levels)
"Leaders" need to act as role models to create and reinforce the culture. This can be accomplished when leaders consistently do the following:
• Assist with the creation of a supportive, health-promoting environment
• Communicate about the well-being initiative and why it is important to them, the employees and the organization
• Actively participate in the well-being programs
• Educate and motivate all levels of leadership on the positive role they can play to support wellness initiatives

Company practices, policies and embedded with well-being
To be effective, a culture of health and well-being needs to be integrated into the day-to-day operations of the organization. Implement policies and practices that promote and support employee well-being. Sample "supportive" policies include:
• A "Healthy Meeting Policy" to ensure healthier foods and beverages are available at meetings and company events
• Flexible work schedule
• Offer reimbursement for office fitness facilities
• Provide signage to encourage physical activity (e.g., "Take the Stairs")

A workplace environment that supports healthy decisions
It is important to have a workplace environment that supports healthy decisions... make the healthy choice the valued and easier choice. Environmental supports include:
• Ensure employees have access to affordable, healthy foods
• Encourage employees to be more physically active by offering movement breaks throughout the day or map out nearby walking routes
• Create areas for employees to relax and de-stress
• Sponsor or organize social events throughout the year

UnitedHealthcare

75+ health education presentations



UnitedHealthcare | Health Tip

Health engagement strategies

Getting started

With the rising cost of health care nationwide, workplace wellness has emerged as a primary solution to help keep your employees healthier and costs in check. Use the materials and resources below to help if you're planning a workplace wellness initiative.

Employer At-a-glance resources

Health tip fliers

United at Work: Health education

This catalog provides access to 70+ health education presentations that encourage healthier behaviors. Share this catalog with your employees as you desire.

United At Work Catalog (pdf) [Z]

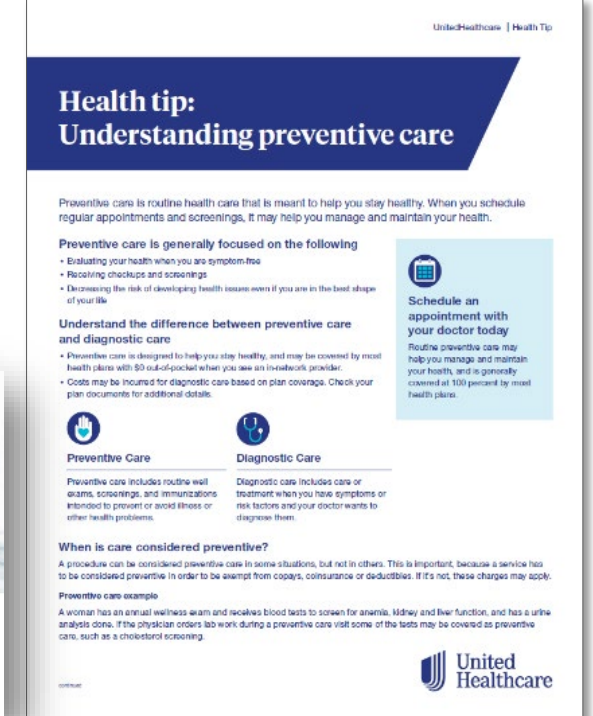
Health and Wellness Resource Calendar

Supporting healthier living all year long

Understanding Preventive Care

UnitedHealthcare

Health tip fliers



UnitedHealthcare | Health Tip

Health tip: Understanding preventive care

Preventive care is routine health care that is meant to help you stay healthy. When you schedule regular appointments and screenings, it may help you manage and maintain your health.

Preventive care is generally focused on the following

- Evaluating your health when you are symptom-free
- Receiving checkups and screenings
- Decreasing the risk of developing health issues even if you are in the best shape of your life

Understand the difference between preventive care and diagnostic care

- Preventive care is designed to help you stay healthy, and may be covered by most health plans with \$0 out-of-pocket when you see an in-network provider.
- Costs may be incurred for diagnostic care based on plan coverage. Check your plan documents for additional details.

Schedule an appointment with your doctor today
Routine preventive care may help you manage and maintain your health, and is generally covered at 100 percent by most health plans.

Preventive Care
Preventive care includes routine well exams, screenings, and immunizations intended to prevent or avoid illness or other health problems.

Diagnostic Care
Diagnostic care includes care or treatment when you have symptoms or risk factors and your doctor wants to diagnose them.

When is care considered preventive?
A procedure can be considered preventive care in some situations, but not in others. This is important, because a service has to be considered preventive in order to be exempt from copays, coinsurance or deductibles. If it's not, these charges may apply.

Preventive care example
A woman has an annual wellness exam and receives blood tests to screen for anemia, kidney and liver function, and has a urine analysis done. If the physician orders lab work during a preventive care visit some of the tests may be covered as preventive care, such as a cholesterol screening.

