The Business Health Care Group and UnitedHealthcare

A powerful partnership

1 UnitedHealthcare and Business Health Care Group (BHCG) are not part of a legal partnership and are separate legal entities that are not responsible for each other’s financial or legal obligations.
Creating Value for Employers

The Business Health Care Group (BHCG) and UnitedHealthcare have joined forces to help participating member employers impact their health care costs and improve health and outcomes.

We’re leading the next evolution of health care cost management – creating accountability for both providers and consumers of health care services and offering opportunities for BHCG member employers to benefit from preferred pricing, performance guarantees and exclusive programs and capabilities.

Creating Value for Employers

Broad & Competitive Provider Network

Benefit from a powerful combination of features to help impact costs long-term.

• UnitedHealthcare’s broad Wisconsin network featuring competitive provider discounts

• UnitedHealth Premium® Designation Program – creating accountability for both providers and consumers, the program promotes quality and cost efficiency by identifying high value providers

• Exclusive access to UnitedHealthcare’s tiered benefit product in Wisconsin to drive utilization of Premium designated providers

• Flexibility to choose plan design

Dedicated & Enhanced Customer Service

Help improve consumer experience and clinical engagement.

• BHCG-dedicated customer service unit based in Green Bay, WI

• Advocate4MeSM service model – enhanced and intuitive customer service model utilizing intelligence routing to offer a single point of contact for all customer service and clinical questions

• BHCG-designated clinical team based in Lisle, IL, offering active condition management, decision support resources and care reminders

Consumer Engagement

Help advance health and better benefit decisions.

• Award-winning online and mobile consumer tools to identify high value providers, provide health care cost estimates, access critical health care information and much more. Includes the award-winning UnitedHealthcare Health4Me® app and the member-friendly myuhc.com® website.

• Portable Health Score tool to engage and educate consumers on health and health care choices

• Affordable health plan alternatives and strategies for promoting utilization of Premium designated providers, freestanding facilities and virtual provider visits

• Rally® Wellness Platform – engaging online and mobile tool that promotes and integrates wellness activities with rewards

• Communications calendar to provide support to develop effective employee communication strategies
The Business Health Care Group and UnitedHealthcare have collaborated to bring change in health care cost management by creating accountability for both providers and consumers of health care services.

### Vendor Management & Administrative Oversight

**Have confidence that performance and value will remain high.**

- **BHCG-designated interdisciplinary UnitedHealthcare team** overseeing high level strategy, implementation, administration, sales and account management and key initiatives
- **Pharmacy contract market check** for price competitiveness
- **Customer service call monitoring** to help ensure high quality engagement

### Enhanced Data Analytics

**Use actionable information to help improve plan performance.**

- **Virtual Health Plan** – UnitedHealthcare’s continuous health care cost action plan uses a reporting and analysis tool to monitor health plan performance across BHCG member employers, identify cost drivers and develop solutions
- **Dashboard** – Executive level performance metrics

### Preferred Pricing, Credits & Performance Guarantees

**Be assured of competitive pricing and performance.**

- **Administrative fee savings** – specific underwriting consideration for administrative pricing to ensure the best possible rates
- **BHCG growth credits** – fee credits for members as BHCG membership increases
- **Transition credits** – fee credits to offset costs for members making the move to UnitedHealthcare
- **Partnership credits upon renewal**
- **Administrator-funded audit credits** – tied to implementation, financial, claims and clinical audits
- **Specialty product credits**
- **Medical administrative partner clinical and pharmacy performance guarantees**
- **Flock™ HR management solution** – exclusive pricing on this all-in-one platform to effectively manage HR, benefits and compliance
Exclusive Access to Innovative Programs & Solutions

Gain efficiencies and help solve problems through technology and new ideas.

- **UnitedHealthcare Motion** – promotes physical activity through the use of an activity tracker and provides financial rewards for meeting targets
- **The Garage** – the opportunity to participate in and benefit from pilots of innovative products through in-market tests
- **Participation in pilot programs** – exclusive opportunities for collective participation in new initiatives and products

BHCG Mission Statement

The Business Health Care Group is committed to driving: meaningful change to improve the value of health care for both quality and cost within our market.¹

We create value for employers by harnessing the purchasing power, experience and collective knowledge of our member employers. Together with our strategic partners, we offer innovative strategies to positively impact health care costs and improve health care outcomes for our member employers and their employees.

Partnership Mission Statement

The Business Health Care Group and UnitedHealthcare provide a framework to improve health and impact health quality and costs for our member employers and their employees by creating accountability for both providers and consumers of health care.

We look to offer opportunities to help member employers improve plan performance and benefit through participation in innovative programs, services and capabilities.

Want to learn more?

John Elliott
UnitedHealthcare National Accounts
(847) 619-4604
john_elliott@uhc.com

Angela Loberg
UnitedHealthcare Small Business Sales
(414) 443-4720
angela_l_loberg@uhc.com

Tom Kunst
UnitedHealthcare Key Accounts
(414) 443-4094
thomas_c_kunst@uhc.com

Jeffrey Kluever
Business Health Care Group
(414) 433-4719 ext. 1
jkluever@BHCGWI.org

¹ Produced by MediaPost Communications, a media, advertising and marketing news and events publishing company based in New York, the annual Appy Awards' aim is to acknowledge extraordinary Applications, whether they be mobile, social, or Web-based. The Apps don’t discriminate by format, platform or device; instead, they focus on simply honoring the best Apps in all imaginable categories: http://appyawards.net.

² UnitedHealthcare Motion is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. You should consult an appropriate health care professional to determine what may be right for you. Receiving an activity tracker may have tax implications. You should consult an appropriate tax professional to determine if you have any tax obligations from receiving a device under this program. If you are unable to meet a standard related to health factor to receive a reward under this program, you might qualify for an opportunity to receive the reward by different means. Contact us at 855-256-8669 and we will work with you (and, if necessary, your doctor) to find another way for you to earn the same reward.

³ UnitedHealthcare Motion is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. You should consult an appropriate health care professional to determine what may be right for you. Receiving an activity tracker may have tax implications. You should consult an appropriate tax professional to determine if you have any tax obligations from receiving a device under this program. If you are unable to meet a standard related to health factor to receive a reward under this program, you might qualify for an opportunity to receive the reward by different means. Contact us at 855-256-8669 and we will work with you (and, if necessary, your doctor) to find another way for you to earn the same reward.

⁴ Pilots available for national accounts.

Advocate services should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through Advocate ( Advocate4Me) services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor’s care. Your health information is kept confidential in accordance with the law. Advocate services are not an insurance program and may be discontinued at any time.

Rally Health provides health and wellness information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor’s care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

For a complete description of the UnitedHealth Premium® designation program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please visit myuhc.com.2

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by UnitedHealthCare Services, Inc. or their affiliates. Health Plan coverage provided by or through UnitedHealthcare of Wisconsin, Inc.

©2016 United HealthCare Services, Inc.