



**Helping employees make  
better health care decisions.**

## Engaging and encouraging employees.

**Better health starts with your employees making the health care choices that are right for them.**

UnitedHealthcare provides members with the programs, resources and ongoing support they need to succeed. To become empowered, confident health care consumers.

That's why we've created tools that help drive a simpler, personal experience that results in increased, individual health ownership... and better outcomes. Our suite of clinical, wellness and behavioral programs is designed to help your employees make more informed choices about their health and well-being.

**Contact us to learn more about how we can help you achieve business goals and improve health outcomes by:**

- 1** Supporting behavior change.
- 2** Achieving and maintaining a healthy lifestyle.
- 3** Minimizing disease progression.
- 4** Creating awareness of healthy lifestyle long-term benefits.

## Care Management Solutions

Solution	Profile	Description
Standard Care Coordination	Self-funded and fully insured	Addresses and supports over 50 conditions for high-cost/high-risk members, targeting 1% of the population via telephone-based outreach. Program includes: <ul style="list-style-type: none"> <li>Nurse team available to answer questions about health concerns</li> <li>Healthy Pregnancy, Congenital Heart Disease and Transplant Resource Services programs; Asthma and Cancer and Kidney Resource Services (self-funded clients)</li> <li>Health Discount Program and Physical Health Programs (self-funded clients)</li> <li>HealthNote Reminders</li> </ul>
Personal Health Support 2.0	Self-funded ≥750 members	Addresses and supports over 50 conditions and proactively monitors for potential gaps in care for all members. Program includes: <ul style="list-style-type: none"> <li>Designated nurse team with “nurse in the family”</li> <li>Decision Support, Healthy Pregnancy, Transplant Resource Services, Congenital Heart Disease and Physical Health programs; ParentSteps, Health Discount Program and Cancer and Kidney Resource Services (750–2,999 employees)</li> <li>HealthNotes and HealthNote Reminders</li> </ul>
Custom Personal Health Support	Self-funded ≥5,000 members	Personal Health Support 2.0 plus: <ul style="list-style-type: none"> <li>Dedicated or highly designated nurse team with “nurse in the family”</li> <li>Promotes greater level of member engagement</li> </ul>
Personal Health Support – Total Population	Self-funded ≥20,000 members	A “total” health and wellness management solution designed to enhance member engagement, reduce medical costs and improve health outcomes. <ul style="list-style-type: none"> <li>Comprehensive, tailored marketing and activation campaigns to continuously engage members.</li> <li>Value-based interventions that are condition-agnostic and flexible enough to help meet the changing needs of an employer’s member population</li> </ul>

## Decision Support Solutions

Solution	Profile	Description
NurseLine <sup>SM</sup>	Self-funded Fully insured = part of Care24 <sup>®</sup>	Helps deliver greater value than typical triage-only services through increased program referrals, a call-back model, member engagement techniques and more. Connects members with health care experts who provide resources or information. <ul style="list-style-type: none"> <li>Treatment: The nurse will answer questions, make referrals to relevant health and wellness programs and provide condition management and treatment information</li> <li>Provider: The nurse helps the member identify UnitedHealth Premium<sup>®</sup> providers and even schedules appointments</li> <li>Medication: Nurses offer coaching on medication adherence and education on drug interactions or medication alternatives</li> <li>Lifestyle: Nurses offer preventive care information, healthy lifestyle coaching and referrals to wellness coaching and behavioral health</li> </ul>
Care24 <sup>®</sup>	Fully insured and self-funded	A health and well-being concierge service where a single point of contact guides members to the clinical, wellness, financial, legal or counseling resources that are available through NurseLine and Employee Assistance Program (EAP) – 24 hours a day, seven days a week.
Decision Support	Included in Personal Health Support 2.0, Custom Personal Health Support and Personal Health Support - Total Population Self-funded	Using predictive modeling and decision support alerts, nurses and advocates provide information, resources and support to help members actively participate in decisions about their treatment options with their doctors, potentially lowering costs and improving health outcomes. Topics cover more than 25 conditions and 250 treatments and tests that can be major cost drivers for employers.
Emergency Room Decision Support	Self-funded ≥750 members	Designed to help reduce inappropriate emergency room (ER) usage by connecting ER users with a primary care physician and providing education about appropriate ER use and alternatives, such as urgent care centers or NurseLine.

