
If you’re like most people, health questions arise daily. How do I treat a minor injury? Where can I go for care? How do I quit smoking? Who can I contact when I have a question about my prescription? Delta Health Direct can answer these questions and more.

Delta Health Direct is a confidential concierge health program for Delta employees and their family members covered under Delta’s medical options.

The program gives you instant access to a team of UnitedHealthcare nurses, lifestyle coaches and health specialists who can help you reach your health and wellness goals, help you find a doctor and even schedule an appointment for you.

The Delta Health Direct team is also here to support you or a family member when dealing with complex medical conditions, like diabetes or coronary artery disease. You’ll be assigned a primary nurse who will know your medical history and provide helpful information based on your doctor’s treatment plans.

In the following pages, you’ll learn more about the many resources that are available to you by calling Delta Health Direct. Remember, you can also visit your UnitedHealthcare member website, myHealthcareView.com, for health and wellness information.

DELTA HEALTH DIRECT
877-912-1820
JUST CALL. AT YOUR SERVICE 24/7.

Call Delta Health Direct anytime!
Program the Delta Health Direct number into your cell phone or use a QR code reader to scan and save it into your smartphone.
QUITTING TOBACCO

If you are thinking of breaking free from your nicotine addiction, we can help. Under Delta’s medical options, you have access to quitting tobacco resources including telephonic coaching, over-the-counter nicotine replacement therapy and the prescription drug bupropion. You get access to a personal coach, a quit plan that’s customized for your needs, and nicotine patches or gum delivered to your home with no out-of-pocket cost. To fit your busy schedule, support is available over the telephone, online and through the mail.

LIFESTYLE COACHING

At some point, we’ve all tried to quit smoking, lose weight, eat healthier or start an exercise program. We begin with the best of intentions, but barriers, such as lack of motivation and support, can sometimes make things rocky. Fortunately, you don’t have to do it alone — lifestyle coaches are just a phone call away.

What is a lifestyle coach?
Lifestyle coaches are professionals in fields such as nutrition, psychology and health education. They help you understand your health risks and give you information and tools to help you make informed decisions about the lifestyle habits that are putting your health at risk.

Lifestyle coaches can:
• Help you set realistic goals and measure progress
• Provide you with tips and useful tools
• Cheer you on as you meet milestones

How does lifestyle coaching work?
You’ll work one-on-one with a lifestyle coach to develop a plan based on your needs and lifestyle. Lifestyle coaches can work with you in many ways — over the phone, with interactive online tools, through the mail, and personal health messages online or on your phone. All information shared with your coach is confidential.

Work with a lifestyle coach for help in the following areas:
• Weight
• Exercise
• Nutrition
• Heart health
• Healthy back
• Quitting tobacco
• Stress
• Diabetes

Remember, if you complete the health assessment on myHealthcareView.com, you may be invited to work with a lifestyle coach based on your results.

Connect with a lifestyle coach by calling Delta Health Direct at 877-912-1820.

HEALTHY BACK
As part of lifestyle coaching

For help managing chronic back pain, call Delta Health Direct. Our nurses can help you learn how to lower your pain level and care for your back so you are less likely to have ongoing issues. You will:
• Work one-on-one with a specially trained nurse
• Get personalized support, information about different treatment options and advice to help you work with your doctor more effectively
• Learn about self-care, exercises and additional resources online
• Be able to track your progress as you manage your back pain
TREATMENT DECISION SUPPORT
With Treatment Decision Support, you have access to Delta Health Direct nurses who can give you more information about your condition, help you understand your treatment options and connect you with high-quality physicians. They will also explain what you can expect during your treatment and hospitalization.

Treatment Decision Support can help you with questions about:
- Musculoskeletal — back pain
- Knee and hip replacement
- Men’s health — benign prostate disease
- Women’s health — benign uterine conditions
- Heart disease — stable angina
- And more

DISEASE MANAGEMENT
We know that managing a chronic condition can be difficult. Thankfully, you don’t have to go it alone. Delta Health Direct nurses can help you manage your condition — including giving you more information about your diagnosis and explaining potential treatment options. They will work with you between doctor visits and help you manage your condition according to your doctor’s recommendations. This support is available for many chronic conditions, for example:
- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Coronary Artery Disease
- Diabetes
- Heart Failure

CENTERS OF EXCELLENCE
When nothing but the best will do
Centers of Excellence offer participants in Delta’s medical options an enhanced benefit and peace of mind knowing they are receiving high quality care.
- Cancer — visiting a Cancer Center of Excellence for treatment may mean your coinsurance responsibility is waived (e.g. Delta will pay 100% coinsurance after you meet your deductible).*
- Orthopedic — visiting an Orthopedic Center of Excellence for certain surgeries may mean a higher coinsurance benefit (e.g. Delta will pay 90% coinsurance vs. 80% coinsurance in the Gold HRA Medical Option).**

Find out more by calling Delta Health Direct at 877-912-1820.

* You must also work with a Delta Health Direct cancer support nurse to receive the enhanced benefit.
** The enhanced Orthopedic Center of Excellence benefit is only available under Delta’s account-based medical options.

CANCER RESOURCE SERVICES/SUPPORT
If you have been touched by cancer, Delta Health Direct is here to support you or your covered dependents as part of your Delta medical option. Delta Health Direct covers all types of cancer and gives you and your family a single source for personal support through an experienced cancer nurse.

