



November 21, 2008

UnitedHealth Group to Provide Immediate Resources for Those Affected by the Southern California Wildfires

We're concerned about the health and welfare of our members affected by the southern California wildfires, and we're taking immediate action to offer:

- Assistance for members who cannot see a network physician.
- Availability of our counseling help line.

These measures apply only to members residing in the California counties of Los Angeles, Orange, Riverside and Santa Barbara. If other counties become impacted we will keep you informed.

Special Assistance or Accommodations

- Members who have been displaced or whose network facility is not accessible and require assistance or special accommodations due to the wildfires, should call the number on the back of their medical ID cards.
- If members have been displaced from their place of residence, Customer Care Professionals will help them locate a network provider for non-emergency services or assist them in obtaining out of network services when a network provider is not available. This assistance is effective through November 30, 2008.

24-Hour Help Line Available

- A free help line is available to members trying to cope with the emotional consequences of the wildfires. Staffed by experienced Master's-level behavioral health specialists, the free help line offers callers assistance with a range of personal concerns including stress, anxiety and the grieving process.
- Please share the toll-free helpline phone number, (1-866) 280-1418, with members. The line is open 24 hours a day, seven days a week for as long as necessary. Service is free of charge. Resources and information are also available via the Internet in English at www.liveandworkwell.com and in Spanish at www.mentesana-cuerposano.com.

Please share this information with your affected members or direct them to the myuhc.com[®] Web site for additional assistance. We will continue to monitor this situation and we will reassess the need for additional action at that time.

At UnitedHealthcare, we will provide those Railroad members affected by the wildfires in southern California with the best possible services and support, and will do everything we can to help them through this crisis.