## Condition-specific Solutions

Solution	Profile	Description
<b>Condition or disease management</b> <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Chronic Obstructive Pulmonary Disease (COPD)</li> <li>• Coronary Artery Disease (CAD)</li> <li>• Diabetes</li> <li>• Congestive Heart Failure (CHF)</li> </ul>	<p>Asthma: self-funded</p> <p>COPD: self-funded ≥3,000 employees</p> <p>CAD: self-funded and fully insured any employee size*</p> <p>Diabetes: self-funded ≥3,000 employees and fully insured any employee size*</p> <p>CHF: self-funded and fully insured any employee size</p> <p>* Programs for fully insured populations vary from self-funded. Ask for details.</p>	<p>Designed to help members improve self-care, identify warning signs and access resources for assistance, with the goal of reducing the need for urgent/emergency services.</p> <ul style="list-style-type: none"> <li>• Reinforces and supports physician treatment plans.</li> <li>• Helps members prepare for physician visits so they get the most out of their care encounters.</li> <li>• Helps eliminate unnecessary or redundant procedures, reduces complication rates and improves medical outcomes.</li> </ul>

## Complex Medical Condition Solutions

Solution	Profile	Description
<b>Bariatric Resource Services</b>	Self-funded Fully-insured in mandated or essential benefits states.	Offers support both before and after surgery to reduce complications and costs associated with weight-loss surgery for morbid obesity. Resources include: <ul style="list-style-type: none"> <li>• Access to the Centers of Excellence network</li> <li>• Case management</li> <li>• Specialty clinical consulting components</li> </ul>
<b>Cancer Resource Services</b>	Self-funded	Provides patients with information and/or short-term treatment decision support to help them make more informed decisions about their cancer care <ul style="list-style-type: none"> <li>• Provides access to national network of cancer centers for a second opinion or treatment</li> <li>• Focuses on uncommon and complex cancers where practice variability and expenses tend to be high. However, program services and network may be accessed for any type of cancer care.</li> </ul>
<b>Cancer Support Program</b>	Self-funded ≥3,000 employees	Cancer Resource Services plus: <ul style="list-style-type: none"> <li>• Addresses ongoing care</li> <li>• Comprehensive case management to help close gaps in care</li> <li>• Access to an integrated, multi-disciplinary team (medical directors, social workers) to help fill gaps in care</li> </ul>
<b>Congenital Heart Disease</b>	Self-funded and fully insured; Any employee size	Combines a specialized network of leading Congenital Heart Disease (CHD) facilities with contractual savings. The program also provides resources and services to help identify complex cases and educate families about the benefits of receiving care at a qualified Center of Excellence facility.
<b>Kidney Resource Services</b>	Self-funded and fully insured; Any employee size	Offers educational information and provides members with network dialysis clinics. Program is designed to reduce medical expenses related to end-stage renal disease. <ul style="list-style-type: none"> <li>• Services through team of specialized nurses who provide information to members to help them make informed decisions which may improve their health</li> <li>• Over-the-phone case management, monitoring of health and complications stemming from chronic kidney disease, information on how to manage condition, and educational materials</li> </ul>
<b>Comprehensive Kidney Solutions</b> also called Chronic Kidney Disease (fully insured)	Self-funded ≥3,000 employees Fully insured, any employee size	Expanded kidney disease program provides telephone-based services to members diagnosed with end-stage renal disease and chronic kidney disease as well. Focuses on members who are at an increased risk of chronic kidney disease, are transitioning into renal replacement therapy or those already on dialysis.
<b>Transplant Resource Services</b>	Self-funded and fully insured; Any employee size	Access to a transplant network developed through a robust process for qualifying, contracting and case management consulting. <ul style="list-style-type: none"> <li>• Centers of Excellence: Flagship centers that cover all phases of member health care from evaluation, pre-transplant, transplant, post-transplant and 12-month follow-up health care. Provides clinical case management.</li> <li>• Transplant Access Program (TAP): A secondary network that expands opportunities for savings. Addresses situations when members opt to use a program that is not in the transplant network.</li> <li>• Extra contractual services: A case-by-case contracting option to address unanticipated developments.</li> </ul>

