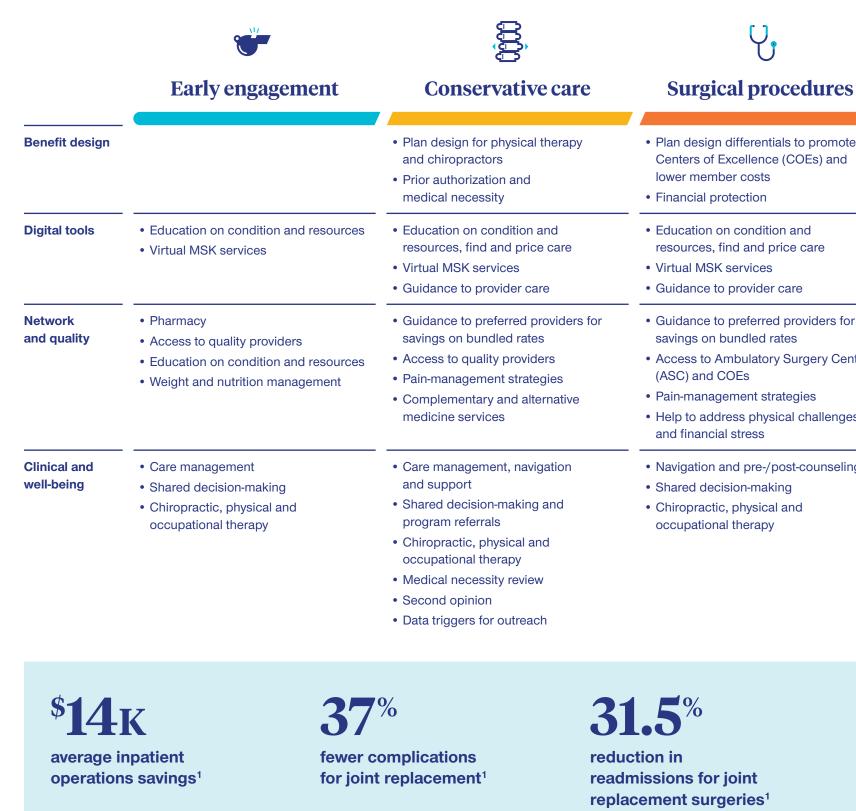


Improving the care pathway for muscle, bone and joint pain

To help guide more efficient care and provide support to employees and their families, we offer solutions that span the entire musculoskeletal (MSK) care continuum. Through early engagement, our goal is to help prevent MSK pain from even occurring. If it does, we help employees find the best care for their needs, from conservative care to surgical procedures and follow-up care.

Musculoskeletal solutions across the care continuum



¹ Based on 2021 claims for the Orthopedic Health Support Value Study performed by Optum Analytics, Health outcomes and savings are not guaranteed

² Technical Report – Conservative Therapies for New Onset Low Back Pain and Predictors of Long-term Opioid Use and Misuse. Lewis Kazis, ScD, et al. Boston University School of Public Health. Sponsors: APTA and UnitedHealthcare. Accessed May 2021

United Healthcare



Maintenance

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rentials to promote ence (COEs) and osts ion	Prescription coverage
ndition and nd price care ices vider care	 Education on condition and resources Virtual MSK services
erred providers for ed rates atory Surgery Centers at strategies ohysical challenges ss	 Payment accuracy Access to quality providers Education on condition and resources as well as guidance Complementary and alternative medicine services
re-/post-counseling making rsical and rapy	 Claims review Shared decision-making, program referrals Occupational health tools and resources

lower use of injections in early months when using chiropractic or physical therapy²



Helping employees throughout every stage

Through our proactive engagement, personalized care and full suite of products and services, UnitedHealthcare helps employees find appropriate care as soon as it's needed—with the goal of helping them save time, money and stress. This may result in better outcomes at bigger savings.



Learn more

Contact your broker, consultant or UnitedHealthcare representative

United Healthcare

These programs and resources provide information and support as part of your health plan. They do not provide medical advice or other health services and are not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Members are encouraged to discuss with their doctor how the information provided may be right for them. Your health information is kept confidential in accordance with the law. These programs and resources are not an insurance program and may be discontinued at any time. These programs and their components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.

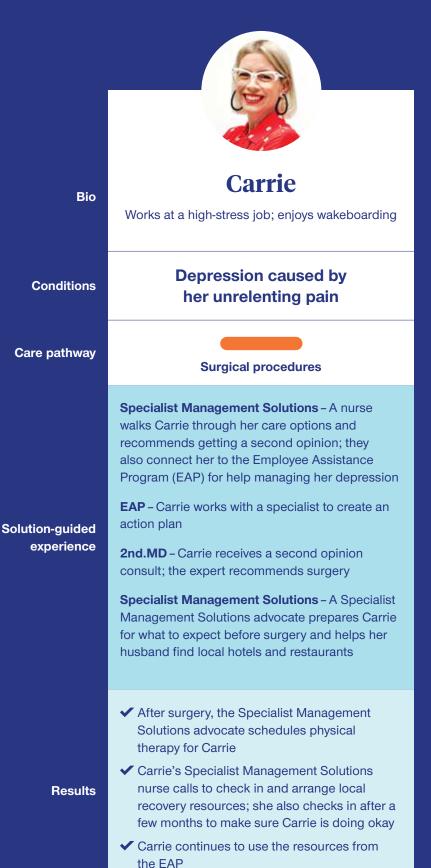
Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or any entity through which the caller is receiving EAP services directly or indirectly (e.g., employer or health plan).

The COE program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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Employee scenarios





Elisa

Is an engineer with 2 kids who suffers from poor sleep due to her work schedule

Shoulder pain, mild depression, stress



Specialist Management Solutions – A nurse talks to Elisa about conservative care options and refers her to Kaia

Kaia – Elisa downloads the Kaia app and completes a clinical assessment to receive a personalized experience of coaching sessions and daily exercises

The clinical team recommends biweekly coaching sessions over the phone; Elisa completes daily exercises and muscle relaxation modules while also learning coping strategies to help reduce stress

EAP – Kaia connects Elisa to an EAP specialist for additional help supporting her mental health

- Elisa's Specialist Management Solutions nurse checks in every 30 days
- Elisa's Kaia coach checks in every other month
- Elisa adjusts her training to fit her hectic work schedule; her pain has decreased and she's sleeping better

Illustrative examples based on hypothetical member scenarios. Individual program results may vary based on customer specifics and are not a guarantee of future results.



Bob

Is a runner and tennis player who's having back problems that aren't responding to self-care

Back pain

Surgical procedures

myuhc.com® – Bob uses the site to view available back pain resources and enrolls in Specialist Management Solutions

Specialist Management Solutions – A nurse reviews his treatment options; Bob tries physical therapy, which doesn't relieve his pain

The nurse recommends a network orthopedist and also sends Bob information about available pain-management strategies

Bob decides to have surgery; his nurse guides him to a COE network provider and helps him prepare

- After surgery, Bob's Specialist Management Solutions nurse calls to check in and arranges for local recovery resources
- A few months later, the nurse follows up and learns Bob has made a full recovery and is back to his normal activities