
Disaster Relief Resources and Support

We are committed to supporting our employees' emotional well-being – resources and support are available to help individuals directly and indirectly impacted by Hurricane Helene.

Optum is offering a free **emotional-support help line** to affected individuals. The toll-free number, **866-447-3573**, is available Monday through Friday, 9 a.m. to 9 p.m. ET. The service is free of charge and open to anyone. Callers may also receive referrals to community resources.

Another resource is [Optumwellbeing.com](https://www.optumwellbeing.com), a public website with resources to help navigate difficult situations. The [Critical Support Center](#) section includes a library of content for critical events (trauma, natural disasters, etc.).

There are additional public regional and national resources that help aid, such as food pantries, clothing closets, emergency shelters, and agencies offering financial assistance.

1. **United Way/211 Information and Referrals Lines:** Dial 2-1-1 and provide your zip code and demographic information to receive referrals. Information can also be obtained at Call 211 for Essential Community Services | United Way 211.
2. **Federal Emergency Management Agency (FEMA):** (800) 621-3362 | [FEMA.gov](https://www.fema.gov) - visit the website and click on “*Disaster Declarations*”. If a disaster is declared, call to apply for assistance by phone, or visit: [Individual Assistance | FEMA.gov](#) to apply online.
3. **DisasterAssistance.gov:** [Home | disasterassistance.gov](https://www.disasterassistance.gov) - offers information about local resources for disasters, including FEMA Disaster Recovery Centers (DRCs), Red Cross, food, shelter, state emergency management agencies, and hospital locators. To determine if assistance is available through FEMA, visit the website and enter the address. To locate your state emergency management agency for disaster information, visit: [Search Your Location | FEMA.gov](#)
4. **American Red Cross National:** (800) 733-2767 | [American Red Cross | Help Those Affected by Disasters](https://www.redcross.org/help-those-affected-by-disasters) (<https://www.redcross.org/>)
5. **National Weather Service:** Weather alerts by state are available at: [Active Alerts \(weather.gov\)](https://www.weather.gov/alerts).
6. **The Weather Channel:** Local forecasts and severe weather. Call or visit the website to locate your chapter and open shelters. [National and Local Weather Radar, Daily Forecast, Hurricane and information from The Weather Channel and weather.com.](#)
7. **Safe Travel USA:** [SafeTravelUSA](https://www.safe-travel.com)
8. **National Traffic and Road Closure Information:** [National Traffic and Road Closure Information | Federal Highway Administration \(dot.gov\)](https://www.fhwa.dot.gov/trafficandroadclosure)