Welcome to Two-Minute Tuesday.
I’m Camille Evans and with me is Amy Hertog, a Nurse Liaison from UnitedHealthcare who is assigned to Pinellas County.
Welcome aboard, Amy!

Amy: Thanks - I’m glad to be here!

Camille: So what does a Nurse Liaison do?
Amy:
• Employees can think of me as a navigator on their ship (turning wheel) working to steer them to the resources they need.
• Many employees aren’t aware of all the tools and resources offered by UnitedHealthcare…
• … and that’s where I come in!

Camille: What’s your background, Amy?
Amy:
• I’ve been a registered nurse for 20 years.
• I’ve worked in many areas including cardiology, medical-surgical care, and wound care.
• My most recent job was at a trauma center so this will be a very different environment for me.

Camille: What services do you provide?
Amy:
• I connect County employees with UnitedHealthcare resources….
• … and provide education and counseling.

For example, I can help you:
• Find a doctor
• Use the myUHC website and Health4Me app
• Perform basic screenings for employees such as blood pressure checks
• Use the Cost Estimator Tool to compare costs for a treatment or procedure such as an MRI
• Find the resources to manage a disease or medications … and …
• Provide referrals to programs

Any information shared with me is strictly confidential and will not be shared with your employer or coworkers.

Camille: What services do you NOT provide?
Amy:
• I won’t be providing hands-on nursing services such as drawing blood or giving flu shots nor can I diagnose any medical conditions.
• Also I can’t provide claims assistance.…
• But I can direct you where you need to go.
• If you need any of the items just mentioned – those services are easily available elsewhere…
• …such as by going to your doctor’s office or a clinic, or by calling United Healthcare, the Nurse line, or the HR benefits staff.
Camille: Are you available to do presentations?

Amy:
- Yes I would love to provide on-site educational programs or screenings.
- I can offer presentations on many different topics, such as healthy heart, men’s health, or understanding diabetes.
- Speaking of diabetes, I had gestational diabetes and right now I’m fighting pre-diabetes.
- I’ve made some lifestyle changes to avoid developing diabetes so I have a lot of good ideas to share on this disease in particular.

Amy:
- Here’s my contact info. [ (727) 464-5579 ]
- Please note that my email address is not in Outlook since I am an employee of UnitedHealthcare assigned to Pinellas County.
- My email address is amy_hertog@uhc.com

Camille:
Thanks for tuning in to Two-Minute Tuesday.
To subscribe or watch previous episodes, visit us online.
For more information about Amy, visit www.pinellascounty.org/hr/nurse