## Wellness Management Solutions

Solution	Profile	Description
Healthy Back	Self-funded ≥750 employees	Lifestyle intervention and condition management program that is designed to help deliver cost savings by improving the types of care used by members living with acute, sub-acute and chronic back conditions. <ul style="list-style-type: none"> <li>• Telephone-based clinical coach outreach</li> <li>• Online tools and other educational materials</li> </ul>
Healthy Weight	Self-funded ≥750 members	Non-surgical weight management coaching program designed to change an individual's behavior and lifestyle to achieve long-lasting weight loss, reduced health risks and an improved quality of life. <ul style="list-style-type: none"> <li>• Personal wellness coach who is cross-trained in multiple areas</li> <li>• Addresses healthier members, as well as those at risk for chronic conditions</li> <li>• Access to a registered dietician</li> </ul>
Quit For Life®	Self-funded ≥750 members	Industry-leading tobacco cessation coaching program offered in collaboration with the American Cancer Society: <ul style="list-style-type: none"> <li>• Outbound coaching calls</li> <li>• Unlimited access to Quit Coach® staff during the program</li> <li>• Online learning community</li> <li>• Text2Quit® text messaging</li> </ul>
Wellness coaching (telephonic)	Self-funded ≥750 members	Cross-trained wellness coaches provide personalized, holistic support to help members build skills for long-term behavior change: <ul style="list-style-type: none"> <li>• Tobacco cessation</li> <li>• Diabetes lifestyle</li> <li>• Heart health lifestyle (blood pressure/cholesterol)</li> <li>• Weight management</li> <li>• Stress management</li> <li>• Nutrition management</li> <li>• Exercise management</li> </ul>
Health screenings	Self-funded ≥50 participants for onsite screening events	Biometric screenings can help members identify health risks and may also serve as a catalyst for health action. <ul style="list-style-type: none"> <li>• Multiple screening methods provide access to full population: onsite, provider screenings, lab, at-home kit</li> <li>• Easy administration: Registration site brings all screening options together in one online experience, program coordinator and all-inclusive pricing</li> <li>• Integrated: Biometric data is integrated into our Health Assessments and online personal health records and health trackers</li> </ul>
Health Discounts	Self-funded and fully insured; Any employee size	Discount program offering a 10 to 50 percent discount on a wide range of health- and wellness-related products and services not traditionally covered by a health plan. <ul style="list-style-type: none"> <li>• Discounts include vision, dental, weight management, fitness gear, heart health, smoking cessation, ParentSteps® infertility program, and more</li> <li>• Access to a network of over 150,000 health care professionals, facilities and retailers</li> <li>• Personalized weekly discounts based on preferences and needs</li> <li>• Integration with the broader UnitedHealthcare digital experience</li> </ul>
Rally® on myuhc.com®	Self-funded and fully insured; Any employee size	A digital health and wellness experience connects members with health content, online action plans (Missions), health survey, a tool to help manage their health records, challenges and dozens of other resources to help them proactively manage their health.
Adult flu clinics	Self-funded ≥50 participants	Onsite clinics offer a full-service program with "everything included" pricing, event participation reporting and a communications toolkit to help employers get the word out.
Optum™ Fitness Solutions	Self-funded and fully insured; Any employee size	Highly customized services designed to bring fitness to the workplace, engage employees and integrate health and wellness into a company's culture. Onsite capabilities may be purchased individually or in any combination: <ul style="list-style-type: none"> <li>• Design and Development</li> <li>• Fitness Center Management</li> <li>• Fitness Programming</li> </ul>
Real Appeal <sup>SM</sup>	Self-funded >100 employees; Fully insured >100 employees (beginning 1/1/17)	Evidence-based, virtual weight loss program designed to help people make small changes necessary for larger long-term health results. <ul style="list-style-type: none"> <li>• One-on-one coaching</li> <li>• Weekly interactive group online coaching</li> <li>• Weight loss and maintenance plan customized to individual needs</li> <li>• Entertaining delivery of evidence-based content</li> </ul>

