Plan Guide
North Carolina

Plans Effective July 1, 2010
For businesses with up to 50 employees

UnitedHealthcare®
Why choose UnitedHealthcare?

Better information alerts individuals and their doctors of health risks or opportunities to take action and lets employers track results.

Better decisions are possible because we can give individuals, doctors and employers the insights they need to make better informed choices.

Better health is our shared goal: to help individuals live healthier lives and organizations be more productive.

Health plans should be about more than just benefit coverage. It’s about being there when you and your employees need us and providing the service that you expect and need. Here are just some of the reasons to choose UnitedHealthcare.

1. **A lot of doctors and hospitals**
   We offer one of the largest national physician and hospital networks available with more than 632,000 physicians and 5,060 hospitals.

2. **No referrals; see the specialist you want**
   With most of our plans, we don’t require referrals to see a specialist, and your employees don’t have to choose a primary care doctor.

3. **24/7 support**
   Your employees’ coverage includes a variety of support tools to help them get answers to their health care questions, such as our Care 24® program, which puts employees in touch with a registered nurse.

4. **Help finding the right doctor**
   Not all health care and doctors are the same. Our member websites and Customer Care services help your employees find the doctors who are right for them.

5. **Wellness programs**
   We provide a wide range of wellness programs and services to help your employees get healthy and stay healthy, including an online personal health assessment, member discounts, online health coach and weight loss programs.

6. **Dedicated customer service**
   Highly trained customer care professionals are a phone call away and will assist your employees when they need them.

7. **Centers of Excellence network**
   If your employees have a serious illness, they will have access to national leading health care facilities and health care providers.

8. **Personal member support**
   We provide personal support services for your employees, such as Care Coordination, Healthy Pregnancy Program, Employee Assistance and Behavior Health benefits.

9. **Benefit administration**
   Simplify your benefits administration with Employer eServices®, your online, real-time resource to help you quickly manage eligibility, billing, reporting, online enrollment and more at employereservices.com.

10. **Understanding health care**
    We created Health Care Lane, healthcarelane.com, to help your employees better understand health care terms and products, as well as all the tools we make available to help people manage their, and their family's, care and well-being.

11. **Member experience**
    To help your employees manage their health care, we provide myuhc.com®, DocGPS™, Quicken Health Expense Tracker℠, Treatment Cost Estimator and a Personal Health Record.

*myuhc.com is the award-winning member website available with most UnitedHealthcare benefit plans. Some plans will require use of another member website, but will often include many of the same capabilities.*
**Useful terms and symbols**

**Coinsurance**: The money you have to pay for health services after you have paid the deductible.

**Copayments**: The fee paid for a doctor visit, hospital stay or other service.

**Deductible**: The amount of money you pay before your insurance starts to pay.

**Eligible expense**: A service or product recognized by the IRS that is purchased to help treat a medical condition or prevent a disease.

**Employee contribution**: The money an employee pays to be covered by a health plan; also called “premium”.

**Flexible Spending Account (FSA)**: An employer-sponsored account in which pre-tax funds are set aside from an employee’s paycheck each year. FSA funds can be used for eligible medical expenses, dependent care or commuter expenses, as determined by the IRS.

**Health Maintenance Organization (HMO)**: A kind of health insurance plan that usually requires members to receive services through doctors, labs, and hospitals that contract or work with the HMO.

**Health Reimbursement Account (HRA)**: Health care accounts that employers fund for covered workers or retired persons; IRS does not tax this money; also called Health Reimbursement Arrangements.

**Health Savings Account (HSA)**: Health care bank accounts that let people put money aside tax free to pay for medical, dental and vision costs; IRS limits who can open and put money into HSA; money in HSA stays in the account until it is used.

**Network provider**: All the doctors, hospitals, nursing homes and laboratories that have contracts with an insurance company; also called “in-network” provider and “participating network” provider.

**Non-network provider**: Doctors, hospitals, and other health care professionals who do not participate in our network and may provide services at a higher cost.

**Out-of-pocket maximum**: The most you have to pay for health services; once paid, the insurance company pays 100 percent of eligible health care costs.

