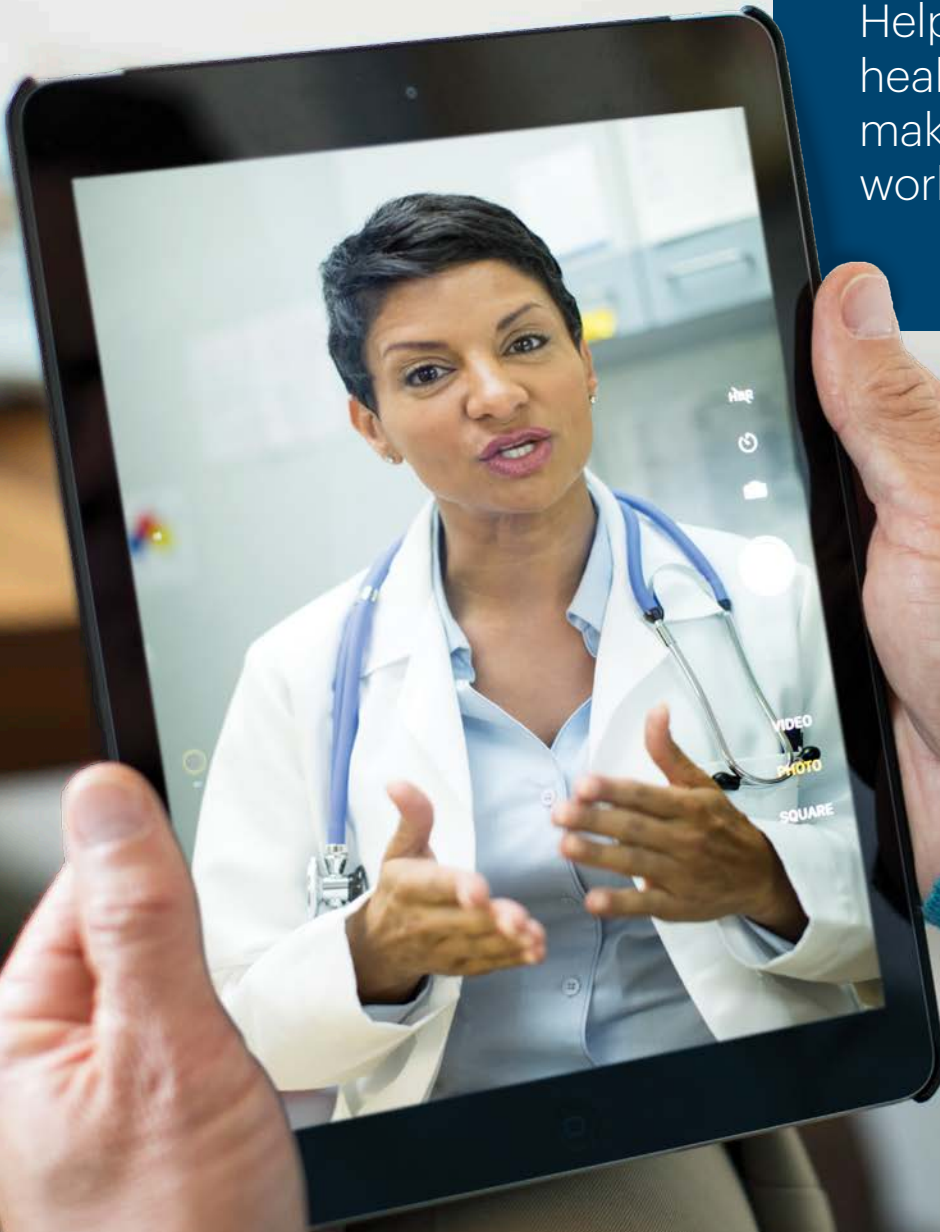


UNITEDHEALTH GROUP

# FACTS

## 2018 Q3

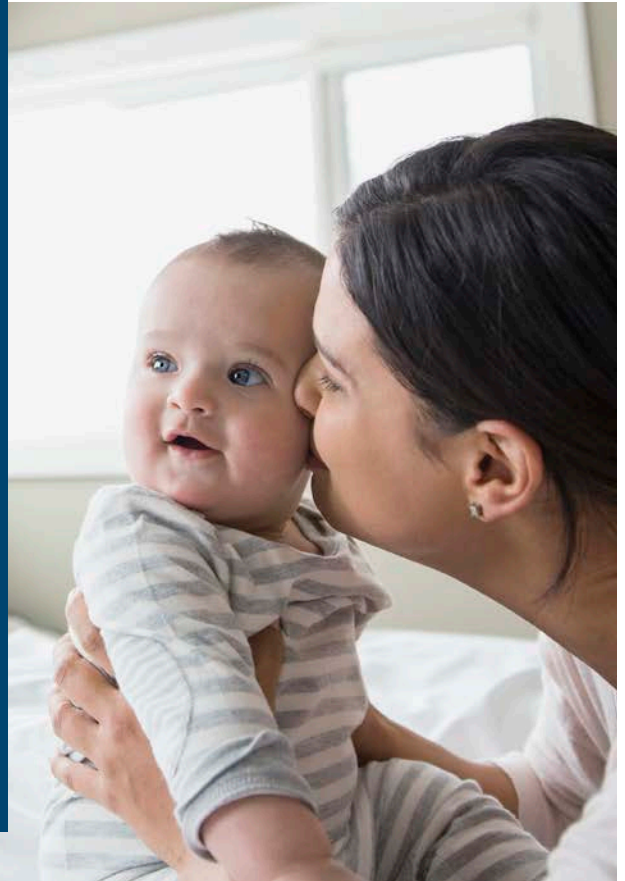
Helping people live healthier lives and helping make the health system work better for everyone



## Our Mission

Our mission is to help people live healthier lives and help make the health system work better for everyone.

- We seek to enhance the performance of the health system and improve the overall health and well-being of the people we serve and their communities.
- We work with health care professionals and other key partners to expand access to quality health care so people get the care they need at an affordable price.
- We support the physician/patient relationship and empower people with the information, guidance and tools they need to make personal health choices and decisions.



## Our Culture

The people of this company are aligned around basic values that inspire our behavior as individuals and as an organization:

**Integrity.** We are dedicated to the highest levels of personal and institutional integrity. We make honest commitments and work to consistently honor those commitments. We do not compromise ethics. We strive to deliver on our promises and we have the courage to acknowledge mistakes and do whatever is needed to address them.

**Compassion.** We try to walk in the shoes of the people we serve and the people we work with across the health care community. Our job is to listen with empathy and then respond appropriately and quickly with service and advocacy for each individual, each group or community and for society as a whole. We celebrate our role in serving people and society in an area so vitally human as their health.

**Relationships.** We build trust through cultivating relationships and working in productive collaboration with government, employers, physicians, nurses and other health care professionals, hospitals and the

individual consumers of health care. Trust is earned and preserved through truthfulness, integrity, active engagement and collaboration with our colleagues and clients. We encourage the variety of thoughts and perspectives that reflect the diversity of our markets, customers and workforce.

