



UnitedHealthcare

Integrated Medical and Disability Management (IMDM)

Imagine...

- ▶ You could lower the direct and indirect costs of healthcare. Then reinvest those dollars towards growing the business and strengthening the bottom line.
- ▶ You could achieve a healthier employee population and increase productivity, morale and retention.

Accomplish more with the Integrated Medical and Disability Management program from UnitedHealthcare.

Good for employees, good for business

In today's world, businesses are challenged by rising medical costs and uncertain economic times; a healthy and productive workforce is no longer a luxury — it is vital for success. Employers who find a way to implement effective health and productivity programs will gain a competitive advantage and experience lower medical costs, shorter disability absence and stronger financial performance.



It's also important to look at the big picture impact because a small portion of employees has a large influence on direct and indirect health care costs.

- ▶ Did you know that just 10% of disability claims account for more than 50% of total medical and disability costs?¹
- ▶ And did you know that the total health-related productivity costs of presenteeism and absenteeism are 200-300% greater than medical and pharmacy costs alone?²

Integrating benefits is an attractive solution. However, employers require a sophisticated health care partner if they want to see a healthier workforce and a healthier bottom line — a partner that can seamlessly integrate medical, behavioral and disability benefits under one roof. UnitedHealthcare invested its resources, experience and vision into developing the Integrated Medical and Disability Management program (IMDM). First introduced in 2006, IMDM touches the lives of more than 80,000 workers and is offered at no additional cost to employees and employers — from a group of two to a group of 3,000.³

The IMDM program is an innovative approach to integrated benefits that influences health outcomes, reduces absence days and better manages health care and absentee costs.

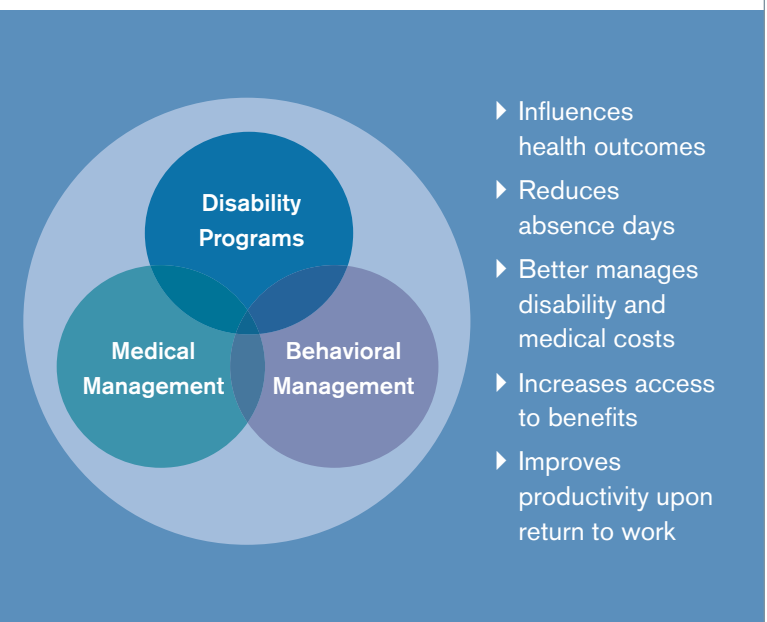
Targeted Outreach. Health & wellness programs reduce medical and disability risk - before an absence even occurs!

Experience. If an employee must miss work, experienced case managers partner to ensure a safe, timely and productive recovery.

Coordinated Care. The employee's care plan is coordinated thru a secure database with an ongoing feedback loop.

Improved Access. Case managers direct care and guide employee access to a suite of health and financial services.

Secure. Program maintains the highest degree of confidentiality and privacy to personal medical information.



2010 Integration Study⁴ – The Value of Integrated Medical and Disability Management

UnitedHealthcare sampled disability claims from a pool of over 80,000 covered members. We isolated IMDM enrollment from various other factors including age, diagnosis and occupation, and we reviewed how IMDM alone impacted return-to-work outcomes. The study's findings reinforced results demonstrated in earlier reports. Members in the IMDM program were more engaged in decisions about their health and returned to work significantly more quickly than non-integrated customers.



Disability claim duration for IMDM members was reduced over 13%

IMDM and the Return on Investment

Shorter claim durations can have a significant impact on direct business costs. In addition, the costs of an absence go beyond wage-replacement and benefit payments to an even more costly impact on productivity. These indirect costs include inefficiencies in production, overstaffing, missed contracts and decreased workforce morale.