UnitedHealthcare



<https://www.uhc.com/employer/employer-resources/communication-resources/health-engagement-strategies>



Team Update – Martha’s Retirement and New Account Manager Introduction

We would like to share that Martha will be retiring effective August 1st, after 19 years of dedicated service with UnitedHealthcare. We are incredibly grateful for her contributions and commitment over the years.

We are pleased to announce that Shannon Giambalvo will be stepping into the role of Field Account Manager for the Archdiocese of St. Louis. Shannon brings extensive experience in working with self-funded groups and has been a valued member of the UnitedHealthcare team for 23 years. Please join us in welcoming Shannon to the team.

Martha will continue to serve as the primary Field Account Manager through July 31st. In the meantime, we kindly ask that Shannon be included on all relevant email communications to ensure a smooth transition and continuity of service.

Thank you for your support during this transition.



UNITEDHEALTHCARE KEY CONTACTS

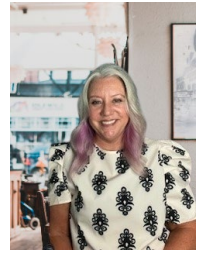
ARCHDIOCESE OF ST. LOUIS POLICY 703597		
BENEFIT TEAM RESOURCE	NAME/ADDRESS	PHONE/FAX/EMAIL
Dedicated Client Service Manager Primary contact for questions, inquiries and information related to: ▪ Billing information ▪ Eligibility ▪ Claims ▪ Coverage ▪ Service Account manager ▪ Resource for service issues ▪ Service team lead ▪ Develop and implement service plan	Angela Carver	763- 361-1678 Direct angela_b_carver@uhc.com
Senior Strategic Account Executive ▪ Overall Account Responsibility ▪ Strategic Planning ▪ Clinical, financial, administrative solutions ▪ Reporting ▪ Contracts ▪ Plan Changes ▪ Financial Inquiries ▪ Underwriting	Julie Schott	314-592-7181 Direct julie_a_vorceschott@uhc.com
Senior Field Account Manager ▪ Locally Based ▪ Contact for complex escalated service issues ▪ Health Fairs ▪ Employee Education ▪ Enrollment meetings ▪ On site Service Days ▪ Collateral requests	Shannon Giambalvo	314-592-7453 Direct shannon_giambalvo@uhc.com
Banking Analyst ▪ Funding inquiries ▪ Banking reports	Leanne Parley	860-702-5235 Direct leanne_parley@uhc.com
Senior Billing Analyst ▪ Billing inquiries ▪ Billing reports	"Nico" Phil Nicollete G. Noriega	763-255-9113 Direct phil_noriega@uhc.com
Electronic Eligibility Analyst ▪ File inquiries	Ulla Khan, Mohammed W	mohammed.uk@uhc.com
OptumBank HSA ▪ HSA inquiries ▪ Reporting	Amy Jones	763-330-5188 amy.l.jones@optum.com

Get to know your UnitedHealthcare Field Account Manager Shannon Giambalvo

Senior Field Account Manager

Shannon_Giambalvo@uhc.com

(314) 592-7453



Bio:

- I have been working in the health insurance industry for 33 years.
- I started my career in 1992 at General American Life Insurance processing medical, dental and mental health claims. I joined UnitedHealthcare in 1999 and have worked in several different departments including Provider Services, Claims, Appeals and Network Management. In 2003 I moved into a Service Consultant role in the Sales and Marketing department which I found I truly enjoyed. I was in several service type roles until 2007 when I decided to make a change and started my adventure on the consultant side. I was at CBIZ Benefits and Insurance Services for 3 years, as an Account Manager. Once an opportunity to re-join UnitedHealthcare arose in 2010, I was pleased to be hired as a Specialty Benefits, Strategic Account Executive. I was very excited to come back to UnitedHealthcare, as this is where I feel I belong. I was in the Specialty Benefits SAE role for 3 years before I was transitioned into my current role as a Senior Field Account Manager, which I feel is the best role for me and where I feel at home. It allows me to work with all our wonderful clients and members to help them better use our tools and resources.
- I am also a wife and mother. I have been married for 28 years to my wonderful husband, and we have 4 great kids! We have 3 boys, Tony 34, Zach 33, Kyle 30 and 1 girl, Avrie, who is 26. Of course, I can't forget my "fur kids", I have 2 cats and 2 dogs☺
- My goal as a Senior Field Account Manager is to build relationships with the customers and brokers/consultants that I work with to learn their needs and earn their trust. My goal is to provide excellent service and knowledge in a timely manner and make their experience with UnitedHealthcare a valuable and enjoyable one.

I am the contact for:

- Open enrollment and Post enrollment meetings
- Employee training on the UnitedHealthcare products UHC website and tools
- Health Fairs and Lunch & Learns
- Wellness tools and programs Wellness committee support
- Set up biometric screening events
- Communication strategy
- Monthly health and wellness communications
- Employee education meetings

