

# For quality health plans, you can count on UnitedHealthcare



Choosing a health care plan may be a challenge. The details can be complex, and you want to be sure you're choosing a plan with the coverage you want from a company you can rely on. At UnitedHealthcare®, we're always working to make our plans even better. Read on to learn why you can have confidence in Medicare Advantage plans from UnitedHealthcare.

## Our Quality Improvement Program may help improve your health care experience

We're proud of the plans we offer. But we're always working to make them even better. Our Quality Improvement Program helps us do that.

### The key goals of our Quality Improvement Program include:



Promoting patient safety by improving the quality and safety of clinical care



Promoting access and availability to affordable, culturally competent care



Improving overall member experience



Adhering to accreditation and regulatory requirements



## To help meet these goals, UnitedHealthcare:



Routinely measures the quality of our customer service. We want to be sure you get the help you may need when you call Customer Service



Supports your doctors and other health care providers by offering tools to help with coordination, decision-making and care options that might work best for you



Uses evidence-based clinical practice guidelines from nationally recognized sources to guide the quality and health management programs



Provides information about the health outcomes and satisfaction of our members and participating physicians and office managers



Reminds and assists in scheduling the care and preventive screenings you may need through various outreach efforts



Routinely reviews the credentials and qualifications of doctors and other health care professionals in our network



The Centers for Medicare & Medicaid Services uses results from many of our quality improvement activities to evaluate the health plan and the safety mechanisms. CMS assigns health plans a Star Rating from one to five, with five stars being an excellent rating. You can also learn more about our plans and how we are different from other plans at [www.medicare.gov](http://www.medicare.gov).