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 to use 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 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 125 other countries.
- UnitedHealth Group invests nearly $3.2 billion annually in technology and innovation. We process more than 750 billion digital transactions annually.
- UnitedHealth Group’s workforce includes 30,000 physicians and nurses focused on helping people live healthier lives.
- More than 260,000 people worldwide power this enterprise with their entrepreneurial spirit and commitment to quality.
- UnitedHealth Group is a member of the Dow Jones Industrial Average and is traded on the NYSE under the symbol UNH.
OUR BUSINESSES

UnitedHealthcare (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 offers the full spectrum of health benefit programs for individuals, employers, military service members, retirees and their families, and Medicare and Medicaid beneficiaries.

Health Benefits

UnitedHealthcare has more than 800 value-based care arrangements in place to improve patient health and reward care providers for high-quality and better outcomes.

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 Military & Veterans
Access to cost-effective, quality care for U.S. military service members, retirees and their family members in the TRICARE West Region (21 states).

UnitedHealthcare Global
Employer sponsored and individual medical benefits, principally in Brazil.

Network

In the United States, UnitedHealthcare arranges for discounted access to care through networks that include 1 million physicians and other health care professionals and approximately 6,000 hospitals and other facilities.

Value-Based Care Programs

More than 800
value-based care arrangements
Health Services

Optum (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.

Key Business Areas:

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:
115 million individuals
4 out 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 300 health plans
Government agencies in 34 states and D.C.

Powering Modern Health Care
Examples of Optum’s proprietary health services include:

OptumCare’s MedExpress urgent care centers that provide high-quality, affordable, walk-in care.

Optum360’s leading strategic revenue management services and technology to streamline the administration of health care and improve productivity.

OptumLabs, an open, collaborative, research and innovation center established in partnership with Mayo Clinic to accelerate health care innovation.
FINANCIAL INFORMATION

Consolidated Financial Results

<table>
<thead>
<tr>
<th></th>
<th>Three Months Ended March 31,</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2017</td>
</tr>
<tr>
<td>Revenues</td>
<td>$48,723</td>
</tr>
<tr>
<td>Net Earnings*</td>
<td>$2,172</td>
</tr>
<tr>
<td>GAAP Earnings Per Share (Diluted)*</td>
<td>$2.23</td>
</tr>
<tr>
<td>Adjusted Earnings Per Share (Diluted)*</td>
<td>$2.37</td>
</tr>
<tr>
<td>Operating Margin(^2)</td>
<td>7.0%</td>
</tr>
<tr>
<td>Net Margin(^3)</td>
<td>4.5%</td>
</tr>
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</table>

*Amounts attributable to UnitedHealth Group common shareholders.

\(^1\) GAAP net earnings per share plus intangible amortization expense of $0.22 per share, net of tax effects of $0.08 per share for both three months ended March 31, 2017 and 2016.

\(^2\) Earnings from operations divided by total revenues.

\(^3\) Net earnings attributable to UnitedHealth Group common shareholders divided by total revenues.

Consolidated Financial Position

<table>
<thead>
<tr>
<th></th>
<th>As of March 31, 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Assets</td>
<td>$137,157</td>
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<tr>
<td>Equity</td>
<td>$43,995</td>
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<tr>
<td>Market Capitalization</td>
<td>$158,270</td>
</tr>
</tbody>
</table>

(based on March 31, 2017, 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 March 2017, UnitedHealth Group’s senior debt was rated “A3” with a negative outlook by Moody’s, “A+” with a negative outlook by Standard & Poor’s, “A-” with a negative outlook by Fitch and “bbb+” with a stable outlook by A.M. Best. Our commercial paper was rated “P-2” by Moody’s, “A-1” by Standard & Poor’s, “F1” by Fitch and “AMB-2” by A.M. Best.
## Operating Results by Segment

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<thead>
<tr>
<th></th>
<th>Three Months Ended March 31,</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2017</td>
<td>2016</td>
</tr>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare</td>
<td>$ 40,136</td>
<td>$ 35,900</td>
<td></td>
</tr>
<tr>
<td>Optum</td>
<td>21,237</td>
<td>19,684</td>
<td></td>
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<tr>
<td>Eliminations</td>
<td>(12,650)</td>
<td>(11,057)</td>
<td></td>
</tr>
<tr>
<td><strong>Total Consolidated</strong></td>
<td>$ 48,723</td>
<td>$ 44,527</td>
<td></td>
</tr>
<tr>
<td><strong>Earnings from Operations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare</td>
<td>$ 2,134</td>
<td>$ 1,854</td>
<td></td>
</tr>
<tr>
<td>Optum</td>
<td>1,279</td>
<td>1,106</td>
<td></td>
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<tr>
<td><strong>Total Consolidated</strong></td>
<td>$ 3,413</td>
<td>$ 2,960</td>
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</table>

