

Welcome to the Bariatric Resource Services (BRS) program.



1 The first step in your weight-loss journey is to enroll in BRS by calling **1-888-936-7246 TTY 711**. For many health plans, enrollment is required to activate the obesity surgery benefit. In addition to weight loss, this program is designed to help you successfully reach your long-term health goals.



2 When you call, an enrollment specialist will recommend Centers of Excellence (COE)* facilities near you. The enrollment specialist will also schedule a call with a nurse case manager, who will support you through pre- and post-surgery.

Action: Contact BRS COEs near you to select a facility and surgeon. Ask about info sessions, weight-loss groups and other support programs offered.



3 During your first call, a nurse may talk with you about requirements for surgery approval. These requirements may include a 6-month weight-loss program and psychological evaluation. A nurse can also answer questions about our COE's and help you manage other chronic conditions.

Action: Begin a pre-surgery weight-loss program, supervised by a physician.

Action: Contact a licensed mental health provider for a behavioral health evaluation. This can help determine if you're ready for surgery and lifestyle changes that may lead to your success.



4 As you take pre-surgery steps, a nurse will call to follow up, check your progress and provide ongoing support and encouragement.



5 Once you've met the pre-surgery requirements, your surgeon will submit the surgery authorization request to BRS. This authorization may include your diet history and psychological evaluation if required by your plan. Through this journey, you may find success losing a significant amount of weight during your surgery preparatory program and decide not to have surgery. Inform a BRS nurse if you decide against surgery.



6 You've met all requirements and have been approved for surgery at the recommended COE facility.



7 Within 1 week after surgery, a nurse will call to help support you in recovery.



8 About 30 days post-surgery, a nurse will call to find out how you're progressing. Together, you can talk about how you'll reach your long-term goals.

You are now on the path to better health. Congratulations on your success.

For more information about Bariatric Resource Services, visit myuhc.phs.com/brs.



*The UnitedHealthcare COE network gives you access to many high-quality facilities and doctors in the United States.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

This 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 the nurse support service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Please discuss with your doctor how the information provided is right for you. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time. The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct healthcare services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted healthcare professional or medical center.