**Point-of-service (POS)**: A health benefit plan that allows the covered person to choose to receive service from a participating or non-participating physician or other health care provider, with different benefit levels associated with the use of participating physicians or other health care providers.

**Preferred Provider Organization (PPO)**: An organization where providers are under contract to provide care at a discounted or negotiated rate.

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Term definitions provided from the “Just Plain Clear” Glossary, a service of the UnitedHealth Group Health Literacy Council, February 2010.
Health Plans

Choice Plus Plan

<table>
<thead>
<tr>
<th>No referrals</th>
<th>Non-network coverage</th>
<th>No primary doctor required</th>
<th>Pharmacy</th>
<th>Vision</th>
<th>Spending account</th>
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This is a traditional health plan with copayments, coinsurance and deductibles. Your employees have the freedom to see any doctor and visit any facility in our nationwide network, including specialists, without a referral and without choosing a primary care doctor. They can choose services outside our network, but their payments will be higher. Here are some of the highlights:

- National network and non-network coverage
- Cost savings by going to a network doctor or facility
- No referrals required to see a network specialist
- Preventive care covered up to 100 percent when they see a network doctor
- Pharmacy benefits included
- Vision exam included, plus discounts on frames, glasses and lenses
- Member responsible for prior authorization or notification of some services (e.g., hospital stay) if using a non-network doctor

Pharmacy benefits are paid separately and do not apply to the annual deductible or out-of-pocket maximum.

For more information, visit uhc.com or call 1-877-632-4195.

Some plans may not be available in all counties in the state. See the product tables in this document for product availability by state/county.

Here's how the plan works.

See benefit grid for details.

1. Your employees will pay a copayment, coinsurance and/or deductible for eligible health care services.

2. The plan will cover preventive care up to 100 percent when they see a network doctor.

3. Your employees are protected from major expenses with an out-of-pocket maximum. If their medical expenses reach the maximum, they are covered 100 percent for eligible services for the rest of the plan year (subject to plan limitations).
## Health Plans

**Groups with up to 50 Eligible Employees • Plans available July 1, 2010**

**North Carolina: All Counties**

### Choice Plus Plans

<table>
<thead>
<tr>
<th>Plan Code</th>
<th>Deductible</th>
<th>Coinsurance</th>
<th>Out-of-Pocket Maximum</th>
<th>Copay</th>
<th>Preventive Coverage</th>
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<tr>
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<td>Non-Network</td>
<td>Network</td>
<td>Non-Network</td>
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<td>In</td>
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Please note: The information in this grid is provided for informational purposes only and is not a contract or binder of coverage.

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Health Plans

**UnitedHealthcare Definity℠ Health Savings Account Plan**

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<th>Description</th>
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<td>Non-network coverage</td>
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<td>No primary doctor required</td>
<td>Yes</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Yes</td>
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<tr>
<td>Vision</td>
<td>Yes</td>
</tr>
<tr>
<td>Spending account</td>
<td>Optional</td>
</tr>
</tbody>
</table>

This consumer-driven health plan is made up of two parts: a high deductible health plan and a Health Savings Account (HSA). With this plan, your employees can open and deposit money, before taxes, into an HSA, which is their own personal savings account. They can use the money to pay for eligible medical and pharmacy expenses, including the deductible, or save it for future expenses. Here are the highlights:

**Health plan**
- Typically lower monthly premiums
- National network and non-network coverage
- Cost savings by going to a network doctor or facility
- No referrals required to see a network specialist
- Preventive care covered up to 100 percent when they see a network doctor
- Pharmacy benefits included
- Vision exam included, plus discounts on frames, glasses and lenses

**Health Savings Account**
- Deposit health care dollars – think of it as a savings plan for their health
- Grow savings – Your employees earn interest on deposits, invest in mutual funds,* or save for retirement
- Triple tax savings:
  - Deposits can be made before taxes
  - Interest earned is income-tax-free
  - Money spent on eligible expenses is income-tax-free

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**Here’s how the plan works.**

See benefit grid for details.

