Disease Management programs

Disease Management: Helping members make better decisions

UnitedHealthcare is committed to helping improve the health and well-being of the individuals we serve – and to improving the health care system at large. Our disease management programs are designed to help members enhance self-care, identify warning signs and access resources for assistance, which may reduce the need for urgent or emergent services.

Better information means better decisions.

We help your employees make smart choices about their health, treatment options and physicians. By developing trusted relationships, we can reinforce and support physician treatment plans and help members get the most out of their care encounters.

Better information may help eliminate unnecessary procedures, reduce complication rates and improve medical outcomes for higher quality care, greater efficiency and lower costs.

Did you know?

• Two-thirds of the increase in health care spending in the U.S. is due to increased occurrence of treating chronic diseases.¹

• Chronic illnesses affect 45 percent of the U.S. population, and they account for 75 percent of overall health care spending.²

• Seven out of 10 deaths among Americans each year are from chronic diseases.³


² Centers for Disease Control and Prevention (CDC); “Chronic Diseases: The Power to Prevent, The Call to Action”, January 2010.

Targeted, transparent disease management solutions

We can direct our disease solutions specifically to chronic and complex conditions where self-care and appropriate referrals to network physicians may make a significant health and financial impact. Many times, our interventions are triggered without any effort from you or the member.

Our disease management solutions are designed to help members improve self-care, identify warning signs and access resources for assistance, with the goal of reducing the need for urgent/emergent services. We reinforce and support physician treatment plans, and assist members in preparing for physician visits to help them get the most out of their communications. Our disease management solutions also are designed to help eliminate unnecessary or redundant procedures, reduce complication rates and improve medical outcomes.

Identify
We identify individuals who could benefit from our solutions through:
- Predictive modeling using 450+ evidence-based rules
- Health assessments
- Claims, pharmacy and lab data
- Emergency department visits and hospitalizations
- NurseLineSM referrals
- Direct referrals
- Member, caregiver and provider referrals
- Fully synchronized pharmacy and care management systems, processes and teams create deeper insights, allowing faster gap identification to drive better, more relevant member engagement, improve clinical outcomes and ultimately reduce costs. We uniquely leverage pharmacy touch points, including placing a pharmacist on the care team.*

Attract and deliver
The comprehensive, holistic approach of UnitedHealthcare’s disease management solutions enables us to:
- Enroll individuals through effective engagement strategies, including inbound and outbound calls, online resources, mail and incentives, and then engage them in a meaningful way
- Provide guidance to UnitedHealth Premium® physicians and facilities, Centers of Excellence network facilities, and other network physicians and facilities
- Identify people at risk for costly events or worsening of chronic diseases, teach them how to best manage their health and get them support they need
- Make referrals to network pharmacies, information about generic drugs and mail-service prescription fulfillment
- Connect the medical director to treating physicians to discuss planned procedures and appropriate treatment alternatives
- Offer educational materials, health logs, tracking tools and online behavior change programs

Aggregate savings experienced with our suite of Disease Management programs (per member per month)*

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* Only applies to those using OptumRx as their pharmacy benefit services provider
Heart Failure

Approximately 5.7 million people suffer from heart failure, and about 670,000 new cases are diagnosed each year. The Heart Failure program is designed to help individuals prevent heart failure episodes by recognizing changes in symptoms and actively intervening to reduce unnecessary hospitalizations. The Heart Failure program provides information and resources so that individuals understand their condition and its implications, and recognize and manage their symptoms. The program also helps individuals to improve physical activity tolerance and reduce health risk factors, such as high cholesterol, excess weight, obesity and smoking.

Coronary Artery Disease

Cardiovascular disease is the top condition for health care spending in the U.S. The Coronary Artery Disease (CAD) program is designed to help individuals manage their condition and risk factors, in an effort to prevent heart attacks and unnecessary hospitalizations where possible. The CAD program provides information and resources individuals need to understand their condition and its implications, and how they may try to reduce risk factors such as high cholesterol, high blood pressure, diabetes, excess weight, obesity, cigarette smoking and lack of physical activity.

Asthma

Asthma is a costly – and growing – health problem for Americans. The estimated annual direct health care cost associated with the treatment of asthma is approximately $14.7 billion, or $19.7 billion in the U.S. when indirect costs, such as lost productivity, are included. Working adults with asthma miss an average of five days of work annually while children miss an average of four days of school due to the condition.

The Asthma program helps individuals manage their condition in an effort to avoid triggers for asthma attacks, reduce unnecessary emergency room visits and hospitalizations, and improve their quality of life. The Asthma program provides information and resources individuals need to understand their condition and its implications, and how to avoid triggers that may induce or aggravate asthma attacks (such as exposure to environmental allergens and irritants), and reduce or eliminate risk factors such as smoking.

Our Disease Management programs provide information that may help individuals:

- Achieve and maintain optimum health levels
- Manage risk factors and co-morbidities related to these conditions, including smoking, hypertension, obesity, dyslipidemia and depression
- Receive the most clinically appropriate, cost-effective and timely diagnostics and procedures
- Adhere to medication regimens, physician treatment plans and a healthy lifestyle
Diabetes

One out of every 10 health care dollars spent in the United States is spent on diabetes and its complications.7 The goals of the Diabetes program are to help individuals best manage their condition, blood glucose levels and risk factors, reduce unnecessary emergency room visits and prevent disease progression and other illnesses related to poorly managed diabetes. The Diabetes program provides information and resources individuals need to understand their condition and its implications, and how to reduce or eliminate risk factors such as high cholesterol, high blood pressure, excess weight, obesity, smoking and lack of physical activity.

Chronic Obstructive Pulmonary Disease

Chronic Obstructive Pulmonary Disease (COPD) is a progressive disease characterized by a decrease in the ability of the lungs to maintain the body’s oxygen supply and remove carbon dioxide. As a result, those with COPD can be short of breath after light activity. In addition, COPD can seriously affect a member’s quality of life. It is also the third-leading cause of death in the U.S.10 The COPD program provides information that may help individuals manage their condition and live a healthier lifestyle.

UnitedHealthcare’s goals in building a better disease management system

• Simplify everything and eliminate red tape.
• Help members obtain access to the right care anywhere in the U.S.
• Empower members to make better decisions about their health, 24/7.
• Provide information to physicians to support better care.
• Enable individuals to stay healthy, get healthy after an episode of care or live with a chronic illness.

For additional information on any of the Disease Management programs, contact your UnitedHealthcare representative.

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4 2010 UnitedHealth Group® large client analysis using a total of 5 million members that were eligible for participation in a disease management program. These results are associated with a particular period of time and group of individuals studied. Results may vary.