UnitedHealthcare Sherpa

Supporting UnitedHealthcare members through a difficult journey when they need us most.

UnitedHealthcare's Sherpa program is designed to:

- Help make the system work better for cancer patients
- Resolve insurance-related questions and concerns
- Enable the member to focus on improved health
- Reduce workload and stress for the member and become a trusted advisor

UnitedHealthcare understands that cancer patients will face many challenges. We know the health care system is complicated and can be difficult to navigate. So we established a new program that provides a designated team of expert advisors to give our members valuable help and guidance.

Cancer patients need support, and our designated team of Customer Care advisors can assist them with claims, authorizations, finding doctors, understanding benefits, recommending health resources and other concerns they may have. Our goal is to reduce the time and effort cancer patients may spend on insurance and paperwork allowing them to remain focused on what is most important: their health.

Member comments

"I appreciate you, this is so rare. You [UnitedHealthcare] have created a new page for health care… Thank you, thank you."

"I appreciate your help. I know who to go to when I need help. If you can't help, you can steer me in the right direction. That's what I need."

UnitedHealthcare®

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