



# Resources to help build a healthy foundation



United  
Healthcare



wellPOWER  
*myHealth Connect*

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Call myHealth Connect at **1-877-214-2930** to learn more or to connect with a registered nurse.

# Welcome

Your Duke Energy Medical Plan gives you and your family access to a variety of Duke Energy WellPower resources and programs. Use this guide to explore what's available and get the most from your benefits.



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# Programs and resources at a glance

Duke Energy provides you and your family with access to numerous care options, programs and resources to help ensure access to support when you need it. Find the right support for your specific needs below. Then, click on the program or resource to learn more.

Programs and resources	In-person care	Virtual care	Phone support	General health and wellness support	Mental well-being support	Specialty health support	No cost
24/7 Virtual Visits		✓		✓			
Chronic Condition Management			✓			✓	✓
Cancer Support			✓			✓	✓
Bariatric Resource Services			✓			✓	✓
Omada Health, Diabetes Management Solution			✓			✓	✓
Specialist Management Solutions			✓			✓	✓
Kaia Health		✓		✓		✓	✓
Specialist Care Advocates			✓			✓	✓
Fertility Solutions			✓			✓	✓
Neonatal Resource Services			✓			✓	✓
Maternity Support			✓			✓	✓
Emotional Wellbeing Solutions	✓	✓	✓		✓		✓
Self Care by AbleTo		✓		✓	✓		✓
Talkspace		✓			✓		✓
Mental health virtual visits		✓			✓		
Duke Energy WellPower Rewards				✓			✓
Health Coaching			✓	✓			✓
Real Appeal®		✓		✓			✓
Quit For Life® on Rally Coach™		✓	✓	✓			✓

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# Your connection to a better health care experience



## myHealth Connect

The myHealth Connect team includes benefit advocates and registered nurses at UnitedHealthcare who are dedicated to serving Duke Energy employees and their families. They can help you:

- Understand your benefits
- Find a network provider
- Compare treatment options
- Discuss specific symptoms
- Get support for managing a chronic condition
- Connect with resources and programs
- Resolve billing and claims questions



Call: 1-877-214-2930



Connect: [myuhc.com](https://myuhc.com)<sup>®</sup>



Chat: [UnitedHealthcare](#)<sup>®</sup> app



▶ Scan to save **myHealth Connect** to your contacts

## It's easier to connect to your plan

Your benefits include personalized digital tools that help you check in on your plan whenever you want — which helps make it easier to stay on top of your benefit details.

### Visit [myuhc.com](https://myuhc.com)

Sign up for [myuhc.com](https://myuhc.com) and get a personalized website that gives you access to your health plan details.

### Get on-the-go access

When you're out and about, the UnitedHealthcare app puts your health plan at your fingertips. Download to access your health plan ID card, find nearby care and more.



### Meet the team

Watch short videos about your myHealth Connect team at <https://myhealthconnectvideos.uhc4health.com/>

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# See a doctor whenever, wherever

Explore your options for getting care, whether it's with your doctor or a UnitedHealthcare virtual network provider.

## 24/7 Virtual Visits

For convenient, non-emergency care, see and talk virtually with a doctor through your mobile device\* or computer. UnitedHealthcare has contracted with providers who can give you a diagnosis, care tips and a prescription,† if needed. When you use a Designated Virtual Network Provider, the cost is \$60† or less. To access 24/7 Virtual Visits, sign in at [myuhc.com/virtualvisits](https://myuhc.com/virtualvisits).

## Commonly treated conditions

- Allergies
- Bladder and urinary tract infections
- Bronchitis
- Colds/flu
- Fevers
- Pink eye
- Sinus problems
- Sore throats
- Stomachaches

## What kind of virtual care might be right for you?

### Virtual Primary Care:

- Annual wellness visits
- Regular follow-ups for conditions like asthma, diabetes, etc.
- Referrals for lab tests and preventive screenings
- Referrals to quality network specialists
- Medication review and prescriptions, if needed†
- Cost aligns with primary care benefit

### 24/7 Virtual Visits:

- Non-emergency care for common health issues like the flu, fevers, sore throats, etc.
- Non-emergency care for sudden health issues like pink eye, migraines, back pain, allergies and anxiety
- Prescription refills, if needed†
- Cost aligns with 24/7 Virtual Visits benefit

\* Data rates may apply.

† Certain prescriptions may not be available, and other restrictions may apply.

‡ Rate is subject to change at any time.



## Be prepared whenever you need care

24/7 Virtual Visits are available through your [myuhc.com](https://myuhc.com) account and the UnitedHealthcare app. Sign in at [myuhc.com/virtualvisits](https://myuhc.com/virtualvisits) and complete a brief health profile before your first visit. Please note that this is different than a virtual care appointment with your primary care physician.



Scan the code to visit [myuhc.com](https://myuhc.com)



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# Medical condition programs

Through your Duke Energy Medical Plan, you and your family can connect with specialists for help handling a variety of health conditions and concerns.



