

## SERVICE

# ACF Partners® — Getting Better All The Time



*Nothing beats a great partner — especially one that improves with age. United American's ACF Partners discount services program for Medicare Supplement policyholders now offers even more value. To go with the already significant savings on prescriptions, chiropractic care, dental care, eye care and hearing care, ACF Partners also offers new discounts on vitamin and nutritional supplements as well as travel. Plus, the enhanced program provides access to unbeatable services like a 24-Hour Nurse Line and Travel Assist. All of these great program advantages are available for just \$5 monthly! Take a look at these new features and see why you and your customers have found the right partner in UA.*

## Vitamins & Nutritional Supplements

In today's health-conscious society, nutritional supplements are becoming an important part of people's everyday routine. Now, a special arrangement with SDV, one of the most respected manufacturers and cataloguers of quality supplements, gives ACF Partners enrollees a chance to receive an additional 5% discount off SDV's already low prices on **Vitamins and Nutritional Supplements**.

Members order their free catalog by calling an 800#. This mail order catalog features more than 150 vitamins, herbs and nutritional supplements to choose from — and monthly specials offer even more savings!

## ITC-50 Travel Plan

Whether a frequent or occasional traveler, customers can't beat **International Travel Card (ITC-50)** discounts. More than 4,000 hotels and motels throughout the U.S. and abroad participate in this program that saves up to 50% off published room rates at participating hotels: **Doubletree, Marriott Suites & Hotels, Fairfield Inn, Ramada Inn, Hilton, Red Roof Inn, Hyatt** and more!

Plus, using this service offers individuals affordable car rental prices from **Alamo, Avis, Hertz** and **National Car Rental**. Discounts of up to 20% apply to daily, weekly, promotional and holiday rates as well as some weekend rates. Prices are based on type of car rented and area of the country.

## 24-Hour Nurse Line

Customers don't have to be confused by the complexity of health care thanks to the ACF Partners' **24-Hour Nurse Line**. Professional registered nurses man phones 24-hours a day seven days a week to assist in:

- helping customers formulate questions to ask their doctor
- explaining what to expect during medical procedures and tests
- answering questions regarding diagnostic and surgical procedures, medication, etc.

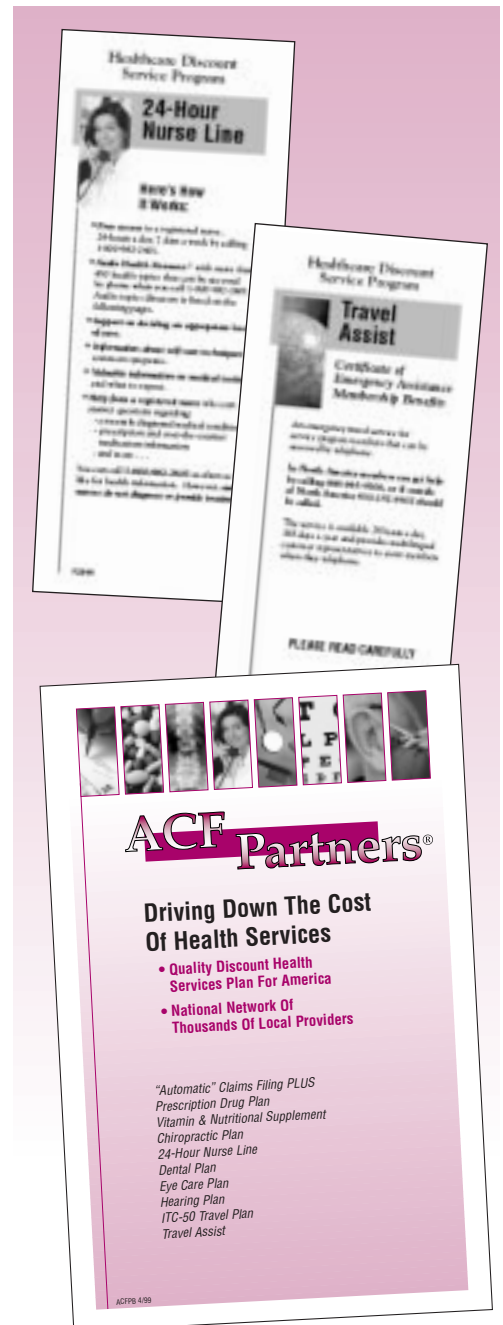
The Nurse Line also offers access to information with **Audio Health Resource<sup>sm</sup>**. Through the resource directory, clients can receive prerecorded information on more than 450 health-related topics.

**Note: Nurses do not diagnose or provide treatment. All medical information remains confidential.**

## Travel Assist

When traveling in the U.S. or abroad, a wide variety of travel related emergencies can be handled smoothly when members contact **Travel Assist**. In the event of an emergency, customer service representatives can assist members in the following areas:

- 24-hour information service
- Language assistance by telephone
- Legal Assistance
- Lost documentation
- Medical monitoring
- Medical referral
- Transportation of escort
- Transportation of mortal remains
- Much, much more!



### New ACF Partners Materials for Agent/Customer Use

**New** Med-Supp policyholders will be offered the expanded ACF Partners program for the low cost of \$5 a month beginning with applications dated and signed June 1, 1999. **Current** policyholders will be included at a later date.

Remember, **Texas** and **Arizona** require state special ProCare app/brochures which indicate the ACF Partners fee. These brochures are being updated. Continue using existing app/brochures until new ones are available.