1. Your employees open an HSA with OptumHealth Bank℠, Member FDIC.
2. They deposit money into the account.
3. Your employees pay the actual cost of medical and pharmacy expenses until they meet their annual deductible. They can use their HSA or let it grow – it’s their choice. The plan will cover preventive care up to 100 percent when they see a network doctor.
4. If the employee meets the annual deductible, the employee and the health plan share expenses. This is called coinsurance or copayments.
5. Your employees are protected from major expenses with an out-of-pocket maximum. If their medical expenses reach the maximum, they are covered 100 percent for eligible services for the rest of the plan year (subject to plan limitations).
# Health Plans

Groups with up to 50 Eligible Employees • Plans available July 1, 2010

North Carolina: All Counties

## Definity Health Savings Account (HSA) Plans

<table>
<thead>
<tr>
<th>Plan Code</th>
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<td></td>
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The Definity Health Savings Account (HSA) high deductible health plan (HDHP) is designed to comply with IRS requirements so eligible enrollees may open a Health Savings Account with a bank of their choice or through OptumHealth Bank, Member of FDIC. “Definity HSA” refers generally to the Definity™ HSA product, which includes a HDHP, although at times “Definity HSA” may refer only and specifically to the Definity Health Savings Account, provided in conjunction with OptumHealth Bank and not to the associated HDHP.
Health Plans

UnitedHealthcare EDGE™ Plan

<table>
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<tr>
<th>No referrals</th>
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<th>Pharmacy</th>
<th>Vision</th>
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</table>

EDGE plans feature lower office visit copayments and greater plan coinsurance coverage when employees receive care provided by UnitedHealth Premium® designation program quality and cost-efficiency designated specialty doctors. These doctors’ designations are displayed on the member website, myuhc.com®, with two stars (★★). Here are the highlights.

- National network and non-network coverage
- Cost savings by going to a network doctor or facility
- No referrals required
- Preventive care covered up to 100 percent when you see a network doctor
- Lower office copayments and higher plan coinsurance with Premium-designated doctors
- During a hospital stay, all related care, including emergency room, anesthesiology and labs, is covered at the plan’s highest benefit level, regardless of Premium designation status
- Vision exam included, plus discounts on frames, glasses and lenses

The stars (★★) mean a doctor has met national industry standards for quality care established by external medical organizations and governmental agencies such as the:
- Ambulatory Care Quality Alliance
- National Committee for Quality Assurance (NCQA)
- American College of Cardiology

Add an HSA
Employees can add a health savings account (HSA), which allows even more control of their health care spending and gives them triple tax savings.

For more information, visit uhc.com or call 1-877-632-4195.

Here’s how the plan works.
See benefit grid for details.

1. Your employees will pay a copayment, coinsurance and/or deductible for eligible health care services.

2. Your employees will pay a lower copayment and coinsurance when they see ★★ (two-star) Premium-designated doctors.

3. The plan will cover preventive care up to 100 percent when they see a network doctor.

4. Your employees are protected from major expenses with an out-of-pocket maximum. If their medical expenses reach the maximum, they are covered 100 percent for eligible services for the rest of the plan year (subject to plan limitations).
Health Plans

Groups with up to 50 Eligible Employees • Plans available July 1, 2010

North Carolina: All Counties

EDGE Plans

<table>
<thead>
<tr>
<th>Plan Code</th>
<th>Deductible</th>
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Plan Copay

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</tr>
<tr>
<td>5S-J</td>
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<td>80%</td>
<td>$30</td>
<td>$100</td>
<td>$250</td>
<td>100%</td>
</tr>
</tbody>
</table>

All EDGE plans:

Have per occurrence deductibles of $500 for inpatient services and $250 for outpatient surgery. These deductibles apply before the annual deductible and accrue to the out-of-pocket maximum.

1 This benefit level applies to physicians in specialties where there is a Premium designation program, but the physician is not a two-star Premium designated specialist; or, where there is no UnitedHealth Premium program available; or, when the physician’s specialty is not part of the UnitedHealth Premium designation program.

2 This enhanced benefit applies to two-star Premium designated specialists.

3 These benefits apply to all categories to which deductible-coinsurance cost-sharing applies EXCEPT Physician fees for surgical and medical services, and on the EDGE (non-HSA) OP Surgery and Major Diagnostic (MRI, CT Scan, Pet Scans etc.).

