



# Why choose UnitedHealthcare?



Discover the ways the UnitedHealthcare difference can impact you,  
your employees and their families

**United  
Healthcare**

# When you work with UnitedHealthcare, you leverage the power of UnitedHealth Group, an enterprise entrusted to help provide health benefits and services to 140M people worldwide

Through UnitedHealthcare and Optum, your organization benefits from working with 2 complementary business platforms, underscored by shared values and a single mission to help people live healthier lives and make the health system work better for everyone. Our enterprise is differentiated by 3 foundational competencies that help enable us to serve you and your members with expertise and scale.

## Technology

UnitedHealth Group processes more than 1.4T digital transactions annually; our data centers process more than 3B claims per year with better than 99% accuracy. Our Security Operations Center evaluates more than 1T events annually to help prevent security issues.

## Data and information

Consider the power of an enterprise that provides 98% of Americans with access to a physician, manages 2.3M care coordination touch points annually and has the world's largest database of private health care data, outside of the Centers for Medicare and Medicaid Services (CMS).

Not only is data the foundation of our clinical insights, we also use data strategically to help you manage the health of your specific members and give you insights that can help drive your business.

## Clinical insight

Through our incredible wealth of data, we understand the health care lives of 250M people and some of our insights into these lives span 20 years. From a health care perspective, this means we may be able to identify when disease occurs, factors that led up to it and the best options for treatment.

At UnitedHealthcare, the depth and breadth of data informs clinical insights with the goal of helping improve outcomes and reduce costs.

Beyond transforming the way disease is identified and managed, our data empowers relevant actions to help give your employees the information they may need to take ownership of their health. When faced with health decisions, do your employees make optimal choices?



We have

# 161

petabytes of data  
(that's a million billion)<sup>1</sup>

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We process

# 3B+

claims per year,  
with 99% accuracy

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We provide

# 98%

of Americans with  
access to a physician

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We support

# 250M

members

# We invest \$3.6B annually in technology and innovation, so we can continuously help deliver better solutions and greater value

What does this mean for you? With UnitedHealthcare, you get a clear correlation between your health strategy and your business performance.

Health strategy and programs can increase employee engagement. By increasing employee engagement, we help advance your company's ability to perform. For every 1% improvement in engagement, there is a decrease in health spend of .56%.<sup>3</sup>

We report on the metrics that matter to your business objectives. For a manufacturer, that might be defect or injury rates. For a service company, Net Promoter Score® (NPS®). For an airline, it could be on-time departures. This ability to use health strategy that may help drive business performance also distinguishes UnitedHealthcare for employers like you.

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**1%**  
improvement in  
engagement, there is a  
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## Recent examples<sup>2</sup>



### Multi-national food and beverage company

- 26% fewer customer complaints
- 19% lower injury rate
- 99.3% case fill rate (order accuracy)



### National airline

- 18% lower global injury rate
- 16% lower baggage mishandling rate
- 21% higher NPS

## Cost and care variations



### All specialties

Premium Care Physicians for all specialties evaluated had **7% lower** costs than non-Premium Care Physicians<sup>4</sup>



### Appendectomy and colonoscopy

Premium Care Physicians with appendectomy and diagnostic colonoscopy procedure episodes had **25% lower** average appendectomy complication rates<sup>4</sup> and **38% fewer** average diagnostic colonoscopy redo procedures<sup>4</sup>

### Knee replacements

Premium Care Physicians with orthopedic procedure episodes had **24% lower** average complication rates<sup>4</sup> and **31% fewer** average redo procedures<sup>4</sup>

continued

## What is it like to collaborate with us?

We value relationships. We make your objectives ours and build trust through collaboration. We believe in integrity, which means you can be confident that we will honor our commitments. We care about innovation and will continuously encourage and invest in new ideas. We are accountable. We take our responsibilities seriously and strive to deliver results for your business. And we are relentlessly focused on quality, for all our stakeholders, as a business imperative.

### **This is the power of collaboration: You and UnitedHealthcare.**

Our differentiated strategy enables us to help engage your employees, with the goal of improving outcomes and containing costs. We do this by aligning with your objectives and demonstrating how we can help positively impact your business performance.

**Based on our technology, data and information, and clinical insight, policymakers seek UnitedHealth Group's guidance in modernizing health care**

## Contact your UnitedHealthcare representative for more information



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<sup>1</sup> As of 10/30/2020

<sup>2</sup> All figures are based on employer's historical experience and are not guarantees of future performance for any plan. Actual results will vary.

<sup>3</sup> Geographic and risk adjusted study, 2019 National Accounts BOB.

<sup>4</sup> 2019 UnitedHealthcare Network (Par) Commercial Claims analysis for 172 markets. UnitedHealth Premium Care Physicians are designated for Quality & Cost Efficiency. Rates are based on historical information and are not a guarantee of future outcomes.

This case study is true but identifying characteristics have been changed to preserve confidentiality. Savings calculated on book-of-business case rate savings for these programs. Savings for enrolled members are case specific. Results will vary based on client specific demographics and plan design.

The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at [myuhc.com](https://myuhc.com)®. You should always visit [myuhc.com](https://myuhc.com) for the most current information. **Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. You should also discuss designations with a physician before choosing him or her. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician.** Please visit [myuhc.com](https://myuhc.com) for detailed program information and methodologies.

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