



Beyond health

Without his pilot badge, Samuel would have missed the flight he was piloting.

Samuel had been a pilot for 5 months. He arrived at JFK airport to co-pilot a flight. He realized he forgot his badge at the hotel. TSA wouldn't let him through without his badge. He was desperately looking through all of his IDs and cards. Knowing he didn't have time to get to the hotel and back, he called the number on the back of his insurance card as a last resort.

Lucky, an Optum advisor, answered the phone. He'd never encountered a request like this before, but he was determined to help Samuel. He started by contacting the HR department of where Samuel worked.

The HR team quickly got in touch with the airport which then connected him to a fellow crew member who verified Samuel's identity. TSA was also on the line being notified of the situation. After all of the appropriate approvals, Samuel made the flight just in time. He felt relieved to have Lucky so willing to help with a problem that had nothing to do with his insurance or benefits.



“

Lucky had my back during a random situation. Thanks to him, my flight left on time.

— Sam, an Advocacy consumer



Stock photo used. Employee name changed to protect their privacy.

© 2018 Optum, Inc. All rights reserved. W765742 07/18