Welcome to Your Health Improvement Guide
Welcome to Your Health Improvement Guide

Our health is our greatest asset. That’s why Jones Lang LaSalle partners with you to help you achieve your best health possible. We all know that achieving and maintaining health isn’t always easy; but, that’s no excuse. There are steps each one of us can take — some big, some small — to improve our health both as individuals and as a company. Reading this guide is an important first step.

In this guide, you will find a detailed listing of many of the health and wellness programs and tools available at no cost to employees of Jones Lang LaSalle and their dependents who are enrolled in a UnitedHealthcare medical plan. All of the programs are completely voluntary and 100 percent confidential. These programs are designed to help you improve your health and reduce your health care costs.

Please review this guide as often as needed. It is helpful to familiarize yourself with these resources so that you can quickly access any of the tools when you need them most. Just click on the At-a-Glance table (pages 2-3) to quickly find the information you’re looking for.

Please note that if UnitedHealthcare finds that you or one of your enrolled dependents might benefit from participating in an available support program that you haven’t already self-enrolled in, a nurse or engagement specialist may call you directly. In order to protect your privacy, you may receive a message similar to the one below:

"Hello, this is UnitedHealthcare calling for YOUR NAME. We’re calling to share some important health information. We do need to speak with you, so please call us back, toll-free at xxx-xxxx-xxxx. Again, the number is xxx-xxxx-xxxx. Thank you and have a good [day/evening]. Goodbye."

We strongly encourage you to return the call at a time that is convenient for you. After all, it’s better health calling!

Important note about privacy: Jones Lang LaSalle is sensitive to privacy issues. Business practices are in full compliance with the privacy requirements under the Health Insurance Portability and Accountability Act (HIPAA).

Wishing you good health,
Your Jones Lang LaSalle Benefits Team
## At-a-Glance

### Your 2012 Health Improvement Programs

Click on the program names below for more detailed information.

