



# Resources to help build a healthy foundation



United  
Healthcare®

 DUKE  
ENERGY®

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
Virtual primary care		✓		✓			
24/7 Virtual Visits		✓		✓			
Virtual behavioral health care		✓			✓		
Virtual specialty care		✓				✓	
Chronic Condition Management			✓			✓	✓
Cancer Support			✓			✓	✓
Bariatric Resource Services			✓			✓	✓
Omada Health, Diabetes Management Solution			✓			✓	✓
Specialist Management Solutions			✓			✓	✓
Hinge Health		✓		✓		✓	✓
2nd.MD		✓	✓	✓		✓	✓
Fertility Solutions			✓			✓	✓
Neonatal Resource Services			✓			✓	✓
Maven Maternity and Family-building Support		✓	✓			✓	✓
Spring Health Employee Assistance Program (EAP)	✓	✓	✓		✓		✓
Talkspace		✓			✓		
Behavioral health providers	✓	✓			✓		
Calm Health				✓	✓		✓
Duke Energy WellPower Rewards				✓			✓
Health Coaching			✓	✓			✓
One Pass Select®				✓			
Real Appeal®		✓		✓			✓
Quit For Life®		✓	✓	✓			✓
Scripta Insights™						✓	✓

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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

### Meet the team

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



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



## Get connected to personalized digital tools



Scan to download the **UnitedHealthcare® app** or register on **myuhc.com®**. These tools may help you make the most of your health plan – find network doctors, compare estimated costs, view your health plan ID card and so much more.



Call: **1-877-214-2930**



Connect: **myuhc.com**



Chat: **UnitedHealthcare app**

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# See a doctor whenever, wherever

A wide range of treatments and therapies can be provided from these virtual care options.



## Virtual primary care

Schedule a virtual appointment with a primary care provider (PCP) and get care from the comfort and privacy of home.

### Generally good for:

- Annual wellness visits
- Follow-up visits
- Referrals for lab tests and preventive screenings
- Checkups for ongoing conditions like asthma, diabetes and more

Find a virtual primary care provider by signing in to [myuhc.com/virtualprimarycare](https://myuhc.com/virtualprimarycare) or the **UnitedHealthcare app**.



## 24/7 Virtual Visits

For convenient, nonemergency 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.

### Generally good for:

- Allergies
- Bladder and urinary tract infections
- Bronchitis
- Colds/flu or seasonal flu
- Fevers
- Pinkeye
- Sinus problems
- Sore throats
- Stomachaches

To access 24/7 Virtual Visits, download the UnitedHealthcare app or 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.

\* Data rates may apply.

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



## Virtual behavioral health care

For when you're dealing with life challenges, feeling stressed, or need to speak with a psychiatrist or therapist. Virtual behavioral health providers are available for confidential support from the privacy of home and the convenience of your mobile device\* or computer. Plus, it may be a great option for children and teens to get an appointment.

### Generally good for:

- Anxiety
- Depression
- Grief
- Stress

Find a virtual behavioral health provider at [myuhc.com](https://myuhc.com) or on the UnitedHealthcare app.



## Virtual specialty care

Get care from quality virtual specialists trained to understand your condition and deliver personalized care wherever you are.

### Generally good for:

- Back and joint pain
- Dermatology
- Gastroenterology
- Migraine care
- Sleep conditions
- Speech therapy
- Women's health

Find a virtual specialists at [myuhc.com/virtualcare](https://myuhc.com/virtualcare) or on the UnitedHealthcare app.

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



Scan the code to explore virtual care options on [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



## Specialist Management Solutions

Facing surgery or a medical procedure? Specialist Management Solutions (SMS) can provide guidance, help locate network care and support you throughout the process. Program enrollment is required for inpatient surgery. To complete your required enrollment, call myHealth Connect at **1-877-214-2930** and ask about SMS.



## 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).



## Scripta Insights™

When doctors write a prescription, they often don't know the cost of the drug. Scripta Insights (Scripta) is a prescription drug savings solution that can help you find lower prices for medications prescribed by your doctors. Employees enrolled in the Duke Energy Active Medical Plan and their covered dependents have access to Scripta's services at no additional cost. To learn more, visit [scriptainsights.com/dukeenergy](https://scriptainsights.com/dukeenergy) or call **1-866-572-7478**.



## 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).



## Hinge Health

Try Hinge Health to get virtual exercise therapy and more at no cost to you. Help reduce everyday joint and muscle aches, recover from an injury, and relieve pelvic pain and discomfort.

The program includes convenient virtual exercise sessions developed by physical therapists, unlimited 1-on-1 health coaching and motion-tracking technology for instant form correction. To learn more and enroll, visit [hinge.health/dukeenergy](https://hinge.health/dukeenergy).



## 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).



## Need a second opinion?

Before you start treatment, it may be a good idea to get a second opinion. Connect directly with experts by video from the comfort of home. Visit [2nd.MD/dukeenergy](https://2nd.MD/dukeenergy) or call **1-866-269-3534**.

