Delivering a distinctive network strategy.

Enhance overall plan value and performance with UnitedHealthcare’s unique approach.

As employers continue to look for ways to enhance overall plan value and performance, many are increasingly looking at network strategies. While some are not ready to move away from a broad, open access network, others are implementing alternative solutions such as tiered and narrow options. Our suite of network solutions is designed to meet clients where they are, and all solutions are founded on the same foundational goals:

- **Reducing variation.** Address quality- and cost-variation by leveraging data to identify high-performing providers.
- **Rewarding quality.** Structure reimbursement to reward quality, cost-efficient care and incent improvement.
- **Leveraging primary care.** Build and reinforce the relationship with primary care providers (PCPs) to help members navigate care and enable PCPs to more effectively manage care via data, plan design and referrals.
- **Guiding members.** Take advantage of member interactions to guide them to high-performing providers.
- **Supporting decisions.** Architect an enhanced member experience through provider and member tools.

A differentiated approach.

Our ability to deliver a distinctive network strategy lies in our unique approach.

**Our Methodology**
We use the same evidence-based, clinical standards to evaluate our network on multiple levels—individual physicians, Accountable Care Organizations (ACOs), Centers of Excellence (COEs), etc.

**Insights as Both a Payor and a Provider**
We leverage the expertise gained via our OptumCare® assets to drive innovative solutions in value-based care arrangements and support the development of technology solutions that improve access to health care, health care information and decision support.

**Data Sharing**
We share actionable data with our providers that facilitates widespread adoption of best care processes and enables greater care coordination for the benefit of our members. We are evolving this into a universal Health Record which will be available to all our members.
For employers looking to take their network strategy to the next level, we offer a variety of network solutions designed to:

- Maximize steerage to high-value providers.
- Extend the role of the PCP.
- Increase a provider’s ability to impact outcomes.
- Encourage members to stay aligned with a doctor who can help them navigate care.
- Enhance and simplify the member experience.

Having identified high-performing providers and systems, we are configuring solutions around them. In some markets, our high-performing ACOs are featured as part of a network solution, while in other markets we are building local clinically and financially integrated models of care around high-value providers and featuring these providers in plan designs that:

1. Put primary care physicians at the helm via a PCP selection requirement.
2. Facilitate access to primary care via copays for PCP visits and urgent care.
3. Incent members to seek care within the local provider system.

To complement the network construct, employers can pull additional levers to promote the utilization of these higher-value providers and systems and encourage members to seek care within that system. See Figure 1.

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**Figure 1.**

While we offer a suite of network solutions, our foundational goals are consistent throughout. Assessing which solution best fits a client’s needs starts with understanding their objectives and tolerance for disruption, as well as design features such as referrals for specialty care and out-of-network coverage.

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<th>Low savings</th>
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<td><strong>Provider ability to manage outcomes</strong></td>
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<td>Open access</td>
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<td>PCP selection with option for guided care</td>
<td>Tiered plan design</td>
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Bolstering our network solutions with an enhanced experience.

Providers featured in these high-value network solutions represent health care ecosystems, surrounding our members and helping them get the right care, from the right provider, in the right setting. To be successful, these health systems demand an unprecedented level of collaboration among providers. That’s one of the reasons UnitedHealth Group invests more than $3B annually on technology and innovation.¹ In addition to benefiting our providers, these technology advancements support an enhanced experience for our members, too.

- **Health Record** supports provider collaboration by providing a consolidated view of a member’s health history—including problems, procedures and information from multiple providers.
- **Point of Care Assist™** solution provides real-time patient information—including clinical, pharmacy, labs, prior authorization, eligibility and cost transparency—to electronic medical records (EMRs), making it easier for physicians to understand what patients need at the point of care.
- **PreCheck MyScript®** gives providers real-time, patient-specific prescription drug cost and coverage information at the point of care, right from their EMR system.

At UnitedHealthcare, we are at the vanguard of the next-generation health system, bringing more value to health care through a focus on improved patient outcomes, lower costs and a better experience for our members and their providers.

Contact your UnitedHealthcare representative for additional information.