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<th>Program Name</th>
<th>How It Can Help</th>
<th>Get Started</th>
<th>Get Connected</th>
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<tr>
<td><strong>Health Rewards Program</strong></td>
<td>• Receive a personalized action plan to improve your health.</td>
<td>• View your personal scorecard on the Health Rewards program website and identify point opportunities.</td>
<td>Call +1 800 996 2057 and say “Health Rewards.”</td>
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<td></td>
<td>• Earn points for completing health actions that add up to Health Bonuses (up to $300 for most participants).</td>
<td>• Schedule an annual wellness exam/biometric screening with your primary physician.</td>
<td>Visit <a href="https://uhckerwards.healthinsight.com/jll">https://uhckerwards.healthinsight.com/jll</a>.</td>
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</tbody>
</table>
| **Telephonic Wellness Coaching Program** | • Work with your own personal Wellness Coach at times that fit with your schedule on a variety of topics, including:  
- Weight loss  
- Exercise  
- Nutrition  
- Diabetes  
- Heart health  
- Stress  
- Improve your health and potentially reduce your risk for disease.  
- Earn points under the Health Rewards program, if appropriate. | • Contact myNurseLineSM for more information about this program.  
• Respond to communications and/or phone calls from UnitedHealthcare Wellness Coaches. | Call +1 800 996 2057 and say “Health Empowerment.”                                                  |
| **Online Wellness Coaching**  | • Receive support from an Online Wellness Coach to help you lose weight, eat better or exercise more. | • Enroll in an Online Wellness Coaching Program to get the support you need to reach your wellness goals.  
• Log on to myuhc.com® and click on the “Health & Wellness” section on the homepage, then “Online Health Coach.” |                                                                                                   |
| **UnitedHealth Allies**       | • Access discounts on weight loss programs, fitness centers, fitness equipment and more. | • Visit the UnitedHealth Allies website to see which products you may be interested in.  
• Log on to myuhc.com and click on the “Health & Wellness” section, then “Extra Programs & Discounts.” |                                                                                                   |
| **Telephonic Wellness Coaching** | • Get personalized support from a Wellness Coach to help you quit and stay quit.  
• Receive information about your nicotine replacement therapy prescription benefit. | • Contact myNurseLineSM for more information about this program. | Call +1 800 996 2057 and say “Health Empowerment.”                                                  |
| **Healthy Back Program**      | • Receive information from a specially trained nurse to help you cope with back pain.  
• Get help evaluating your treatment options.  
• Get help connecting to the right provider. | • Contact myNurseLineSM for more information about this program. | Call +1 800 996 2057 and say “Health Empowerment.”                                                  |
| **Healthy Pregnancy Program** | • Receive information and personalized support from a specially trained maternity nurse to help you manage your pregnancy or family planning needs.  
• Receive a free book to help prepare for your baby.  
• Receive a referral to the Specialty Neonatal Care Program, if needed. | • Contact myNurseLineSM for more information about this program. | Call +1 800 996 2057 and say “Health Empowerment.”                                                  |
| **myNurseLine**               | • Get answers to health questions any time, day or night, from a registered nurse.  
• Get connected to all of the available Health Improvement Programs.  
• Get help determining the best treatment option and place for care.  
• Get help managing a chronic condition. | • Contact myNurseLineSM. | Call +1 800 996 2057 and say “Health Empowerment.” Available 24 hours a day, seven days a week. |
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<th>ONLINE SUPPORT</th>
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<tr>
<td><strong>myuhc.com</strong></td>
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<tr>
<td>• View your claims activity.</td>
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<tr>
<td>• Find a network doctor or hospital.</td>
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<tr>
<td>• Estimate treatment costs.</td>
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<tr>
<td>• Manage your health care expenses with Quicken Health Expense Tracker.®</td>
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<tr>
<td>• Work with an Online Wellness Coach.</td>
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<tr>
<td>• Use health improvement tools and trackers.</td>
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<tr>
<td>• Create a personal health record.</td>
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<tr>
<td>• Access UnitedHealth Allies.</td>
</tr>
<tr>
<td>• Familiarize yourself with the many tools and resources on myuhc.com.</td>
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<td><img src="image" alt="Visit myuhc.com." /></td>
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<th><strong>Health Assessment</strong></th>
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<tr>
<td>• Learn more about your current health status.</td>
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<td>• Receive instant feedback on your health and tips to manage any concerns.</td>
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<tr>
<td>• Complete the Health Assessment any time during the year.</td>
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<tr>
<td>• Utilize health improvement resources including Online Wellness Coaching Programs.</td>
</tr>
<tr>
<td><img src="image" alt="Log on to myuhc.com and click on the “Health Assessment” button on the homepage." /></td>
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<tr>
<th><strong>UnitedHealth Allies®</strong></th>
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<tr>
<td>• Receive discounts of up to 10 percent to 50 percent on health and wellness products, including fitness clubs, weight management programs and more.</td>
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<tr>
<td>• Visit the UnitedHealth Allies website to see which products you may be interested in.</td>
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<tr>
<td><img src="image" alt="Log on to myuhc.com and click on the “Health &amp; Wellness” section, then “Extra Programs &amp; Discounts.”" /></td>
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<th><strong>Source4Women</strong></th>
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<tr>
<td>• Find information and resources to help you manage your own health and the health of your family.</td>
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<tr>
<td>• Attend free webinars on a variety of health topics from industry experts.</td>
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<tr>
<td>• Visit the Source4Women website to find useful information and register for upcoming webinars.</td>
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<td><img src="image" alt="Visit uhc.com/source4women. (No username or password required.)" /></td>
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<th>ONGOING CHRONIC CONDITIONS</th>
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<tr>
<td><strong>Disease Management Programs</strong></td>
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<tr>
<td>• Get help from a specially trained nurse to manage an ongoing condition, including:</td>
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<tr>
<td>- Asthma</td>
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<tr>
<td>- Coronary Artery Disease</td>
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<tr>
<td>- Diabetes</td>
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<tr>
<td>- Heart failure</td>
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<tr>
<td>• Get recommendations to reduce your health risks and improve your overall health based on your doctor’s treatment plan.</td>
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<tr>
<td>• Get help evaluating your treatment options.</td>
</tr>
<tr>
<td>• Get help connecting to the right provider.</td>
</tr>
<tr>
<td>• Contact myNurseLine for more information about this program.</td>
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<tr>
<td><img src="image" alt="Call +1 800 996 2057 and say “Health Empowerment.”" /></td>
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<th>CANCER</th>
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<tr>
<td><strong>Cancer Support Program</strong></td>
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<tr>
<td>• Get personalized support from a specially trained oncology nurse who can help you cope with a cancer diagnosis.</td>
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<tr>
<td>• Get help sorting through all of the information related to your diagnosis.</td>
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<tr>
<td>• Get recommendations on treatment options and Centers of Excellence for care.</td>
</tr>
<tr>
<td>• Contact myNurseLine for more information about this program.</td>
</tr>
<tr>
<td><img src="image" alt="Call +1 800 996 2057 and say “Health Empowerment.”" /></td>
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<th>MENTAL HEALTH</th>
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<tr>
<td><strong>GuidanceResources® Employee Assistance Program (EAP)</strong></td>
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<tr>
<td>• Get support from a Guidance Consultant to cope with life’s challenges.</td>
</tr>
<tr>
<td>• Receive referrals to local mental health providers.</td>
</tr>
<tr>
<td>• Get connected to a financial or legal representative.</td>
</tr>
<tr>
<td>• Contact a Guidance Consultant to get the support you need.</td>
</tr>
<tr>
<td>• Visit GuidanceResources Online to get expert information on a variety of topics.</td>
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<tr>
<td><img src="image" alt="Call +1 800 272 7255. Available 24 hours a day, seven days a week." /></td>
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<tr>
<td><img src="image" alt="Visit guidanceresources.com. (employee password: JLL101)" /></td>
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<th><strong>Behavioral Health Program</strong></th>
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<tr>
<td>• Get help coping with mental health or emotional issues from a Behavioral Health Specialist.</td>
</tr>
<tr>
<td>• Receive confidential support for everyday challenges, such as work/life balance and more serious concerns, such as depression.</td>
</tr>
<tr>
<td>• Contact myNurseLine for more information about this program.</td>
</tr>
<tr>
<td><img src="image" alt="Call +1 800 996 2057 and say “Health Empowerment.” Available 24 hours a day, seven days a week." /></td>
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Jones Lang LaSalle wants to partner with you to help you achieve your best health possible. That’s why we offer the Health Rewards program, powered by UnitedHealth Personal Rewards, to support proven, healthy actions and offer you the opportunity to earn Health Bonuses. If you and your spouse/domestic partner enroll in UnitedHealthcare’s medical coverage for 2012, you are both automatically enrolled in the Health Rewards program.