**Innovation.** We pursue a course of continuous, positive and practical innovation, using our deep experience in health care to be thoughtful advocates of change and using the insights we gain to invent a better future that will make the health care environment work and serve everyone more fairly, productively and consistently.

**Performance.** We are committed to deliver and demonstrate excellence in everything we do. We will be accountable and responsible for consistently delivering high-quality and superior results that make a difference in the lives of the people we touch. We continue to challenge ourselves to strive for even better outcomes in all key performance areas.

# UNITEDHEALTH GROUP

UnitedHealth Group is a highly diversified health and well-being company headquartered in the United States, serving the markets for health benefits through UnitedHealthcare, and the growing markets for health services through Optum. These two platforms share and build upon three core competencies:

## Clinical Insight

Knowledge and experience in organizing health care resources to best serve specific local market needs.

## Technology

Enabling a variety of interactions at enormous scale and complexity, helping connect all participants in health care.

## Data & Information

Unique skills in collecting, managing and analyzing data; and the capability to translate data into actionable information.

The breadth and scope of our diversified enterprise help consistently improve health care quality, access and affordability. Our ability to analyze complex data and apply deep health care expertise and insights allows us to serve care providers, individuals, vulnerable populations, businesses, communities, and governments with more innovative products and complete, end-to-end offerings for many of the biggest challenges facing health care today.

## Fast Facts



Through our businesses, UnitedHealthcare and Optum, we provide medical benefits to people residing in all

**50 states in the United States and more than 130 other countries.**



300,000 people worldwide power this enterprise with their **entrepreneurial spirit and commitment to quality.**

UnitedHealth Group's workforce includes more than **86,000 clinical professionals** who focus on helping people live healthier lives.



