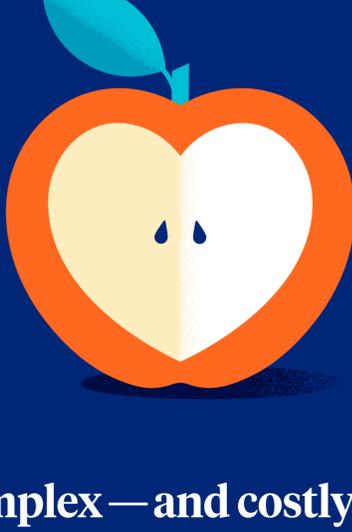




# Experience health care made simpler

Navigating health care can be challenging. We're here to help employees find their way with a more personal member experience tailored to their unique health needs.



## Health care can be complex — and costly



# 60%

of new members surveyed said they don't have a good understanding of their health plan<sup>1</sup>



# 1 in 3

Americans received a surprise medical bill in the last 2 years<sup>2</sup>



# 7 of 10

U.S. deaths each year are due to chronic conditions, many of which could be prevented with more informed health choices<sup>3</sup>



People with complex health needs pay

# 7 times more

out of pocket than the average patient<sup>4</sup>

## UnitedHealthcare works to help simplify it all



### Knowing what to do, where to go

Digital tools like the UnitedHealthcare® app and [myuhc.com](http://myuhc.com)® — our one-stop, self-service website — are designed to help employees understand what their plan covers and where to go for care.



A personalized video explains how their plan works

[myuhc.com](http://myuhc.com) search results sort the most cost-efficient, quality care paths to the top of the list

# 78%

of new members surveyed said their video helped them better understand how their plan worked<sup>1</sup>

# 9%

lower total cost of care with UnitedHealth Premium® Physicians compared to non-Premium physicians<sup>5</sup>



### Controlling costs, avoiding surprises

With tools built to steer employees to cost-efficient options right at the point of care and services designed to reduce out-of-network charges, we help make care more affordable.

Prescriber access to a patient's prescription drug list and lower-cost alternatives may help reduce prescription costs

**\$225**  
average annual savings per switch to lower-cost alternative with [PreCheck MyScript](#)®

Provider access to real-time patient data—including benefit eligibility and prior authorization requirements—may help avoid surprise bills

Bill negotiation services may help reduce out-of-network charges

**70%**  
average savings of out-of-network billed charges with [Navigard](#)™<sup>7</sup>

### Guiding members to their next best steps

Accessing a dashboard with a 360-degree employee view, advocates can offer health guidance beyond the original reason for the call:



**31%** of clinical program enrollees are referred by advocates<sup>8</sup>

## Providing dedicated support for those in need of complex care

An advocate acts as a single point of contact to help:

- Find specialty providers
- Manage claims and preauthorization issues
- Connect to community resources

# 23%

reduction in appeals<sup>9</sup>

# 16%

reduction in inpatient visits<sup>9</sup>

## Now, that's health care made simpler

[Learn more](#) Contact your broker or UnitedHealthcare representative **UnitedHealthcare**  
What care can do™

<sup>1</sup> UnitedHealthcare New Member Tracking Survey, 2019.  
<sup>2</sup> Kaiser Family Foundation Health Tracking Poll, conducted Feb. 13-18, 2020.  
<sup>3</sup> "An Empirical Study of Chronic Diseases in the United States: A Visual Analytics Approach to Public Health." Int J Environ Res Public Health, 2018 Mar; 15(3): 431.  
<sup>4</sup> UnitedHealthcare National Accounts, 2019 BoB.  
<sup>5</sup> Savings estimates as of Sept. 25, 2020 UnitedHealthcare Network (Part) Commercial Claims analysis for 172 markets. Figures are based on book-of-business results and represent the national average expected cost differential between Premium Care Physicians and non-Premium Care Physicians for entire episodes of care. Actual savings achieved will vary by customer depending on geographic availability and customer-specific service mix. All figures and estimated savings represent historical performance and are not a guarantee of future savings. The Designated Virtual Visit Provider's reduced rate for a virtual visit is subject to change at any time.  
<sup>6</sup> OptumRx analysis of full-year 2019 final claim and production claim data, Jan. 2019 – Dec. 2019, based on 5.2 million members, >230,000 providers and 37.8 million transactions using PreCheck MyScript.  
<sup>7</sup> UnitedHealthcare proprietary, reference-based pricing with demonstrated overall discount. Savings may vary based on customer plan and geographic distribution and are not a guarantee of future results.  
<sup>8</sup> UnitedHealthcare AdvocateMMP performance reporting, full-year 2019 data.  
<sup>9</sup> Pre/post study conducted on families engaged from Jan. 2019 – Dec. 2019, analysis completed Oct. 2020. Results not guaranteed.  
<sup>10</sup> Special Needs Initiative: An integrated strategy to help simplify a complex journey. UnitedHealthcare press release, Aug. 28, 2020. Available: [uhc.com/employer/news/mid-sized-business/member-story-navigating-a-challenging-complex-journey](http://uhc.com/employer/news/mid-sized-business/member-story-navigating-a-challenging-complex-journey).  
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The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at [myuhc.com](http://myuhc.com)®. You should always visit [myuhc.com](http://myuhc.com) for the most current information. Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. You should also discuss designations with a physician before choosing him or her. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician. Please visit [myuhc.com](http://myuhc.com) for detailed program information and methodologies.  
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