Long-term collaboration and results

Since 2010, UnitedHealthcare and Health Action Council have collaborated to create a solution offering specialized clinical support, access to better outcomes and distinctive analytics.

Our collaboration with Health Action Council is driven by employers, designed for employers and is rooted in our core principles:

Risk Mitigation
Manage the risk within your populations to achieve cost savings.

Financial Incentives
Help employers save money and offer credits for being a member.

Improving Health
Focus on maintaining and improving the health of the population.

Consumer Experience
Give employees the best service through dedicated member resources.

Continuously Improve
Get better every year.

$2,000,000*

Custom Clinical Savings

Health Action Council's specialized team of nurses proactively tackle social barriers and health disparities, leading to incremental savings for our plan sponsors. In 2022, this engagement produced savings surpassing $2 million, benefiting members dealing with clinical and social needs, along with Millennials facing hypertension.

Health Action Council risk mitigation activities:

- ✔ ER Redirection Campaigns
- ✔ SDoH Clinical Outreach
- ✔ Hypertension Outreach
- ✔ Dedicated Advocacy and Clinical Teams

75	94%	1.9%	52%	5.6%
2023 Consumer NPS[1]	Clinical Referrals	Paid trend since 2010	At least one SDoH risk[2]	Quality of Care Steerage[3]

United Healthcare | health action council

Value of Health Action Council Participation

Our holistic approach

We are committed to delivering a solution that offers essential resources to help lower costs in the short and long term. Below are the potential benefits of participating with UnitedHealthcare through our Health Action Council relationship:

Best Price Guarantee

Our contract with Health Action Council includes a Best Price Guarantee, which means that an employer cannot get a lower price from UnitedHealthcare for the same services.

Growth Credit

An annual Growth Credit is calculated each year based on the aggregate enrollment and can range from $20 - $35 PEPY for a new customer. In 2023, UnitedHealthcare paid more than $3.4 million in Growth Credits to Health Action Council plan sponsors.

Loyalty Credit

The longer your tenure, the higher your Loyalty Credit. This credit is available for each three-year renewal with UnitedHealthcare and ranges from $15 - $25 per employee per year (PEPY).

Dedicated Resources

Our solution provides a dedicated Advocate4Me Elite team and dedicated clinical team with custom clinical triggers. The teams include dedicated advocates, nurses, case managers, and social workers all available to support Health Action Council members.

Preferred Pricing

Participation includes preferred pricing for medical escalators, claims fiduciary, Real Appeal® and 2nd.MD.

Membership Advantages[4]

By joining Health Action Council, your dues grants you access to advantages that go beyond this group purchasing solution. Educational sessions provide insights into current trends and relevant health care topics. Plan sponsors benefit from networking opportunities, valuable tools and resources for health improvement.

Visit the Health Action Council microsite to learn more
https://eims.uhc.com/healthactioncouncil

*Service dates 1/1/2022 – 12/31/2022 and payment dates through 6/30/2023. Savings reflect clinical outreach conducted in calendar year 2022; based on Optum's Value Driver savings methodology for closed gaps.
1 - Registered trademark of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc. Results are not guaranteed.
2 - Derived for Health Action Council from consumer data licensed by a 3rd-party received in 2022. Findings have shown that certain licensed data related to an individuals' race or ethnicity may be inaccurate; this data was not used in developing the models.
3 - Health Action Council 2023 experience.
4 - Employers are required to become a member of Health Action Council to be eligible for these advantages. Membership fees range from $1,000 to $10,000 per year.

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