UnitedHealth Group invests more than \$3.3 billion annually **in technology and innovation.**



We process about 1 trillion digital transactions annually.

# UNH

UnitedHealth Group is a member of the **Dow Jones Industrial Average** and is traded on the **NYSE** under the symbol **UNH**.



# OUR BUSINESSES



## Health Benefits

UnitedHealthcare ([www.uhc.com](http://www.uhc.com)) is dedicated to simplifying the health care experience, meeting consumer health and wellness needs, and sustaining trusted relationships with care providers. The company provides global health care benefits, serving individuals, employers and Medicare and Medicaid beneficiaries.

## Health Benefit Programs:

**UnitedHealthcare Employer & Individual**  
Employer sponsored and individual health benefits plans.

**UnitedHealthcare Medicare & Retirement**  
Health and well-being products and services for the growing senior market.

**UnitedHealthcare Community & State**  
State Medicaid and community programs.

**UnitedHealthcare Global**  
Medical benefits and care delivery, principally in South America.

## Network

In the United States, UnitedHealthcare arranges for discounted access to care through networks that include **1.2 million** physicians and other health care professionals and **approximately 6,500** hospitals and other facilities.



## Value-Based Care Programs

UnitedHealthcare has **more than 1,000** value-based care arrangements in place to improve patient health and reward care providers for high-quality and better outcomes.

More than  
**1,000**  
value-based care  
arrangements



## Health Services

Optum ([www.optum.com](http://www.optum.com)) is a leading information and technology-enabled health services business dedicated to modernizing the system and improving the health of people and communities. Optum builds innovative partnerships, provides technology and tools that enable unprecedented collaboration and efficiency, and taps into valuable health care data to uncover insights that lead to better care at lower cost.



## Business Segments:

### OptumHealth

A leader in **population health management and health care delivery**, serving the physical, mental and financial needs of individuals and organizations.

### OptumInsight

A leader in providing **health information, technology, services and consulting** to participants in the health care industry.

### OptumRx

A leading **pharmacy care services** company serving commercial, Medicare, Medicaid and other government health plans, employers and unions.

## Optum Serves:

**125 million** individuals

**4 of 5** U.S. hospitals

A network of more than **67,000** pharmacies

More than **100,000** physicians, practices and other health care facilities

Approximately **3 of 4** U.S. health plans

Government agencies in **37 states and D.C.**

## Powering Modern Health Care

Optum powers intelligence across the health care system with products and services infused with **OptumIQ**, a unique combination of data, analytics and health care expertise.

This business maintains a database covering approximately **240 million deidentified lives of data** spanning clinical, claims and employer benefits that is used to foster innovation and research across health care.

# FINANCIAL INFORMATION

## Consolidated Financial Results

(in millions, except percentages and per share amounts)	Nine Months Ended September 30,			
	2018		2017	
Revenues	\$	167,830	\$	149,098
Net Earnings*	\$	8,946	\$	6,941
GAAP Earnings Per Share (Diluted)*	\$	9.09	\$	7.06
Adjusted Earnings Per Share (Diluted)* <sup>1</sup>	\$	9.60	\$	7.49
Operating Margin <sup>2</sup>		7.7%		7.5%
Net Margin <sup>3</sup>		5.3%		4.7%

\*Amounts attributable to UnitedHealth Group common shareholders.

<sup>1</sup> GAAP net earnings per share plus intangible amortization expense of \$0.67 and \$0.68 per share, net of tax effects of \$0.16 and \$0.25 per share for the nine months ended September 30, 2018 and 2017, respectively.

<sup>2</sup> Earnings from operations divided by total revenues.

<sup>3</sup> Net earnings attributable to UnitedHealth Group common shareholders divided by total revenues.

## Consolidated Financial Position

(in millions)	As of September 30, 2018	
Total Assets	\$	151,087
Equity	\$	52,596
Market Capitalization	\$	255,930

(based on September 28, 2018, closing market price)

**Stock Listing:** UnitedHealth Group's common stock is traded on the New York Stock Exchange under the symbol UNH.

**Debt Ratings:** As of September 2018, UnitedHealth Group's senior debt was rated "A3" with a stable outlook by Moody's, "A+" with a stable outlook by S&P Global, "A-" with a stable outlook by Fitch and "A-" with a stable outlook by A.M. Best. Our commercial paper was rated "P-2" by Moody's, "A-1" by S&P Global, "F1" by Fitch and "AMB-1 by A.M. Best.