## Member Incentive Solutions

Solution	Profile	Description
UnitedHealth Personal Rewards®	Self funded > 1,500 members Smaller membership allowed but billed at 1,500 threshold	This suite of flexible program options rewards members for achieving certain health results (e.g. lowering blood pressure, quitting tobacco) or taking healthy actions (e.g. completing a Health Survey). Packages can be aligned to fit the needs of the organization from turn-key to customized designs.
SimplyEngaged® and SimplyEngaged® Plus	Self-funded and fully insured 100 – 2,999 employees	<ul style="list-style-type: none"> <li>• SimplyEngaged promotes wellness by offering employees rewards for health activities.</li> <li>• SimplyEngaged Plus takes the program to the next level with rewards for health activities and health results.</li> <li>• Rewards options: gift cards, deposits to either a health reimbursement account or a health savings account, or member premium reduction</li> </ul>
Diabetes Health Plan	Self-funded ≥2,000 employees	Benefits plan supports those with diabetes and pre-diabetes and their eligible family members by reducing or eliminating out-of-pocket expenses for diabetes-related care such as physician visits, certain drugs and self-monitoring supplies. Members have access to an online scorecard to help them manage their care.
Small Business SimplyEngaged	Fully insured 2-99 employees	Promotes wellness by offering employees engaging health activities that they can earn rewards for completing.

## Women's Reproductive Health Solutions

Solution	Profile	Description
Healthy Pregnancy	Self-funded and fully insured; Any employee size	Personalized maternity wellness program provides additional support and education throughout an expectant member's pregnancy. We work closely with mothers-to-be to identify potentially high-risk pregnancies, refer them to Neonatal Resource Services, (if purchased) and provide high-risk case management, and access to Centers of Excellence network.
Maternity Support	Self-funded ≥3,000 employees	Provides support during and after pregnancy. Our dedicated maternity nurses offer decision support, education and answers for expectant families.
Neonatal Resource Services	Self-funded and fully insured; Any employee size	Over-the-phone and onsite case management help control and reduce neonatal care costs.
Reproductive Resource Services	Self-funded ≥3,000 employees Fully insured in mandated states	Offers education and support through specialized nurse consultants, and access to infertility treatment through our Centers of Excellence network clinics.

## Physical Health Solutions

Solution	Profile	Description
Clinical Support (chiropractic, physical therapy and occupational therapy)	Chiropractic Clinical Support: Self-funded and fully insured; Any employee size PT/OT Clinical Support: Fully insured; Any employee size	Encourages providers to practice evidence-based health care with the goal of reducing costs and providing consistent care to patients where appropriate. <ul style="list-style-type: none"> <li>• Same-specialty peer review of treatment requests</li> <li>• Peer-to-peer education on evidence-informed treatment approaches to increase the consistency of patient care and reduce unexplained variance</li> <li>• Comprehensive provider website</li> <li>• National Committee for Quality Assurance (NCQA) certification</li> </ul>
Physical Health Network solutions (chiropractic and physical, occupational and speech therapy)	Self-funded and fully insured; Any employee size	Physical health networks provide access to conservative treatment options for conditions such as musculoskeletal and speech disorders. <ul style="list-style-type: none"> <li>• Chiropractic providers</li> <li>• Physical, occupational and speech therapists</li> <li>• Complementary and alternative medicine providers, including acupuncturists, massage therapists, naturopaths and dietitians/nutritionists</li> </ul>
Complementary Alternative Medicine services	Self-funded and fully insured; Any employee size	Large network of providers who practice a variety of complementary and alternative therapies including acupuncture, massage therapy, naturopathic medicine and nutrition counseling. The discount program can be offered as a supplement to a fully insured benefit.

## Clinical Engagement Tools

Solution	Profile	Description
HealthNotes	Self-funded	Messaging to members and their providers on potential health risks and important health opportunities. HealthNotes reach out to members to address these health opportunities early, when potential risks are initially identified.
HealthNote Reminders	Self-funded and fully insured; Any employee size	Mail and email alerts that remind members to consult their health care providers about recommended preventive care. <ul style="list-style-type: none"> <li>• Women's health (breast cancer and cervical cancer screening)</li> <li>• Childhood and teen vaccines</li> <li>• Diabetes</li> <li>• Heart (cholesterol and coronary artery disease)</li> </ul>

