Get ready to say “wow”. Because we’re inviting you to learn about a nursing opportunity that will definitely surprise you and probably inspire you. It’s a fresh new idea called Advocate4Me and it was created by an ingenious team at Optum. As a rapidly growing member of the UnitedHealth Group family, we pioneered this new approach to member services in a way that combines our deep expertise in health care plans with our goal of providing exceptional clinical care and guidance. And when we say exceptional, we mean smart, compassionate, proactive and preventive all within the context of optimizing the coverage provided to patients. In this role, a nurse like you can solve a broad range of problems and address a wider spectrum of care, for each member who calls for help. By taking a more proactive role in their care, we’re taking our members and our industry by surprise. As always, we’re pursuing a vision to help make health care work better for all. Come on. Learn more. This is truly something you never imagined and it can lead directly to your life’s best work.SM

Are you comfortable outside your comfort zone?

Call Center Registered Nurse
This expanding national program was built to bring about greater outcomes with every member inquiry. In this role, you will take calls from members and strive to achieve a maximum outcome by:

- Own and resolve all member questions and concerns about benefit coverage and claims issues
- Move beyond the policy considerations and broaden the conversation to assess health status, medical questions, compliance with care plans and important next steps
- Make additional referrals for further treatment/assessment
- Educate the member about new or emerging health issues
- Surprise our members with a combination of insurance coverage expertise and a high level of compassionate care
You’re going to love us because there’s never been anything like us.

Call Center Registered Nurse Opportunities with Optum. So consider this. Join this team and you immediately have 180,000 co-workers all over the world who are using their passion, energy and deep commitment to quality in new and inventive ways every day. Innovation is a way of life at Optum. Especially because it helps improve lives. And given the incredible changes sweeping through health care, what better team to be on? Society is recognizing the importance of proactive care, consumer choice and patient participation in their care and Optum is leading the way. Again.

As Optum developed the Advocate4Me program, we listened closely to our nurses. We’ve been evolving and improving our model of service to incorporate what they’ve told us matters most. Today, our program involves extensive orientation and extended training that goes beyond how to use your nursing knowledge over the phone. This is intensive training designed to develop your expertise in every aspect of health plan coverages and benefits interpretation. It’s hard work. But it’s as if you’re doubling your ability to play a role in patients’ lives. What’s more, you’ll be helping more patients every day than you could in a hospital or clinical setting. Truly, this is the way to raise your game and do your life’s best work.™

“You Made My Day.”

Members who call our service centers need help in how to understand and use their benefits. They expect someone to guide them through issues, apply judgment and bring the process to a conclusion. We do that. But here’s what they don’t expect. On the other end of the line, they find a compassionate and proactive clinician who takes an interest and provides guidance in their actual health situation. They’re quite pleasantly surprised to find that we want to help in ways beyond the purpose of their call. So, as we ensure that their next steps are the best steps, we earn incredible appreciation. Our nurses feel highly impactful and equally valued.

In this role, you’ll be giving up direct patient care and you’ll be leaving uniforms behind. What else can you expect in terms of new, positive aspects of the work day? Here are the highlights:

• Ability to help patients with a far greater scope of problems and issues.
• Exposure to the widest possible range of clinical health situations and patient needs that expand your clinical knowledge.
• Abundant and rich career opportunities that can take you wherever your aspirations lead.
• The resources, training and stability that you would expect within a Fortune 14 company.
• Opportunities to work from home based on how well you perform within our model (after 6-month training and evaluation period).
• Continuous feedback and guidance that helps you succeed.

Challenges

This job is not for everybody. When you think about what we’re trying to do as a team, you’ll understand some of the challenges that come with the job and why they matter.

First, we want to be responsive to callers in a way that earns their satisfaction and endorsement. That impacts our schedules and our need for you to be very disciplined about when you are in your seat and accessible. Adherence to your schedule is paramount to our consumer’s satisfaction.

Then, we’re trying to achieve all-in-one call resolution and guidance. That impacts how much attention you’ll be paying to the benefits issues and problem resolution before you put your nursing knowledge to work. Finally, we’re serving members from a wide variety of plans with a great amount of complexity. This is where the ability to multi-task comes into play. You’ll be holding a conversation at the same time that you explore potential resolutions and document in real-time using multiple computer systems.

• You’ll be giving over a lot of autonomy to the needs of our team and our customer service objectives and, as we strive for excellence, you’ll receive continuous feedback on your performance.
• You’ll be working at length on a computer while trying to meet guidelines for call length and resolution.
• You’ll be in a business or home office instead of a clinical setting.
• While you’re part of dynamic change, you’ll also need to adapt to constant change.

While you won’t work weekends or holidays, it’s not a nine-to-five schedule. To serve our members best, our hours of operation range from 8am-10pm CST. You should be available to work any 8-hour shift within this time frame to qualify. You will be assigned to a permanent shift during the job offer process. Hiring is contingent on accepting that shift.

You can experience the future or you can shape it.

Still reading? Good. You probably share our enthusiasm and passion for making a difference in new and better ways. Optum and the people you’ll work with here are forging a unique role in health care. There’s never been anything like us and we’re bound and determined to make sure that no one catches up. So as you think about this opportunity, you should imagine the next one. We’ll be inventing it soon.

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Diversity creates a healthier atmosphere: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.
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