# FINANCIAL INFORMATION

## Operating Results by Segment

Nine Months Ended September 30,

(in millions)

2018

2017

### Revenues

UnitedHealthcare	\$	137,242	\$	121,658
Optum		73,718		66,793
Eliminations		(43,130)		(39,353)
Total Consolidated	\$	167,830	\$	149,098

### Earnings from Operations

UnitedHealthcare	\$	7,316	\$	6,736
Optum <sup>1</sup>		5,531		4,496
Total Consolidated	\$	12,847	\$	11,232

### Revenues

UnitedHealthcare Employer & Individual	\$	40,856	\$	38,759
UnitedHealthcare Medicare & Retirement		56,573		49,605
UnitedHealthcare Community & State		32,471		27,505
UnitedHealthcare Global		7,342		5,789
OptumHealth		17,752		15,107
OptumInsight		6,508		5,840
OptumRx		50,484		46,740
Optum Eliminations		(1,026)		(894)

<sup>1</sup> Earnings from operations for Optum for the nine months ended September 30, 2018 and 2017 included \$1,680 and \$1,267 for OptumHealth; \$1,382 and \$1,080 for OptumInsight; and \$2,469 and \$2,149 for OptumRx, respectively.



## RECENT DEVELOPMENTS

(Oct. 2018) **The Health Action Council, an organization dedicated to improving the quality and cost of care, is expanding its relationship with UnitedHealthcare and Optum** to launch an enhanced insurance plan that will be available to Health Action Council member companies for Jan. 1, 2019, enrollment. This hands-on, integrated health advocacy and clinical model puts member employees at the center of care, creating relationships that focus on preemptive – or preventive – care.

(Oct. 2018) **UnitedHealthcare introduced 2019 Medicare Advantage and prescription drug plans** that offer more choice, stable and reduced premiums, broad access to care, and enhanced benefits and programs designed to help people live healthier lives.

(Sept. 2018) **Woman’s Hospital in Baton Rouge and the United Health Foundation announced a three-year, \$1.2 million grant** to launch an innovative program at Woman’s Hospital that will help address the needs of pregnant women with opioid addiction and their affected newborns. The new program, called “GRACE” (Guiding Recovery and Creating Empowerment), will support expectant mothers by providing comprehensive care-coordination services specific to their needs during and after pregnancy.



(Aug. 2018) **OptumRx is becoming the first major pharmacy care services company to introduce fully sustainable medication packaging** that replaces polystyrene, or foam. The new packaging delivers temperature-sensitive specialty and maintenance prescriptions to consumers’ homes while ensuring the safety and quality of the medication remain intact.



(Aug. 2018) **UnitedHealthcare has launched a new program that will help improve access to comprehensive eye exams and prescription glasses for children across the country**, helping address the unique eye-health challenges young people face. The new benefit program provides children with UnitedHealthcare vision plans a second annual covered eye exam and new pair of glasses – with no additional premium – if their prescription changes 0.5 diopter or greater.

(Aug. 2018) **Optum has secured a position on the highly competitive government-wide contracting vehicle called Alliant 2**, which assists federal agencies in soliciting integrated information technology solutions.

For further information about these recent developments, visit [www.unitedhealthgroup.com](http://www.unitedhealthgroup.com)



# AWARDS & RECOGNITION

FORTUNE  
WORLD'S MOST  
ADMIRABLE  
COMPANIES 2018

UnitedHealth Group is the top ranking company in the insurance and managed care sector on *Fortune's* 2018 "World's Most Admired Companies" list. This is the eighth straight year UnitedHealth Group ranked **No. 1 overall in its sector.**

UnitedHealth Group is a member of the **Dow Jones Industrial Average**.

UnitedHealth Group has been listed in the **Dow Jones Sustainability World Index** and **Dow Jones North America Index** annually since 1999.

In 2018 for the seventh consecutive year, **The Civic 50**, a Points of Light initiative that highlights companies that improve the quality of life in the communities where they do business, ranked UnitedHealth Group one of America's 50 most community-minded companies.

UnitedHealth Group was included among the 2017 **Best Employers for Diversity** by *Forbes*.