How it works:
Know the numbers that matter. You and your covered spouse/domestic partner can complete biometric screening for four markers — BMI (body mass index), LDL cholesterol, fasting blood sugar or Hemoglobin A1c, and blood pressure — at your doctor’s office, an onsite screening at a Jones Lang LaSalle location or a convenience care center located in many retail stores.

Earn points and get money. You earn points for completing the screening (50 points) and achieving target biometric values.* Remember, you must submit the Provider Notification Form with your biometric values to UnitedHealthcare to receive the associated points unless you complete an onsite screening. Each point you earn equals $1 towards a Health Bonus (up to $300 per person**). Bonuses will be paid out three times — in May 2012, September 2012 and April 2013.

Meet your wellness coach. If you are unable to meet a target biometric value, points can be earned by completing a UnitedHealthcare telephonic wellness coaching program. See page 6 of this guide to see how telephonic wellness coaching works.

Want your bonus? UnitedHealthcare needs your information. Follow these simple steps to make sure you receive credit for your biometric screening performed at your doctor’s office or convenience care center.

1. Before going to your appointment, go to your online scorecard and print out the Provider Notification Form.
2. Ask your provider to complete the form.
3. Fax the completed form back to UnitedHealthcare using the fax number on the form, or ask your provider to fax it back.

