

About the UnitedHealthcare and Medtronic Relationship

Working Together to Support People with Diabetes

UnitedHealthcare and Medtronic are working together to make a widely used and effective product available to our members while pursuing new ways to lower the overall cost of living with diabetes. Patient safety, service and cost were key considerations in our decision-making process to work with Medtronic, who will be designated the preferred provider of insulin pumps for UnitedHealthcare Commercial and UnitedHealthcare Community Plan (Medicaid) members starting on July 1.

Why UnitedHealthcare is Working with Medtronic

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Helping people manage their diabetes.

Medtronic insulin pumps help people effectively manage their diabetes, which is critical to improving health care quality and patient satisfaction while lowering costs.

- Patient safety was a key consideration. The [2012 ASPIRE study](#) found that pumps with a Threshold Suspend feature help reduce the frequency and duration of low blood sugar events.
- UnitedHealthcare members will have access to multiple models of Medtronic insulin pumps, including the MiniMed 530G system.

2

UnitedHealthcare members choose Medtronic more than any other device.

The vast majority of UnitedHealthcare members currently use Medtronic insulin pumps, and are familiar with the devices and their features.

- We receive fewer than 2,500 requests for non-Medtronic pumps a year (excluding children 18 and younger and Medicare plans).

3

Committed to patient service and education.

UnitedHealthcare has a history of [advancing diabetes care](#) for its members, which is why we wanted to ensure our members have access to Medtronic's comprehensive customer service and personal support.

- Medtronic is able to provide personalized service and support to our members with diabetes through a team of more than 2,000 field and customer care representatives.
- One-on-one training sessions with diabetes educators and a 24/7 HelpLine are available to individuals with questions about their device.

What This Means if You're a UnitedHealthcare Member

- There is no immediate change to a member's current pump. Members will continue using their existing device – regardless of the brand – until the insulin pump is out of warranty and needs to be replaced.
- UnitedHealthcare values the relationship between patients and physicians and recognizes that different options are sometimes needed. We will have a clinical exception process in place and will work directly with the prescribing physician to evaluate any instances in which he/she believes a non-Medtronic pump may be required.
- The preferred relationship with Medtronic only applies to UnitedHealthcare Commercial and UnitedHealthcare Community Plan (Medicaid) members.
- Children 18 and younger are not part of the preferred agreement and can continue using a non-Medtronic pump; Medicare Advantage plan members and UnitedHealthcare Sierra Health and Life Commercial members are also not part of the preferred agreement.

Bringing Value & Innovation to Diabetes Care

We have extensive experience creating value-based programs with hospitals and physicians, and aspire to bring a similar model to our relationship with Medtronic.

A value-based relationship places greater emphasis on patients' health outcomes and the total cost of a person's care rather than just paying device companies for the number of pumps ordered. The use of evidence-based medicine can guide both the clinical effectiveness and cost-effectiveness of devices, just as it often does today with drugs or other health care services. These are the kinds of steps that are essential to containing the continual rise in medical costs throughout our health care system, while also pushing for new innovations.



What we learn through this relationship will help inform new ways to make life easier for people with diabetes.

To learn more about how the health care industry as a whole is transitioning to value-based care, visit www.uhc.com/valuebasedcare.



For more information, visit:
uhc.com/medtronic