UNITEDHEALTHCARE EMPLOYER & INDIVIDUAL

Leading with strategies designed to deliver more value.

OUR MISSION • Helping people live healthier lives and helping make the health system work better for everyone.

UNITEDHEALTH GROUP

A diversified enterprise with complementary but distinct business platforms serving people around the globe.

- Serving 142m people globally
- 6th on the FORTUNE 500
- $226.2b in FY18 revenue
- 300k employees worldwide
- 1.1t digital transactions annually

Investing $3.5b in technology and innovation annually

OPTUM

A leading information and technology-enabled health services business.

Serving:
- A network of 67k pharmacies
- 4 out of every 5 U.S. hospitals
- 100k physicians and health care facilities
- Approximately 3 out of every 4 U.S. health plans

UnitedHealthcare

The nation’s largest, most dynamic health benefits provider serving employers and Medicare and Medicaid beneficiaries.

- 140k employees
- 1.3m network providers
- 6k network hospitals
- $65b in value-based contracts
- 80m gaps in care closed in 2018

MEMBERSHIP

Employer & Individual 27m

Medicare & Retirement 12.5m

Community & State 6.5m

Global 6.2m

NATIONAL MARKETS

Providing large employers with solutions designed to help lower costs and improve the health of employees.

530 client companies +10m members

LOCAL MARKETS

Solutions for small and midsize employers, public sector and labor plan sponsors.

250k client companies +16m members

ANCILLARY AND INDIVIDUAL

Value-add dental, vision, hearing and voluntary health benefits.

+100k dental providers +90k vision access points +32m members

UNITEDHEALTHCARE

The nation’s largest business serving the health coverage and well-being needs of companies, organizations, individuals and families.

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Stevie Awards 2018—Winner in the Customer Service Department of the Year category.
Silver award winner for its proprietary Advocate4Me® service.

BIG Awards for Business 2018—“New Product of the Year” category for PreCheck MyScript® and UHC Healthy Pregnancy® app.

Dow Jones Industrial Average. Listed in the Dow Jones Sustainability World Index and North America Index.

FORTUNE “World’s Most Admired Company” in insurance/managed care.

FORTUNE

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Market Challenges

RISSING HEALTH CARE COSTS

$3.4T in 2019 with employer cost trend estimated at 6%.

BURDEN OF CHRONIC CONDITIONS

80M people expected to have 3+ chronic conditions by 2030.

PRESCRIPTION DRUG COSTS

10% of total health spending.

VARIATION IN CARE QUALITY

30% of health care spending shown to produce no value.

CHALLENGES IN ENGAGING CONSUMERS

The happiest consumers use the health system the least.

The Triple Aim

1. Lower the costs of care.
2. Improve the health of employees.
3. Simplify the health care experience.

Leading with a focus on the future.

Managing the total cost of care with integrated solutions built on data, insights and collaboration.

Integrating pharmacy and medical benefits to help reduce costs and help employees achieve better health.

Aligning financial incentives with employers to help achieve breakthrough plan performance.

Advancing premium advocacy services to help meet the changing needs of employers and employees.

Delivering value in specialty benefits to help lower costs, simplify administration and improve productivity.

Building a consumer-focused health system with solutions for greater value and flexibility.

Expanding into new markets and geographies.

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6 The happiest consumers use the health system the least.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by UnitedHealthcare Services, Inc. or their affiliates.