Track your progress. You’ll automatically receive a personalized scorecard in the mail periodically throughout the year. You can also view your scorecard online any time at https://uhcrewards.healthinsight.com/jll.

Become a Biometric Champion. Receive 50 BONUS POINTS after earning points for all four biometric values!

* If it is unreasonably difficult due to a medical condition for you to achieve a target biometric value or complete a health action under the Health Rewards program, or if it is medically unadvisable to do so, you can ask your provider for an exception to receive the points associated with that health action.

** Members with diabetes have the opportunity to complete additional health actions and earn up to a $375 Health Bonus.

As in years past, medical premiums will likely go up in 2013. Consider using your $300 Health Bonus (or $600 Health Bonus if your covered spouse/domestic partner participates) to help offset the rising costs of health care.
Get connected

Visit Jones Lang LaSalle’s benefits Connect site for more information about the Health Rewards program, including Frequently Asked Questions and the latest announcements. View your online scorecard any time at https://uhcrewards.healthinsight.com/jll.

Call +1 800 996 2057 and say “Health Rewards” when asked what you are calling about. Hours: Monday – Friday, 8 a.m. – 8 p.m., all U.S. continental time zones.

Don’t forget

Many doctors book appointments months in advance, so call today to schedule your biometric screening to ensure you have time to complete a telephonic wellness coaching program if needed.

Don’t leave money on the table!

View your online scorecard at https://uhcrewards.healthinsight.com/jll to see what you can do to earn points that add up to Health Bonuses. (You will need to create a username and password if you haven’t visited the site previously.)
The Telephonic Wellness Coaching Program connects you to your own Wellness Coach who can help you understand your health risks and give you information and tools to help you make healthy decisions.

Wellness Coaches can:
- Help you set realistic goals and measure progress
- Provide you with supportive tips and useful tools
- Cheer you on as you meet milestones

Contact a Wellness Coach if you are looking to get healthy and could use some additional support in any of the following areas:
- Weight management
- Tobacco cessation*
- Exercise
- Stress management
- Nutrition
- Diabetes
- Heart health

*Your Wellness Coach can educate you on your nicotine replacement therapy prescription benefit, if necessary.

How does Wellness Coaching work?
You’ll work one-on-one with the same Wellness Coach to develop a plan based on your needs and lifestyle. Wellness Coaches are professionals in fields such as psychology, nutrition and health education, and can work with you in many ways — over the phone, with interactive online tools and through the mail. All information shared with your Wellness Coach is confidential.

Telephonic Wellness Coaching Programs typically take three to six months and between three to five calls to complete. Calls are scheduled at your convenience.

Here is an example of what your Wellness Coaching experience may look like:

First call with Wellness Coach:
- Discuss health issues
- Set goals
- Develop action plan

Future calls with Wellness Coach:
- Review action plan
- Celebrate successes
- Adjust or modify activities
- Set new short-term goals

Final call with Wellness Coach:
- Evaluate progress toward goals
- Reset long-term goals
- Manage obstacles
- Discuss other support tools and resources

NOTE: There is no limit to how often you can talk to a Wellness Coach.

Get connected
If your claims activity or health assessment responses suggest you may benefit from a Telephonic Wellness Coaching Program, an engagement specialist may call you directly.

Call +1 800 996 2057 and say “Health Empowerment” when asked what you are calling about.
Hours: Monday – Thursday, 7 a.m. – 10 p.m. CST.
Friday, 7 a.m. – 7 p.m. CST.
Saturday, 8 a.m. – 4:30 p.m. CST.

Don’t forget
To receive points under the 2012 Health Rewards program for completing a Telephonic Wellness Coaching Program you must enroll by October 1, 2012.

Completing health actions identified with this icon may earn you points under the Health Rewards program.

*Based on 2010 program participant survey responses. Results are not specific to Jones Lang LaSalle participants.
Healthy Back Program

Tying a shoe.
Going for a walk.
Taking out the garbage.
Sitting at your desk.
Getting a good night’s sleep.

If you live with low back pain, even these daily activities can be a challenge.

