NYC EMPLOYEES PPO PLAN

EmblemHealth | UnitedHealthcare

We CARE about your health and might be calling to offer support.

As part of your health care benefits, our CARE clinical team may reach out to you to offer assistance with:

- Understanding your treatment plan from the beginning of your care through recovery
- Reviewing treatment options your doctor has proposed
- Serving as your advocate to help you and your family navigate the health care system
- Helping you better understand complex health care issues

How do I know CARE clinical is calling?

CARE clinical or EmblemHealth will display on your caller ID to identify when CARE clinical is calling. Most members will see CARE clinical or EmblemHealth on their caller ID.

What if CARE clinical or EmblemHealth does not display on caller ID?

If CARE clinical or EmblemHealth is not displaying on caller ID, it is because of carrier limitations.

Why can't CARE provide the exact number a nurse is calling from if CARE clinical or EmblemHealth does not show on caller ID?

There are numerous numbers that our CARE clinical team or EmblemHealth may call from, which makes it challenging to provide a list of phone numbers for members to identify.

CARE clinical programs include:

- Complex Condition CARE
- Emerging CARE with Enhanced Behavioral Health CARE
- Maternity CARE

Need help?

If you need to contact CARE, call **212-501-4444** (TTY: **711**).

© 2026 EmblemHealth. All Rights Reserved.
© 2026 United HealthCare Services, Inc. All Rights Reserved. UM1614-NYCE 0726 UA
No part of this document may be reproduced without permission.

CARE