

[BACKGROUND MUSIC PLAYING THROUGHOUT THE VIDEO]

Text On Screen - Health Care Advisor

[Jessie in a sound studio, preparing to speak for the camera]

[A clapboard being snapped shut]

[JESSIE SPEAKING ON SCREEN]

JESSIE: There's not an issue that is too big for us. There's not a challenge that's too big for us.

Text On Screen – Your benefits offer access to Optum Guide, a resource that provides you with personalized care.

Text On Screen – Jessie is part of your Health Care Advisor support team.

Text On Screen – Working with you step by step to explore solutions for you and your family.

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Text On Screen – Jessie, Health Care Advisor

I began with this member. I heard immediately the distraught mom. And as a mom myself, I could relate.

Text On Screen – Jessie helped a mother get the care her son with autism needed.

She was notified from the provider that the claims were denying, for her son. After the initial fix of the claims, we quickly realized that every week the claims were denying. I remember at one point I reached out to the provider as well, and I shared with them, the last thing we want is to have services interrupted, so here's my number. They never missed a therapy session after that.

Text On Screen – Jessie also helped secure a specialized bed for the member's son.

To be that person's voice and actually get something done that is going to be incredibly impactful for the member, I will tear up because the joy and the hard work that we had put in, it worked.

[Close up shot of Jessie's hands, holding a tissue]

We did what I'm there to do, to go into it and want to make the difference and see this type of outcome. Best job in the world.

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