## Chronic Condition Management

If you have one of the following conditions, you may receive a call or message from myHealth Connect:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease (CAD)
- Heart failure



## Cancer Support

Cancer nurse advocates are available to support you and work with your doctors to answer all your questions. Visit [myuhc.phs.com/cancerprograms](https://myuhc.phs.com/cancerprograms).



## Bariatric Resource Services

Thinking about weight-loss surgery? Get answers and info from Bariatric Resource Services. If you're having surgery, program enrollment is required and you may need to use a Bariatric Center of Excellence. Visit [myuhc.phs.com/brs](https://myuhc.phs.com/brs).



## Omada Health, Diabetes Management Solution

The Omada® prediabetes/diabetes support program offers education, blood sugar monitoring and 1-on-1 and group coaching for help building healthy habits. Visit [omadahealth.com/dukeenergy](https://omadahealth.com/dukeenergy).



## Specialist Management Solutions

If you're considering hip, knee or spine surgery, Specialist Management Solutions (SMS) can help you find a quality provider and place for your needs. Program enrollment is required for inpatient surgery. To complete your required enrollment, call myHealth Connect at **1-877-214-2930** and ask about SMS.



## Kaia Health

Get on-demand, personalized pain relief support without going to a doctor's office. Download the Kaia Health app or visit [StartKaia.com/uhc](https://StartKaia.com/uhc) to get started.



## Specialist Care Advocates

Facing surgery or a medical procedure? You have access to myHealth Connect advocates who can provide guidance, help locate network care and support you throughout the process.



## Need a second opinion?

Before you start treatment, it may be a good idea to get a second opinion. To schedule this virtual evaluation, go to [teladoc.com/medical-experts](https://teladoc.com/medical-experts) or call **1-800-835-2362**.

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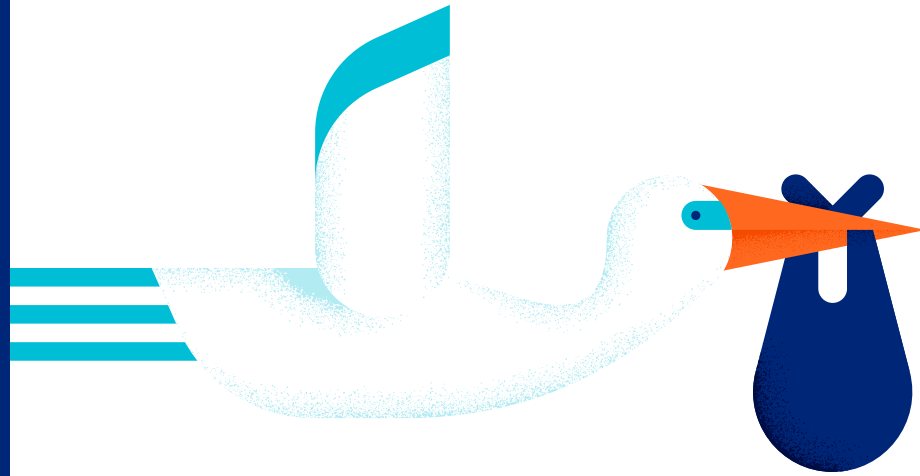
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Call myHealth Connect at **1-877-214-2930** to learn more or to connect with a registered nurse.



# Expanding your family

Duke Energy knows that every family is unique. No matter how you're looking to grow your family, support is available from these resources.



## Fertility Solutions

Work with a fertility nurse who can help guide you to treatment options and care facilities. If you're using your fertility benefits, you may be required to use a Fertility Center of Excellence for services.



## Neonatal Resource Services

If your baby (or babies) need extra care after they're born, Neonatal Resource Services gives you 1-on-1 access to an experienced nurse who can answer your questions and help make sure they get the best possible care.



## Maternity Support

Whether you're thinking about having a baby or have one already on the way, maternity support provides information and resources before and after pregnancy. Sign in at [myuhc.com/maternity](https://myuhc.com/maternity) to complete a short assessment, watch videos and more.



**Remember:** Add your baby or babies to your medical plan within 31 days of their birth (even if you already have family coverage).

For more information, search **"Expanding your Family"** on the Duke Energy Portal.

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# Mental well-being resources

Duke Energy understands that stress is a part of life. From getting in-the-moment, day-to-day support to handling long-term challenges, these resources are available to help you and your family feel your best every day.



## Employee Assistance Program (EAP)

**Emotional Wellbeing Solutions** provides confidential online and phone support to help you and your family members handle:

- Stress and anxiety
- Child and elder care
- Grief
- Family issues
- Life transitions
- Legal and financial situations

Your benefits include 8 visits (per person, per concern, per year) with a counselor by phone or in person—at no additional cost.

To connect with Emotional Wellbeing Solutions, call **1-800-985-2594**. You can also visit [liveandworkwell.com](https://liveandworkwell.com) or download the **Optum Assist app** (access code: Duke).



## On-demand support

If you're looking to build resilience and coping skills, try **Self Care by AbleTo**. It uses science-backed strategies to offer 24/7, on-demand access to self-care tools, meditations and curated content based on your needs. Sign up at [ableto.com/begin](https://ableto.com/begin), then download the **AbleTo** mindfulness app.