In the 2017 **Newsweek Green Rankings**, created in partnership with Corporate Knights Capital and HIP Investor, UnitedHealth Group ranked in the top 10 percent of the largest 500 U.S. companies in corporate sustainability and environmental impact.

UnitedHealth Group was named a **2019 Military Friendly Employer** by Viqtory, a veteran-owned business that connects the military community to civilian opportunity.

In 2018, for the eighth consecutive year, the National Business Group on Health honored UnitedHealth Group with a "**Best Employers for Healthy Lifestyles**" top-tier Platinum award.

Project HOPE, a global health and disaster response organization, honored UnitedHealth Group with a **2017 Project HOPE Global Health Award**. The award recognizes outstanding contributions to advance health outcomes in the developing world.

UnitedHealthcare was named a winner in the **Customer Service Department of the Year** category, presented by the Stevie Awards in 2018, an international awards program recognizing outstanding performances in the workplace. In addition, UnitedHealthcare was named a **Silver award winner for its proprietary Advocate4Me® service.**

UnitedHealthcare's Amil business has received **MCG's 2017 Richard L. Doyle Award** for improving health care outcomes in Brazil.

In 2018 for the second consecutive year, Valor Econômico, a leading business newspaper in Brazil, ranked Amil **first in the Health Insurers category in the Valor Brazilian Innovation Rankings**. The rankings are compiled in partnership with Strategy&, a PwC group.

In 2018, for the fourth consecutive year, Optum ranked **No. 1** on the **Healthcare Informatics (HCI) 100**, a listing of the top health care IT companies based on U.S. revenues.

**Optum360**, a leading provider of health care revenue management services, received the following recognition:

- **No. 1 in the 2017 Black Book Rankings** for revenue cycle management software, outsourcing and computer-assisted coding services.
- The **2017 United States Market Leadership Award** for revenue cycle management coding and clinical documentation from **Frost & Sullivan**.

# SOCIAL RESPONSIBILITY



## Building Healthier Communities

The people of UnitedHealth Group, Optum and UnitedHealthcare, working together as a team and collaboratively with a broad range of partners across the nation and around the world, strengthen communities and help make a difference in the lives of millions of people.

## Our People

Through our year-round giving program, we support employees and their desire to give back to the communities where they live and work, across the nation and around the world. Through charitable contributions and volunteering, our people are deeply and personally involved in improving the health and welfare of their neighbors.

**\$57M**

Employee & matching contributions in 2017

**\$253M**

Employee giving program contributions since 2005

**23,000**

Charities supported worldwide through giving

**1.5M**

Employee volunteer hours in 2017

## Our Partners

The power of partnership and collaboration is key to improving the health of our communities. Each year, we support organizations and initiatives that are dedicated to shaping the 21st century health workforce, supporting whole-person health, connecting communities to care and serving distinct populations. For example:

- America's Health Rankings
- Cankdeska Cikana Community College, North Dakota
- Diverse Scholars Initiative
- Massachusetts Housing & Shelter Alliance
- Medical College of Wisconsin
- Recipe for Success, Texas
- The Governor's Prevention Partnership and The Village for Families & Children, Hartford
- University of North Carolina at Chapel Hill

## Our Foundations

**United Health Foundation** is a not-for-profit, private foundation dedicated to improving the quality and cost-effectiveness of medical care, providing health care services for those in challenging circumstances, and enhancing community well-being.

The **UnitedHealthcare Children's Foundation** is a nonprofit 501(c)(3) charity that provides medical grants to help pay for medical treatments, services or equipment not covered, or not fully covered, by a family's commercial insurance plan.



## The Environment

We are committed to conserving energy and natural resources, reducing our company's carbon emissions and raising employee awareness about improving the environment.



**1.6M**

Square feet LEED-certified facilities



**8,355 tons**

Paper recycled, saving 142,040 trees in 2017



**45**

Low cost/no cost energy and water conservation projects implemented in 2017



**29**

Funded energy projects completed, including exterior/interior lighting upgrades

# CONTACTS

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## Online

You can find more information about UnitedHealth Group and its businesses by visiting our websites:

[www.unitedhealthgroup.com](http://www.unitedhealthgroup.com)

[www.unitedhealthcare.com](http://www.unitedhealthcare.com)

[www.optum.com](http://www.optum.com)

## UNITEDHEALTH GROUP®

[www.unitedhealthgroup.com](http://www.unitedhealthgroup.com)

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