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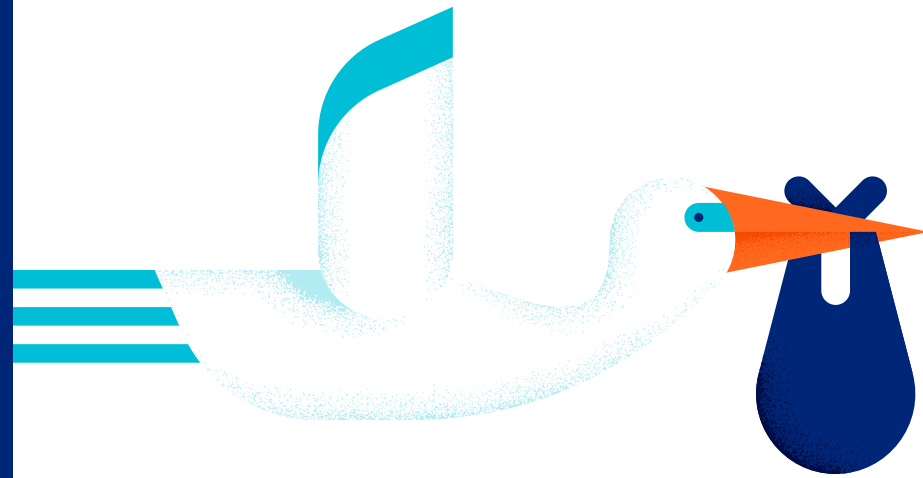
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## Questions?

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.

To learn more, contact myHealth Connect at **1-877-214-2930**.



## 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.

To learn more, contact myHealth Connect at **1-877-214-2930**.



## Maternity and Family-building Support

Whether you're thinking about having a baby or have one already on the way, Maven provides personalized 24/7 virtual support and guidance for pregnancy, postpartum and newborn care.

**With Maven, you have free access to:**

- Book video appointments and message providers from 35+ specialties
- Match with a dedicated Care Advocate for support
- Get access to hundreds of expert-vetted articles, drop-in groups and on-demand classes

Join today by visiting [mavenclinic.com/join/dukeenergy](https://mavenclinic.com/join/dukeenergy) or download the Maven Clinic app.



**Remember:** You must add your baby or babies to your medical plan within 31 days of their birth (even if you already have family coverage) if you want them covered under the Duke Energy Medical Plan.

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)

**Spring Health** provides personalized care and resources to support you and your family through any of life's challenges. Get access to:

- Personalized care plans
- No-cost therapy and coaching
- Quality, diverse providers
- Care guidance and support
- Self-guided wellness exercises
- Medication management
- Work-life services

Your benefits include up to 8 therapy sessions and 8 coaching sessions per year, available to each member at no additional cost.

To learn more and get started, visit [dukeenergy.springhealth.com](https://dukeenergy.springhealth.com) or download the Spring Health mobile app (Work-life code: **duke**). Support is available at **1-855-629-0554**.



## On-demand support

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



## Behavioral health providers for long-term needs

Connect virtually or in-person with a licensed therapist, counselor, psychologist or psychiatrist for ongoing support through your UnitedHealthcare medical plan. Find a behavioral health provider at [myuhc.com](https://myuhc.com).

## 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).



## Tap into tools and support with Calm Health

The Calm Health app provides access to a library of support for a variety of health experiences and life stages – including mindfulness content and programs created by psychologists. This information is designed to help you:

- **Learn techniques to improve well-being** – Find tools, music and sounds to help you meditate, improve focus, move mindfully and feel calm
- **Work toward goals** – Join self-guided self-care programs, and track your progress along the way
- **Support your mind and body** – Access mental health information and support to help you strengthen the mind-body connection

All included in your health plan and available at no additional cost.



Scan this code to download the Calm Health app and create an account using access code: **UHC**. You'll need your UnitedHealthcare member ID card to verify your information.

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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).



## One Pass Select®

### Flexible fitness options

Make exercise part of your routine with One Pass Select. It offers access to fitness centers throughout the country, on-demand and live-streaming fitness classes, and home grocery delivery.\* There are 5 membership tiers, starting as low as \$10 per month for a digital-only option. Available to employees and family members (18+) enrolled in a Duke Energy Medical Plan. Get started today at [OnePassSelect.com](https://OnePassSelect.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).

\*Included with Classic tier and above. Prices and participating gyms are subject to change.

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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.

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.

One Pass Select is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. Individuals should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for them. Purchasing discounted gym and fitness studio memberships may have tax implications. Employees and individuals should consult an appropriate tax professional to determine if they have any tax obligations with respect to the purchase of these discounted memberships under this program.

Omada® is a registered mark of Omada Health Inc.

Hinge Health 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.

Calm Health is not intended to diagnose or treat depression, anxiety, or any other disease or condition. The use of Calm Health is not a substitute for care by a physician or other health care provider. Any questions that you may have regarding the diagnosis, care or treatment of a medical condition should be directed to your physician or health care provider. Calm Health is a mental wellness product, and is not intended to make any mental health recommendations. Members must be 16 years or older to use the services, unless a parent or legal guardian agrees to Calm "Terms." The parent or legal guardian of a user under the age of 16 is subject to the "Terms" and responsible for their child's activity on the services.

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.

2nd.MD is not an emergency service. 2nd.MD is an independent resource to support you in receiving information from Expert Medical Specialists. 2nd.MD does not practice medicine or provide patient care and is independent from the Specialists providing the expert medical consultations.

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.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

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