### Revenues

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<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>UnitedHealthcare Employer &amp; Individual</td>
<td>$ 12,739</td>
<td>$ 12,820</td>
</tr>
<tr>
<td>UnitedHealthcare Medicare &amp; Retirement</td>
<td>16,552</td>
<td>14,065</td>
</tr>
<tr>
<td>UnitedHealthcare Community &amp; State</td>
<td>8,949</td>
<td>7,728</td>
</tr>
<tr>
<td>UnitedHealthcare Global</td>
<td>1,896</td>
<td>1,287</td>
</tr>
<tr>
<td>OptumHealth</td>
<td>4,733</td>
<td>3,998</td>
</tr>
<tr>
<td>OptumInsight</td>
<td>1,843</td>
<td>1,667</td>
</tr>
<tr>
<td>OptumRx</td>
<td>14,947</td>
<td>14,273</td>
</tr>
<tr>
<td>Optum Eliminations</td>
<td>(286)</td>
<td>(254)</td>
</tr>
</tbody>
</table>

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1 Earnings from operations for Optum for three months ended March 31, 2017 and 2016 included $332 and $300 for OptumHealth, $294 and $246 for OptumInsight, and $653 and $560 for OptumRx, respectively.
RECENT DEVELOPMENTS

(Mar. 2017) **Empower Retirement**, the nation’s second-largest retirement plan provider, and Optum launched an innovative health savings account for retirement plan participants – the Empower Health Savings Account. The new health and retirement savings solution incorporates HSA balances into retirement income projections, giving a holistic view of retirement preparedness.

(Jan. 2017) **OptumCare is combining with Surgical Care Affiliates**, a leading ambulatory surgery center and surgical hospital provider, to create a comprehensive ambulatory care services platform, including primary care, urgent care and surgical care services.

(Jan. 2017) **UnitedHealthcare and Qualcomm** are enhancing and expanding UnitedHealthcare Motion, a wellness program that provides financial incentives of up to $1,500 per year to employees for being more active. A new “bring-your-own-device” model, enabled by Qualcomm Life, will allow more activity trackers to be integrated to provide program participants with access to leading wearable brands and greater choice, including Fitbit Charge 2™.

(Dec. 2016) **United Health Foundation’s 27th America’s Health Rankings Annual Report** reveals that the nation’s health is seeing concerning upticks in key health indicators. The 2016 Annual Report shows that years of positive health gains in reducing the prevalence of smoking, rate of preventable hospitalizations among Medicare beneficiaries and percentage of uninsured, are threatened by a rise in cardiovascular and drug deaths.

(Dec. 2016) **UnitedHealthcare has introduced NexusACO™**, a new health benefits option for 2017 that offers access to highly accomplished care providers who have proven results for delivering quality and efficient care, resulting in better health outcomes and lower costs. The new plan design is built around UnitedHealthcare’s relationships with accountable care organizations (ACOs) and Tier 1 physicians.

For further information about these recent developments, visit www.unitedhealthgroup.com
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 2016, 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 first in the health care industry for the third consecutive year.

In the 2016 Newsweek Green Rankings, created in partnership with Corporate Knights Capital and HIP Investor, UnitedHealth Group ranked 20th out of the largest 500 U.S. companies in corporate sustainability and environmental impact.

UnitedHealth Group was named a 2017 Military Friendly Employer by Victory Media.

In 2016, for the sixth consecutive year, the National Business Group on Health honored UnitedHealth Group with a “Best Employers for Healthy Lifestyles” top-tier Platinum award.

The Marine Corps Scholarship Foundation honored UnitedHealthcare with the Globe and Anchor Award in 2016 for its support in providing needs-based scholarships to children of U.S. Marines.

The Corporate Volunteerism Council of the Twin Cities recognized UnitedHealthcare in 2016 with the Employee Engagement Award for its 2015 “Kick Senior Hunger” campaign.

Optum earned Frost & Sullivan’s 2016 North America Company of the Year Award for population health management.

In 2016, Optum again 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, earned the following recognition in 2016: No. 1 spot for the third consecutive year in the Black Book Rankings for revenue cycle management software technology and outsourcing services; Category Leader award for the second consecutive year for computer-assisted coding from KLAS, a leading global health care research organization.

OptumRx’s specialty pharmacy, BriovaRx®, received the Pharmacy Benefit Management Institute Excellence Award in Quality Improvement for its BriovaLive™ video consultation program.
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.

- $42M Employee & matching contributions in 2016
- $196M Employee giving! program contributions since 2005
- 21,000 Charities supported worldwide through giving!
- 1.25M Employee volunteer hours in 2016
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:

- Diverse Scholars Initiative
- University of Las Vegas Medical School
- UnitedHealthcare Children’s Foundation
- University of Texas Rio Grande Valley
- Celebrate One/Columbus Public Health
- Blue Star Families
- 4-H
- Maricopa County Department of Public Health
- America’s Health Rankings

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.

- 1.7M square feet LEED-certified facilities
- 7,263 tons paper recycled, saving nearly 124,000 trees in 2016
- 98 Low cost/no cost energy and water conservation projects implemented in 2016
- 27 funded energy projects completed, including upgrading exterior/interior lighting and improving building controls
CONTACTS

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Brett Manderfeld
952-936-7216

Corporate Communications
Don Nathan
952-936-1885

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

www.unitedhealthgroup.com
www.unitedhealthcare.com
www.optum.com