The Healthy Back Program is a specialized program providing individuals with lower back pain — one of the most commonly diagnosed health conditions in the country — the personal support and information needed to learn effective ways to manage back pain.

How does the Healthy Back Program work?
You'll receive support and information about your condition from a specially trained nurse. The nurse can help answer questions you may have about different treatment options and help you work with your doctor more effectively. Through self-care tips, educational materials and access to additional resources, the program can help you take a more active role in your health.

Get connected
If your claims activity suggests you might benefit from the Healthy Back Program, a nurse may call you directly.

Visit myhealthyback.com to access self-care tips and interactive tools to help you track your progress as you manage your back pain.

Call +1 800 996 2057 and say “Health Empowerment” when asked what you are calling about.
Hours: Monday – Friday, 7 a.m. – 7 p.m. CST.

Don’t forget
The Healthy Back Program is offered at no additional cost to you. Plus, the program is entirely voluntary, and your health information will be kept private in accordance with the Health Insurance Portability and Accountability Act (HIPPA).

Click here to return to At-a-Glance table.
Healthy Pregnancy Program

If you are pregnant, Jones Lang LaSalle wants to help make sure you have a smooth pregnancy and delivery, as well as make sure your baby is healthy. That's why we are offering the Healthy Pregnancy Program to eligible members.

It is best to enroll during the first trimester of pregnancy. But you can enroll whenever you like, up through your 34th week of pregnancy.

Personal attention at every stage
When you enroll in the Healthy Pregnancy Program, a care coordinator will consult with you via phone to help you determine what risks or complications, if any, could arise during your pregnancy. The program will help you learn and practice healthy pregnancy habits and protect the well-being of your baby. If you have individual needs, a Healthy Pregnancy Program nurse will provide one-on-one support throughout your pregnancy.

After delivery, many moms still find they need support or answers to their questions. Experienced nurses are available to talk by phone, even after your baby is born.

Complimentary gift for you and baby
Enroll in the Healthy Pregnancy Program and you’ll receive Your Journey Through Pregnancy, a book that will help you learn more about your nine-month journey along with money-saving coupons for many baby products.

Get connected
If your claims activity suggests you may benefit from the Healthy Pregnancy Program, a nurse may call you directly.

- Visit healthy-pregnancy.com to access articles on nutrition, exercise, childbirth preparation, tips for dads and more.
- Call +1 800 996 2057 and say “Health Empowerment” when asked what you are calling about.
  Hours: Monday – Friday, 7 a.m. – 7 p.m. CST.

Don’t forget
Jones Lang LaSalle knows that being a working parent can be difficult. The Back-Up Care Advantage Program provides you with center-based or in-home back-up child care for a small fee when your regular care giver is unavailable. For more information visit www.brighthorizons.com/advantage. (User Name: JLL Password: Backup1)
myNurseLine

My son came home from soccer with a sore ankle. What do I do?
I have diabetes. How can I manage my condition and stay healthy?
I’ve been diagnosed with breast cancer. How do I know what treatment option is right for me?

When you have a health concern like those listed above, it can be difficult and time-consuming to find the information you need. myNurseLine provides immediate, toll-free telephone access to experienced licensed nurses who can assist you with a wide range of health care questions and concerns. A nurse can help you:

- Find a network doctor or hospital
- Decide where to seek care
- Get answers to medication questions
- Connect to available support programs
- Develop and maintain healthy living habits

Take charge of your health
myNurseLine nurses provide reliable information based on the latest medical and professional guidelines. myNurseLine also gives you access to an audio health information library. Choose from more than 1,100 health and well-being topics, with 600 messages available in Spanish. Services are available in 140 languages and for callers with hearing impairments.

Experienced professionals
myNurseLine nurses have an average of 15 years clinical nursing experience. They are an excellent resource when you need help choosing care, managing a chronic condition, understanding treatment options and more.

myNurseLine cannot diagnose problems or recommend specific treatment. The information provided through myNurseLine is not a substitute for your doctor’s care.

Get connected
Call +1 800 996 2057 and say “Health Empowerment” when asked what you are calling about.
Hours: 24 hours a day, seven days a week.