Connect with a licensed therapist whenever you need using **Talkspace**. Through this online therapy service, you can privately message a therapist via text, voice or video, or engage in live, confidential sessions. Register at [talkspace.com/connect](https://talkspace.com/connect), then download the **Talkspace** app.



## Mental health virtual visits

You can connect with a mental health provider from the privacy of your home, office or anywhere. Schedule a confidential virtual office visit with a licensed therapist or psychiatrist. Virtual visits are subject to deductible/co-insurance and can help with:

- Anxiety
- Addiction
- Stress
- ADD/ADHD
- Depression

To find a virtual mental health provider, log on to [liveandworkwell.com](https://liveandworkwell.com) with access code “**Duke.**” Select **Find a Resource > virtual visits > Get started.**

## Tools and resources at your fingertips

Learn about a variety of behavioral health solutions and well-being topics at [myuhc.com/mental-health](https://myuhc.com/mental-health)



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# Well-being programs

If you're looking to create some healthy new habits, these programs are available to help you set goals, get personalized support and even earn rewards.



## Duke Energy WellPower Rewards

Are you and your spouse/domestic partner looking to take control of your health—and be rewarded for it? Duke Energy WellPower Rewards offers more than 50 activities to choose from to help you reach your goals. To join, register for a WellPower account from the Duke Energy **myHR>Wellness** portal page or at [powerofvitality.com](https://powerofvitality.com).

Have questions? Call **1-866-567-0705**.



## Health Coaching

Partner with a personal coach and receive a tailored plan to help you meet your health goals. Your coach will encourage you to use tools and resources to build well-being behaviors such as:

- Making healthier food choices
- Being more active
- Improving sleep habits
- Losing weight
- Managing stress

To learn more, call **1-866-567-0705** or visit [powerofvitality.com](https://powerofvitality.com).



## Real Appeal®

This weight management and healthy living program is available at no additional cost to you. Enroll today through the website, then try the app for even more convenience. Enroll at [dukeenergy.realappeal.com](https://dukeenergy.realappeal.com).



## Quit For Life® on Rally Coach™

Work with a tobacco cessation coach to create a customized quit plan that includes nicotine replacement therapy, online coaching tools, an app and text messaging. Get started by calling **1-866-QUIT-4-LIFE (1-866-784-8454)** or visiting [myquitforlife.com/dukeenergy](https://myquitforlife.com/dukeenergy).

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The information provided under these programs is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. These programs and applications should not be used for emergency or urgent care needs. **If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room.** Participation in these programs is voluntary, restrictions and limitations may apply and is subject to the terms of use. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number that appears on your health plan ID card. Services may not be available at all times or in all locations. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Participants should consult an appropriate health care professional to determine what may be right for them. Your health information is kept confidential in accordance with the law. Member phone number services are not an insurance program and may be discontinued at any time.

The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at myuhc.com®. You should always visit myuhc.com for the most current information. **Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. You should also discuss designations with a physician before choosing him or her. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician.** Please visit myuhc.com for detailed program information and methodologies.

This document contains selected highlights of Duke Energy's employee benefits plans. If any statement herein, or any other communication, conflicts with the applicable plan documents, the plan documents will govern. Duke Energy retains the right to amend, modify or terminate its benefits plans in any respect at any time, and neither its benefits plans, nor your plan participation, will be considered a contract for future employment.

The Fertility Solutions program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this program is for your information only. It is provided as part of your health benefit plan. Program nurses and other representatives cannot diagnose problems or suggest treatment. This program is not a substitute for your doctor's care. You should consult an appropriate health care professional to determine what may be right for you. Your health information is kept confidential in accordance with the law.

Certain preventive care services are provided as specified by the Patient Protection and Affordable Care Act (PPACA), based on your age and other health factors, with no cost-sharing. The preventive care services covered are those preventive services specified in PPACA. UnitedHealthcare also covers other routine services, which may require a copayment, coinsurance or deductible. Always refer to your plan documents for your specific coverage.

24/7 Virtual Visits is a service available with a provider via video, or audio-only where permitted under state law. It is not an insurance product or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual primary care are services available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual primary care services are only available if the provider is licensed in the state that the member is located at the time of the appointment.

Omada® is a registered mark of Omada Health Inc.

Kaia provides information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Members are encouraged to discuss with their doctor how the information provided may be right for them. Your health information is kept confidential in accordance with the law.

The AbleTo mobile application should not be used for urgent care needs. AbleTo Self Care is available to members ages 13+ at no additional cost as part of your benefit plan. Self Care is not available for all groups in District of Columbia, Maryland, New York, Pennsylvania, Virginia or West Virginia and is subject to change.

Real Appeal is a voluntary weight-loss program that is offered to eligible participants as part of their benefit plan. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.

Quit For Life® provides information regarding tobacco cessation methods and related well-being support. Quit For Life does not provide clinical treatment or medical services and should not be considered a substitute for your doctor's care.

Sanvello Mobile Application is for educational purposes only. Premium access is available for members at no additional cost as part of their benefit plan. Sanvello premium is not available for all groups in New York and is subject to change.

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All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Cost and Care section. Refer to your health plan coverage documents for information regarding your specific benefits.

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