When you need to make a health decision, we’re here for you.

Health concerns can raise other concerns, such as how to manage symptoms or where to find the right treatment. We understand that it’s not always easy to know where to turn or what options are available. Our nurses can help by talking you through your options so you can feel confident in your decisions.

Here’s how it works.
When you call, you’ll speak with a nurse who is can answer questions about your condition and tell you more about your treatment options.
Our nurses are here to help you:
• Learn more about a diagnosis
• Schedule a second opinion
• Understand all of your treatment options
• Communicate effectively with your doctor
• Estimate treatment costs
• Know what to expect from surgery
• Prepare for recovery
• Make a decision that’s right for you

Our nurses have in-depth knowledge and experience to provide reliable information on more than 45 conditions, including:
• Allergies
• Benign prostatic hyperplasia (enlarged prostate)
• Breast, cervical and colon cancer
• Hip or knee replacement
• Low back pain
• Obesity

There’s no cost to call. This service is available as part of your benefit plan.

Decision Support

For more information,
1-855-583-3165

TTY callers, please call 711 and ask for the number above. Nurses are available Monday through Friday, 8 a.m. to 8 p.m. local time.

Do not call this number in an emergency or urgent care situation. Call 911 or go to the nearest emergency room. Information provided is educational and informational only and may be limited by the information you share or could be subject to change (for example, if your benefits change). Nurses and other phone representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor’s care. Before seeking any services, you should confirm your provider’s status, ask your provider about costs, and review your health plan’s coverage and benefit documentation. Additionally, if there is any difference between this information and your coverage documents (Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern. Your health information is kept confidential in accordance with the law. The program is not an insurance program and may be discontinued at any time.

To help ensure your privacy, please do not include confidential information in your first email. A representative will respond to your question using a secure email system.

© 2016 Optum, Inc. All rights reserved. Do not reproduce, transmit or modify the content set forth herein in any form or by any means without the express written permission of Optum. PR1746 45695B-062016