The UnitedHealth Premium® designation program is an information resource to help our members choose a physician. It may be used as one of many factors members consider when choosing the physicians from whom they receive care.

As with any performance assessment program, physician evaluations have a risk of error. Please see myuhc.com® for detailed program information and methodologies.

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Pharmacy benefit

About our pharmacy benefit

All products come with our easy-to-use pharmacy benefit. This includes:
• 64,000 network retail pharmacies that are available to you across the country
• Mail-order services that can give your employees up to a 90-day supply of their medication(s), often at a lower price than retail. And it’s delivered to their home with free shipping.

For more information about pharmacy benefits, visit uhc.com or contact your broker or UnitedHealthcare representative at 1-877-632-4195.

Understanding common pharmacy terms

What is a Prescription Drug List?
A prescription drug list (PDL) is a list of medications, products or devices that have been approved for your safety by the U.S. Food and Drug Administration. These medications and products are then placed into tiers.

Since the PDL may change, we encourage your employees to visit myuhc.com or call the number on the back of their ID card for the most current information.

What do the tiers mean?
Medications listed in the PDL are placed into tiers. Each tier is given a copayment amount. Medications in tier 1 will have the lowest copayment.

Not all drugs listed on the PDL are covered by all plans. Please check your official benefit plan information to find out what is covered under your plan.

Some plans may require your employees to pay the entire cost of the medication until the plan deductible has been met.

Some pharmacy benefits may not be available in all counties in the state. See the product tables in this document for product availability by state/county.
Benefits needs don’t stop with just a health plan. But you don’t want to get bogged down negotiating with multiple vendors – or paying too much.

With UnitedHealthcare, you have:
- Simplified administration from one carrier and one account team
- Plan designs that fit your needs
- Packaged Savings® programs for extra savings
- Employer eServices® (EmployereServices.com) for maximum freedom, flexibility

Dental
Regular dental care is now recognized as an important part of a total health and well-being program. Just ask the Surgeon General. We offer dental plans designed to deliver flexibility, convenience and choices – at an affordable price.

Vision
Routine vision exams are important – they may help with early detection of other medical problems. Now you can provide vision benefits that offer convenience and cost savings. Our plans include an eye exam once every 12 months, and lenses and frames once every 12 or 24 months. Contact lenses may be selected instead of spectacle lenses and frames once every 12 or 24 months.

Life and disability
Life
We offer fully integrated life and disability insurance policies for you and your employees. Our plans are available on a stand-alone basis, or packaged with our health plans.

Disability
We offer group disability benefits, including short-term disability, long-term disability and voluntary disability. Optional enhancements, such as cost-of-living adjustment and catastrophic disability riders, are also available for certain group sizes.

Packaged Savings®
The Packaged Savings program offers administrative credits to groups purchasing eligible specialty coverages with their health plan. The more coverages you bundle, the more you will save on your packaged price.

For more information, visit uhc.com or or contact your broker or UnitedHealthcare representative at 1-877-632-4195.
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Flexible spending accounts

Today, flexible spending accounts (FSAs) are easier for employees to use, and they are enjoying red-carpet treatment in advertising and other promotions by grocery, drug and department stores required to identify FSA-eligible expenses at the cash register. In addition, FSA programs help pay for themselves because in many cases, the tax savings can recover all or some of the costs of administration. And, employees save because when they enroll and contribute to an FSA, it lowers their taxable income. We offer the following FSA products:

- **Health care FSA** – copayments and deductibles, prescriptions, orthodontia and other dental work, vision exams, eyeglasses, contact lenses and more
- **Dependent care FSA** – day care and similar expenses for children and adult dependents who are incapable of caring for themselves
- **Commuter expense reimbursement account (CERA)** – mass transit, van pooling and parking expenses (administered through WageWorks)
- **Limited-purpose FSA** – dental and vision only, for individuals who enroll in an HSA-eligible health plan

### Example of FSA tax savings

An employee elects to have $100 withheld from every biweekly paycheck and deposited into his FSA.