Sample IMDM Customer Profiles				
Group Size (total # of employees)	Customer A	Customer B	Customer C	Customer D
	85	250	850	2750
<i>IMDM: 13% Reduction in Disability Claim Duration</i>				
Disability Benefit Savings*	\$5,100	\$15,000	\$51,000	\$164,000
Productivity Savings**	\$14,500	\$32,000	\$122,000	\$367,000
Total Savings	\$19,600	\$47,000	\$173,000	\$531,000

* Calculated based upon average claim incidence and claim durations published in JHA's 2008 US Group Disability Rate and Risk Management Survey. The example is calculated for employees making an avg \$60,000 salary with a 66.67% STD benefit.

**The Integrated Benefits Institute has created, in partnership with Sean Nicholson of Cornell University, Lost Productivity Calculators. An absence multiplier monetizes the lost-productivity associated with lost work days as follows: Claimant lost-productivity = claimant lost work days * avg. daily salary and benefits * multiplier. The following multipliers were used in the above sample calculations (A - 1.15, B - 1.05, C - 1.01, D - .99).

Shorter claim durations and productivity gains translate into stronger financial performance and big picture impact for our customers. Productivity gains, lower claim incidence and shorter claim durations clearly matter!

IMDM Case Study: Julie

The Condition

- ▶ Julie was out of work due to uncontrolled diabetes, Chronic Obstructive Pulmonary Disease (COPD), high blood pressure, and untreated depression.
- ▶ She had little understanding of diabetes and wasn't taking any medications to regulate it.
- ▶ Financial complications prevented the regular use of high blood pressure medication.
- ▶ In addition, she was overweight and smoked.

IMDM Intervention

- ▶ The IMDM Case Manager spoke with Julie and designed a program specific to her needs.
- ▶ She received education about diabetes and how to regulate her diet.
- ▶ The IMDM Case Manager made a referral for behavioral health assistance.
- ▶ Julie was also encouraged to lose weight and quit smoking.
- ▶ And, she received information about how to apply for financial support and reduce prescription drug costs.

Success!

- ▶ After just a few months of learning from her case manager, Julie was able to gain control of her diabetes and return to work.
- ▶ With better food choices and daily exercise, Julie lost over 30 lbs and lowered her blood pressure.
- ▶ She has expressed her appreciation for the IMDM program and feels better about her health.

When individuals make better health care decisions, everyone can benefit!

UnitedHealthcare understands that many of the conditions driving disability claim incidence are often the very same drivers of medical cost. Therefore, we specifically target these conditions with programs and services to identify and engage high-risk members before a disability event occurs. Catching a medical condition early—or preventing it altogether—can have a critical impact on employees. It could be the difference between a few days of missed work and a prolonged period of disability. And if an employee must miss a period of work, we ensure that specialized resources and support remain in place to help him or her get back to work as soon as safely possible. Personalization and better information are the keys to better health decisions and better health.

Living with a Health Condition

- ▶ Disease Solutions
- ▶ High-Risk Case Management
- ▶ Centers of Excellence
- ▶ Complex Conditions

Staying Healthy

- ▶ Wellness Tools/Resources
- ▶ Telephonic and On-Site Wellness Support

Getting Healthy

- ▶ Wellness Tools and Resources
- ▶ Telephonic, Mail and Online Wellness Support



Imagine ... what we can accomplish together.

¹ "Impact of Integrating Health & Disability Data – IBI Research Summary"; Integrated Benefits Institute, August 2006.

² "Health and Productivity as a Business Strategy: A Multiemployer Study"; Volume 51, Number 4, April 2009; Journal of Occupational and Environmental Medicine.

³ IMDM is automatically included for employers who have purchased both fully insured UnitedHealthcare medical and UnitedHealthcare disability coverages. Employers who purchase UnitedHealthcare ASO medical may be eligible for IMDM, subject to review of medical care and behavioral management services; contact your representative if further review is required.

⁴ A 2010 UnitedHealthcare retrospective cohort study of disability claim duration, excluding normal pregnancies, matched on the basis of disabling condition, age, job intensity and participation/non-participation in the IMDM program.

UnitedHealthcare Life and Disability products are provided by UnitedHealthcare Insurance Company; Unimerica Insurance Company; in California by Unimerica Life Insurance Company; and in New York by Unimerica Life Insurance Company of New York. Texas coverage is provided on Form LASD-POL-TX (05/03), Form UHCLD-POL 2/2008-TX, or Form UICLD-POL -TX 4/5. UnitedHealthcare Insurance Company is located in Hartford, CT; Unimerica Insurance Company and Unimerica Life Insurance Company in Milwaukee, WI; and Unimerica Life Insurance Company of New York in New York, NY.