Don’t forget
myNurseLine nurses can connect you to all of the available health improvement programs listed in this guide.

Save the myNurseLine number – +1 800 996 2057 – into your cell phone for instant access when you need it most.
myuhc.com is your UnitedHealthcare member website where you can quickly view your claims and find a network provider. The site is full of useful tools to help make managing your health care easier.

Here are just a few of the online resources available to you on the site:

**Quicken Health Expense Tracker**
Track your health care expenses the easy way. This online tool provides a clear breakdown of medical claims, helping you understand what to pay and why.

- **Save time:** Pay your medical bills online, and quickly find out if a medical bill has been paid.
- **Save money:** Track your medical spending, so that you can budget for the future.
- **Save paper:** Access your claims history electronically.

**Treatment Cost Estimator**
This easy-to-use online tool can help you budget for a medical treatment. Results are personalized to your health plan, physician and ZIP Code. With the Treatment Cost Estimator, you can:

- Search and explore cost estimates of different treatments
- Compare network and non-network cost estimates
- Learn how the cost of a procedure affects your health account balances

**Health & Wellness Section**
Find a variety of health and wellness information and tools including:

- **Wellness Coach Support:** Online Wellness Coaching Programs can help you reach your wellness goals on your own schedule. Online programs can help you:
  - Lose weight
  - Stop smoking
  - Relieve stress
  - Exercise more
  - Improve your heart health
  - Practice better nutrition

- **Personal Health Record:** Organize and store all of your health information in one place. Your personal health record helps you easily keep track of your family’s health history.

**Get connected**

- **Visit myuhc.com.** All Jones Lang LaSalle employees and their dependents (age 18 or older) enrolled in a UnitedHealthcare medical plan can register on the site.
- **For assistance or questions about the site, call +1 800 996 2057.** Hours: Monday – Friday, 8 a.m. – 8 p.m., all U.S. continental time zones.

**Don’t forget**

- **Registration on myuhc.com** is easy. Just click on the “Register Now” link and create a username and password. Be sure to have your UnitedHealthcare plan ID card handy when you register.

Quicken Health Expense Tracker is a registered trademark of Intuit, Inc.
Health Assessment

The confidential health assessment on myuhc.com takes only 15 minutes to complete and provides you with an instant snapshot of your current health status. You’ll also receive feedback and tips on ways to help you improve your health.

In order to complete your health assessment and receive the most accurate feedback, know the following four health screening (biometric) numbers:

- Height/weight
- Blood pressure
- Total cholesterol
- HDL cholesterol

A note about confidentiality
The health assessment is administered by the University of Michigan. Your results are shared with UnitedHealthcare to match you with support programs to help you reach your health goals. Jones Lang LaSalle will not have access to your individual results.

To begin a discussion with your doctor about your health risks, share a copy of your health assessment results with him or her during your next visit.

Additional Online Tools

The following are additional online tools and resources available to ALL Jones Lang LaSalle employees:

Source4Women
Women typically make most of the health care decisions for themselves and their families. On www.uhc.com/Source4Women, you’ll find information and resources to help you manage your own health and the health of your family. Plus, you can:

- Read blogs from nationally respected health care professionals
- Watch video clips from “America’s Doctor,” Dr. Oz, and breast cancer survivor Olivia Newton-John
- Participate in online seminars
- Connect with other women in private online communities

Online Videos

- Where to Go for Care: The emergency room may not be your best place for care. Learn about all your care setting options at www.ergen.uhc4health.com.
- Diabetes: Watch this three-part video that will educate you on the facts about pre-diabetes, diabetes and what you can do to manage the disease at www.diabetes.uhc4health.com.
- Preventive Care: Watch this video to see what is recommended and how to get the care you need at www.preventive.uhc4health.com.

Get connected

Log on to myuhc.com and click on the “Health Assessment” button on the homepage.

Don’t forget

If your health assessment results suggest you may benefit from an available support program, a nurse or engagement specialist may call you directly.

