



An exclusive ACEC Life/Health Trust alliance with multiple benefits for engineering firms

When engineering firms are part of the American Council of Engineering Companies (ACEC), they get members-only access to employee health plans through the ACEC Life/Health Trust, insured and serviced by UnitedHealthcare. Along with group-negotiated rates, advantages include:

- 1 Access to the group purchasing power of more than 1,300 firms and 95,000 members that renew 91%¹ of the time
- 2 Value-added services at no additional cost:
 - A robust wellness program
 - 24/7 access to virtual nonemergency care
 - A consumer advocacy program designed to proactively engage employees and improve health
- 3 Dedicated customer service team held to key performance metrics
- 4 More than 130 plans and programs to choose from, including plans with health savings accounts (HSAs)
- 5 Access to the nation's largest proprietary network through UnitedHealthcare, administrator of the ACEC Life/Health Trust

48M+

medical members get health benefits and coverage services from UnitedHealthcare²

1.2M+

physicians and health care professionals in our network³

6,100+

hospitals and other care facilities in our network³

Ralph Richardson

East Texas • 409-834-2480
Houston • 713-954-7274

Rvr.agent@yahoo.com
Rvrinsurance.com

**United
Healthcare**

ACEC
LIFE/HEALTH TRUST

¹ As of 2020.

² UnitedHealthcare internal analysis, Q1 2021.

³ UnitedHealthcare internal analysis, March 31, 2021.

The UnitedHealthcare plan with Health Savings Account (HSA) is a qualifying high deductible health plan (HDHP) that is designed to comply with IRS requirements so eligible enrollees may open a Health Savings Account (HSA) with a bank of their choice or through Optum Bank, Member of FDIC. The HSA refers only and specifically to the Health Savings Account that is provided in conjunction with a particular bank, such as Optum Bank, and not to the associated HDHP.

The American Council of Engineering Companies (ACEC), the ACEC Life/Health Insurance Trust and UnitedHealthcare Insurance Company are three separate legal operating entities and, as such, the organizations are governed and function independently. UnitedHealthcare's services are provided with the authorization of the ACEC Life/Health Trust. Questions related to health benefits offered through the Life/Health Trust should be directed to 1-800-573-0415. Must be UnitedHealthcare insurance license products; and HMO products do not apply. ACEC membership qualification is determined by the association. Insurance coverage provided by or through UnitedHealthcare Insurance Company, UnitedHealthcare Insurance Company of Illinois or their affiliates.



Guiding with care and compassion



A dedicated team of advocates that help support employees

Based in San Antonio, Texas and exclusive to the ACEC Life/Health Trust, our advocates are passionate about helping people and have a range of qualifications — from benefit expertise to issue resolution. When they need added support, advocates have a team of experts they can call on — from clinicians to pharmacists and others. Employees and their covered family members have just one phone number to call to reach an expert who'll listen carefully, anticipate needs and find solutions centered around:

- Benefits and claims
- Emotional health
- Well-being
- Provider search
- Health care accounts
- Complex health care support
- Pharmacy

Persistence in finding solutions

Advocates stay on the line with members until the inquiry is resolved — or the advocate team will follow up with the answer. There's no need for employees to redial — or for employers to get involved.

Anticipating future needs may lead to lower costs

Our robust data and advanced technology tools enable predictive personalization, which:

- Helps advocates quickly understand why the employee is calling before they even speak
- Alerts us to health and savings opportunities employees haven't even thought to ask about yet

90%
First-call resolution

Dedicated US-based customer service team

93%
Overall member satisfaction

Questions?

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This service 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 the program is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. The program is not an insurance program and may be discontinued at any time. Additionally, if there is any difference between this information and your coverage documents (Summary Plan Description, Schedule of Benefits, and any attached Riders and/or Amendments), your coverage documents govern.

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