## Behavioral Health Solutions

Solution	Profile	Description
Employee Assistance Program (EAP) and WorkLife services	Self-funded and fully insured EAP: ≥250 employees WorkLife services: ≥500 employees	Promotes productivity and personal resiliency by offering employees and their families immediate consultation and, if needed, one-on-one counseling to address personal challenges, problems of daily life or workplace concerns. Unlimited management consultation and critical incident support services to help promote high-performing workplaces.
Standard Behavioral Care	Self-funded	Provides clinically effective inpatient, mental health and substance use disorder care services, focusing on individuals needing more intensive services and those with the highest clinical risk. Also provides outpatient services.
Full Care Management	Self-funded and fully insured; Any employee size	Provides a more robust approach to managing inpatient and outpatient care that focuses resources where they make the greatest impact for each member. The program provides enhanced risk identification, early intervention and practitioner performance monitoring.

## Consumer Tools

Solution	Profile	Description
myuhc.com®	Self-funded and fully insured; Any employee size	Online resource where members are able to check claim status and history, view their benefits and health statements, find a network doctor, refill a prescription, chat with a nurse and much more.
Advocate4Me <sup>SM</sup>	Self-funded and fully insured; Any employee size	Provides customer care through end-to-end health, wellness and benefits support including benefits and claims questions, finding the right doctor, proactive support and information, health education, clinical program enrollment and much more.
Find & price care	Self-funded and fully insured; Any employee size	Access step-by-step explanations for procedures, learn about doctors and hospitals from their quality and cost-efficiency ratings, and estimate the costs for office visits, treatments, lab tests and medications.
UnitedHealthcare Health4Me®	Self-funded and fully insured; Any employee size	Helps employees manage different aspects of their health, like searching for providers and getting health care cost estimates for specific treatments and procedures from their smartphone or tablet - anywhere, anytime.
Online claims management	Self-funded and fully insured; Any employee size	Better understand and manage health care claims through this online tool. The tool provides visuals to illustrate claims and account balance information and allows members to view, manage and track their claims in one location. Members can pay health care providers online for out-of-pocket expenses, too.
Healthy Mind Healthy Body® e-newsletter	Self-funded and fully insured; Any employee size	Award-winning, monthly e-newsletter delivers fresh views on how to get and stay healthy. Members and non-members can customize the e-newsletter with the topics most relevant to them. Consumers can register at <a href="http://www.uhc.com/myhealthnews">www.uhc.com/myhealthnews</a>
Health Education Webinars	Self-funded and fully insured; Any employee size	Online seminars covering a variety of health care topics. Visit <a href="http://www.uhc.com">www.uhc.com</a>

Disease Management programs and services may vary on a location-by-location basis and are subject to change with written notice. UnitedHealthcare does not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If you select a new provider or are assigned to a provider who does not participate in the Disease Management program, your participation in the program will be terminated. Self-Funded or Self-Insured Plans (ASO) covered persons may have an additional premium cost. Please check with your employer.

NurseLine<sup>SM</sup> is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

The Care24<sup>®</sup> program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. It is not a substitute for a doctor's or professional's care. 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 these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

Rally Health provides health and well-being 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.

Real Appeal is a voluntary weight loss program that is offered to eligible participants as part of their benefit plan. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical and/or nutritional advice. Participants should consult an appropriate health care professional to determine what may be right for them. Any items/tools that are provided may be taxable and participants should consult an appropriate tax professional to determine any tax obligations they may have from receiving items/tools under the program.

SimplyEngaged<sup>®</sup> and SimplyEngaged<sup>®</sup> Plus are voluntary programs. 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 with an appropriate health care professional to determine what may be right for you. Rewards may be taxable. You should consult with an appropriate tax professional to determine if you have any tax obligations from receiving rewards under this program. If you are unable to meet a standard related to a health factor to obtain a reward under this program, you might qualify for an opportunity to earn the same reward by different means. Contact us at 1-855-215-0230 and we will work with you (and, if necessary, your doctor) to find another way for you to earn the same reward.

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.

The Healthy Pregnancy Program follows national practice standards from the Institute for Clinical Systems Improvement. The Healthy Pregnancy Program can not diagnose problems or recommend specific treatment. The information provided is not a substitute for your doctor's care.

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