Get connected

Visit the websites listed on this page. You do not need a username or password to access any of the sites.

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UnitedHealth Allies

UnitedHealth Allies helps you and your family save 10 to 50 percent on many health and wellness purchases not included under your UnitedHealthcare medical plan.

So many ways to save

Save on these wellness resources to help you live a healthier life:

- Weight management from Jenny Craig® and other popular programs
- Nutrition counseling
- Fitness clubs from the nationwide discount network (see chart below)
- Fitness equipment and apparel
- Natural products and foods
- Stress reduction and relaxation resources
- Online and telephonic tobacco cessation programs
- And more

Get fit and save

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<th>Discount Plan</th>
<th>Benefits</th>
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| Anytime Fitness | • New members receive a free personal fitness orientation  
                    • 50 percent off the enrollment fee; 10 percent off monthly dues  
                    • Free additional month with a 12-month membership (must be paid in full)  
                    • Free seven-day trial passes |
| My Gym Children’s Fitness Centers | • $30 off the Lifetime Membership  
                                       • Five percent off the monthly fee |
| Bally Total Fitness® | • Free enrollment  
                           • 10-20 percent off Premier National Access membership monthly dues  
                           • Best Start™ Workout with a personal trainer  
                           • Free kid’s club (maximum one child, two hours per day) |
| Curves | • $44 one-time enrollment fee  
          • Special pricing on monthly dues on a 12-month Commitment membership |
| Snap Fitness | • Free enrollment  
                  • 10 percent off monthly dues on either the standard membership or enhanced easyFIT program with membership |
| Gold’s Gym | • Enrollment fee of $49 for all locations  
                • 20 percent discount on all membership dues |

Get connected

Log on to myuhc.com and click on the “Health & Wellness” section, then “Extra Programs & Discounts.” You can also log on to unitedhealthallies.com directly using your myuhc.com username and password.

Don’t forget

Why pay full price for your out-of-pocket health care expenses? Use the UnitedHealth Allies health discount program and save! Check the site often as new discounts are regularly added.

The UnitedHealth Allies® discount plan is administered by HealthAllies, Inc., a discount medical plan organization. The UnitedHealth Allies discount plan is NOT insurance. The discount plan provides discounts at certain health care providers for medical services. The discount plan does not make payments directly to the providers of medical services. The discount plan member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with the discount plan organization.
Disease Management Programs

Disease Management Programs are designed to help employees of Jones Lang LaSalle and dependents enrolled in a UnitedHealthcare medical plan manage their chronic diseases and related conditions, reduce unnecessary emergency room visits, hospitalizations and related health care costs, and ultimately improve quality of life.

Expert advice
Specially trained nurses are available to help you live your best life possible by giving you proven clinical advice to help manage your condition.

Disease Management Programs are available for the following chronic conditions:

- Asthma
- Coronary Artery Disease
- Diabetes
- Heart failure

Once you are enrolled in a Disease Management Program, a nurse will work with you to develop a personal care plan that meets your needs and follows your doctor’s recommendations.

Get connected
If your claims activity suggests you may benefit from a Disease Management Program, a nurse may call you directly.

Call +1 800 996 2057 and say “Health Empowerment” when asked what you are calling about.
Hours: Monday – Friday, 7 a.m. – 7 p.m. CST.

Don’t forget
Remember that your medical information will remain completely confidential as required by the privacy requirements under the Health Insurance Portability and Accountability Act (HIPAA).
Cancer Support Program

Where should I go for more information?
What treatments will I need, and what side effects might I experience?
Where should I go for treatment?
How will cancer affect my family?

If you or a loved one is diagnosed with cancer, you may have questions like these and need to make some difficult decisions.

Expert advice
The Cancer Support Program covers all types of cancer and gives you and your family a single source for personal support through an experienced cancer nurse. Our dedicated nurses can:
• Provide information
• Answer your questions
• Guide you to a provider in your local community or within the UnitedHealthcare Cancer Centers of Excellence network
• Help you schedule an appointment for a first or second opinion
• Have your medical records sent to your doctor
• Help you deal with the emotional side of cancer

Remember, cancer is not one disease, but rather a wide spectrum of diseases. Each case is different, and the needs of each person with cancer are different. We encourage you to decide where to receive your care in consultation with your physician, based on your personal values, needs and preferences.