<table>
<thead>
<tr>
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<th>Employer saves</th>
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<td>Federal income tax – 25%</td>
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<tr>
<td>State income tax – 5%</td>
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</tr>
<tr>
<td>FICA – 7.65%</td>
<td>$7.65</td>
<td>$7.65</td>
</tr>
</tbody>
</table>

**Tax savings every paycheck**

$37.65

**Total tax savings annually (26 pay periods)**

$978.90

$198.90

Hypothetical example for illustrative purposes only. Please consult a benefits and tax expert for your particular business situation.

For more information, visit uhc.com or contact your broker or UnitedHealthcare representative at 1-877-632-4195.

Some plans may not be available in all counties in the state. See the product tables in this document for product availability by state/county.
Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates, and UnitedHealthcare Insurance Company of Ohio, UnitedHealthcare Insurance Company of Illinois, UnitedHealthcare Insurance Company of New York, UnitedHealthcare Insurance Company of the River Valley, Oxford Health Insurance, Inc., PacifiCare Life and Health Insurance Company or their affiliates.


Definity® Health Savings Account (HSA) and/or Health Reimbursement Account (HRA)

HSA: The Definity® Health Savings Account (HSA) high deductible health plan (HDHP) is designed to comply with IRS requirements so eligible enrollees may open a Health Savings Account with a bank of their choice or through OptumHealth Bank, Member of FDIC. ‘Definity HSA’ refers generally to the Definity® HSA product, which includes a HDHP; although at times ‘Definity HSA’ may refer only and specifically to the Definity Health Savings Account, provided in conjunction with OptumHealth Bank and not to the associated HDHP.

HRA: UnitedHealthcare’s Definity® Health Reimbursement Account, or HRA, combines the flexibility of a medical benefit plan with an employer-funded reimbursement account.

UnitedHealthcare Core™: The UnitedHealthcare Core™ product is designed to accommodate a limited network of participating physicians, health care professionals, hospitals and facilities (“providers”). Except in emergency situations, members should confirm their provider is participating in this product before receiving services to receive the highest level of benefits. Network status may be determined by calling Customer Care at the number indicated on the medical ID card or visiting myuhc.com.

UnitedHealthcare EDGE™: UnitedHealthcare EDGE™ plans are only available in states that have implemented the 2007 Certificate of Coverage and have the UnitedHealth Premium® designation program.

Care24™: The Care24™ Program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. It is not a substitute for a doctor’s or professional’s care. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action with UnitedHealthcare, or its affiliates, or any entity through which the caller is receiving UnitedHealthcare, or its affiliates, services directly or indirectly (e.g., employer or health plan). The Care24 Program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

Health discount program: The UnitedHealth Allies® health discount program is administered by HealthAllies,® Inc., a discount medical plan organization located at 505 N. Brand Blvd., Suite 850, Glendale, CA, 91203, 1-800-860-8773. The health discount program is NOT insurance. The health discount program provides discounts for certain health products and services. The health discount program does not make payments directly to the providers of health products and services. The program member is obligated to pay for all health products and services but will receive a discount from those providers who have contracted with the discount plan organization. The health discount program is offered to existing members of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to provide specific discounts and to encourage participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. UnitedHealthcare does not endorse or guarantee health products/services available through the discount program. This program may not be available in all states or for all groups. Components subject to change.

Healthy Pregnancy Program: The Healthy Pregnancy Program follows national practice standards from the Institute for Clinical Systems Improvement. The Healthy Pregnancy Program cannot diagnose problems or recommend specific treatment. The information provided is not a substitute for your doctor’s care.

Ancillary / Specialty Benefits Entities

UnitedHealthcare Vision® coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by Spectera, Inc., UnitedHealthcare Services, Inc. or their affiliates. Plans sold in Texas use policy form number VPOL.06 and associated COC form number VCOC.INT.06.TX.

UnitedHealthcare Life and Disability products are provided by UnitedHealthcare Insurance Company and Unum Life Insurance Company; Unum Life Insurance Company of New York (NYC); and in California, Unum Life Insurance Company.

UnitedHealthcare Dental® coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by Dental Benefit Providers, Inc., Dental Benefit Administrative Services (CA only), UnitedHealthcare Services, Inc. or their affiliates. Plans sold in Texas use policy form number DPOL.06.TX (11/15/2006) and associated COC form number DCOC.CER.06.

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