Dedicated nurses can:
- Provide information and answer your questions
- Guide you to a doctor in your local community or within the UnitedHealthcare Cancer Centers of Excellence network
- Help you deal with the emotional side of cancer

Delta Health Direct can also help with kidney disease and transplant support. Call 877-912-1820 anytime for the support you need.
BARIATRIC RESOURCE SERVICES (BRS)

Delta’s medical options cover facility charges related to weight loss surgery if performed at a BRS Center of Excellence. As part of this benefit, you have access to nurse case managers who will help with:

- Preparation for surgery
- Surgical treatments
- Post-surgery management to minimize potential long- and short-term complications

NOT ME℠/DIABETES PREVENTION AND CONTROL ALLIANCE

NOT ME is an effort to help people prevent and control diabetes, prediabetes and obesity. It’s brought to you by Delta and the Diabetes Prevention and Control Alliance.

The program is currently available in Atlanta, GA; Minneapolis-St. Paul, MN; Cincinnati, Columbus and Dayton, OH; Indianapolis, IN; Phoenix and Tucson, AZ; Oklahoma City, OK; Albuquerque, NM; New York; Livingston, NJ; and New Haven, CT. The program will continue to expand nationally.

If you are enrolled in a Delta medical option, live in one of the cities listed above, and are diagnosed with diabetes or prediabetes, you may be invited to participate voluntarily in the appropriate Alliance program. The program is available at no extra cost to you.

The Diabetes Prevention and Control Alliance includes two programs for members:

Diabetes Prevention Program, which helps people at risk for diabetes (pre-diabetics) prevent the disease through healthy eating, increased activity and other lifestyle changes with support from the Y (formerly YMCA).

The Diabetes Control Program, which helps those with diabetes better control their condition through education and support from local pharmacists.

NOWCLINIC®

Now you can get healthcare from the comfort of your home or office without an appointment. NowClinic online care provides real-time access to a licensed doctor from either your computer via internet or by phone. It’s available to all Delta employees, including those not enrolled in a Delta medical option. With this service, you are able to have a secure live chat with a doctor and see him or her using a Web cam. NowClinic is currently available in many states and will continue to expand.

Please visit myNowClinic.com or the Health & Insurance site at Employee Connection on DeltaNet to see participating states and to connect with a doctor online now. Once connected, he or she will be able to answer your questions and write prescriptions, if appropriate. Each session is available at an affordable self-pay flat rate of $10 for a 10-minute medical visit. Paying for the session is simple and is done with a major credit card or debit card at the time of your conversation.

Whether you are visiting or live in a participating state, you and your family can access NowClinic 24 hours a day, seven days a week.

Please note: NowClinic is not covered under Delta’s medical options; however, you can use Health Savings Account (HSA) or Healthcare Flexible Spending Account (FSA) funds. The expenses will not apply to your medical option deductible.

Delta Health Direct can give you the tools and support you need to take a more active role in managing your health. Call us at 877-912-1820 to get connected today.
MATERNITY SUPPORT
Whether this is your first or third child, it's important you receive the care you need during your pregnancy. With Delta Health Direct, an experienced maternity nurse will provide assistance, guidance and answers to all of your health concerns.

During your pregnancy, your dedicated nurse will guide you from preconception through the first few weeks of your baby’s life. If necessary, the nurse will provide you with specialized support services for a high-risk pregnancy. In addition to working with your dedicated nurse, you will also receive educational materials covering a wide range of subjects depending on your special needs. Topics include exercise, proper nutrition, preparing for childbirth and tips for staying healthy during pregnancy.

PARENTSTEPS
Many couples face fertility challenges. While Delta's medical options do not provide coverage for fertility treatment, ParentSteps gives you access to a national Centers of Excellence network of qualified infertility centers and nurse consultant services to help you understand and manage the conditions associated with infertility.

NEONATAL RESOURCE SERVICE (NRS)
If your pregnancy is considered high-risk, you have access to neonatal nurses who can help you manage your pregnancy and select a facility with a high quality neonatal intensive care unit (NICU), if recommended by your doctor before giving birth. These Neonatal Centers of Excellence provide mothers and babies with an opportunity for better outcomes.

Call Delta Health Direct at 877-912-1820 to get the support you need throughout every stage of your pregnancy.
EMPLOYEE ASSISTANCE PROGRAM (EAP) AND WORKLIFE SERVICES

We all experience issues that can impact our ability to live and work well. Personal responsibilities and pressures — if left unchecked — can have a significant impact on your health, relationships and other areas of your life. The good news is that Delta's Employee Assistance Program (EAP) and WorkLife Services are here to help.

Employee Assistance Program
When you call, you’ll talk with a specialist trained to help you find solutions for the concerns that come up as part of every day life. Plus, you get up to three free, face-to-face sessions per concern per year with an EAP clinician in your community. These services are available to all U.S.-based Delta employees, eligible dependents and other household members including those not enrolled in a Delta medical option.

Here are some of the areas that EAP can help you with:
- Family and relationships
- Work and career support
- Addiction and recovery
- Financial and legal services
- Grief support
- Emotional well-being
- Crisis management

Financial and legal services
Speak with a financial expert for up to an hour per issue for help with topics such as budgeting techniques, credit repair and debt counseling, retirement planning and mortgages. For assistance with legal issues, call EAP for referrals to legal and mediation services in your community and receive a free 30-minute consultation (phone or in-person) per legal matter as well as a 25% discount for ongoing services.

Note: These services are available 9 a.m. to 8 p.m. ET, Monday through Friday.

To reach the Employee Assistance Program:
1. Call 800-533-6939, 24 hours a day, seven days a week
2. Or visit DeltaNet > Employee Assistance Program
3. www.liveandworkwell.com
   Access Code: DAL

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