Get connected
If your claims activity suggests you may benefit from the Cancer Support Program, a nurse may call you directly.

Call +1 800 996 2057 and say “Health Empowerment” when asked what you are calling about.
Hours: Monday – Friday, 7 a.m. – 7 p.m. CST.

Don’t forget
Using the UnitedHealthcare Cancer Centers of Excellence network means access to the nation’s most prestigious cancer centers focused on new therapies and clinical trials.

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GuidanceResources Employee Assistance Program

Jones Lang LaSalle provides an Employee Assistance Program (EAP) to employees who may be affected by personal problems. The EAP offers free, confidential assessments and short-term counseling to all employees as well as employee household members.

The EAP can help.
If you are currently experiencing any of the issues below, consider calling the EAP. A Master’s or PhD-level Guidance Consultant is available to answer your questions and direct you to the best resources, including in-person counseling services if needed, to meet your needs.

- Feeling blue
- Family and child matters
- Pre-marital or marital counseling
- Everyday stress
- Job pressures
- Loss of a loved one

In addition, the EAP offers legal and financial assistance.

Legal assistance
A Guidance Consultant will talk with you about your specific situation and schedule a phone appointment for you with one of our staff attorneys. If you need more immediate help, you can talk with an attorney as soon as one becomes available. If after your phone consultation your legal matter requires in-person representation, you can receive a referral to a qualified attorney in the GuidanceResources network. Your GuidanceResources benefit includes a free, 30-minute consultation with a local network attorney, plus a 25 percent reduction in the attorney’s customary legal fees thereafter.

Financial assistance
A Guidance Consultant can connect you to a financial representative who can provide you with information and education on financial topics, such as filing taxes, credit card, debit, estate planning and more. Your questions are answered individually and tailored to your particular circumstances.

Get connected
Visit guidanceresources.com. (employee password: JLL101)
Call +1 800 272 7255.
Hours: 24 hours a day, seven days a week.

Don’t forget
You do not need to be enrolled in a UnitedHealthcare medical plan to use the EAP.

Get the help you need online.
Find thousands of articles, HelpSheetsSM and assessments on GuidanceResources Online. Get expert information on relationships, work, school, children, wellness, legal and financial topics, and more. Time-saving provider searches let you find information on child care, elder care, pet care and other services.

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Behavioral Health Program

At times you may feel overwhelmed. Maybe you have a personal or workplace issue that consumes your thoughts. Perhaps you, your child or your spouse is struggling with stress, depression or addiction. We can help. The Behavioral Health Program offers confidential support for those everyday challenges and for more serious problems. It’s available around the clock any time you need it.

What can the Behavioral Health Program do for me?
The Behavioral Health Program — which includes counseling and substance abuse recovery services — can help you effectively deal with stressful and challenging situations. People often call for such personal issues as:

- Depression
- Anxiety and stress
- Alcohol abuse
- Drug abuse
- Anger management
- Coping with grief and loss
- Marital problems
- Domestic violence
- Eating disorders
- Compulsive spending or gambling
- Medication management

How does it work?
Accessing the Behavioral Health Program is easy and available 24 hours a day. A Behavioral Health Specialist will help you identify the appropriate resources to address your concerns. If you want to see a clinician, we’ll match you with one in our network who has the appropriate experience to help.

Important: We will not share your personal records with Jones Lang LaSalle or anyone else without your permission. All records, including medical information, referrals and evaluations, are kept strictly confidential in accordance with federal and state laws.

Get connected

- Visit myuhc.com, select “Benefits & Coverage,” then click the “Mental Health and Substance Abuse” link.
- Call +1 800 996 2057 and say “Health Empowerment” when asked what you are calling about. Hours: 24 hours a day, seven days a week.

Don’t forget

In an emergency, the first concern is your health. Call 911 or get to an emergency room as soon as possible.