



UnitedHealthcare Consumer Reporting

Leveraging Transparency to Improve Quality and Lower Cost

Consumer-Purchaser Disclosure Project
Cost and Resource Use Measures Forum II
December 14, 2011

Engaging All Stakeholders is Key

Activating and informing consumers to help them make more informed and personally appropriate choices for their medical care.

Maximizing affordability for employers to assist their efforts to manage health care costs by promoting quality and affordable health care.

Helping physicians and hospitals in their continuous practice improvement.



UnitedHealth Premium® Designation Program: Promoting Quality & Affordable Health Care



Quality First with Cost Transparency

- Longest running physician quality and cost efficiency designation program (since 2005)
- National industry, evidence-based and medical specialty society standards are used to evaluate individual physicians on more than 75 conditions and 300 measures
- Only physicians who meet the quality designation criteria are eligible for cost efficiency designation

Access

- 145 markets and 21 specialties account for more than 50% of all medical costs; includes Primary Care Physicians and Specialists

Broad Application

- Available to all members at no additional cost – designations integrated into all customer service, clinical, and online experiences
- Benefit designs based on UnitedHealth Premium® designation

The UnitedHealth Premium program has received the National Committee for Quality Assurance (NCQA) Physician Quality (PQ) program certification and meets the Consumer Purchaser Disclosure Project's Patient Charter standards

Impact on Quality and Overall Cost

Care Variation

Example: Stent Placement

Complications

25% lower average complication rates for Premium designated cardiologists compared to other cardiologists who did not meet quality designation

Procedure Re-do's

53% fewer average redo procedures for Premium designated cardiologists compared to other surgeons who did not meet quality designation

Cost Variation

Example: Orthopaedics

Orthopaedic surgeons designated quality and cost efficient have 20 percent lower costs than non-quality and cost efficient designated physicians

15% average savings per episode for all designated specialties

Average savings of 1-3% of total medical spend

SOURCE: UnitedHealthcare claims analysis, 2007

Impact to Patients

The UnitedHealth Premium program makes it easier to choose a doctor and hospital with confidence

Just look for the stars.

Find an easy star rating system on myuhc.com.



Quality Care
UnitedHealthcare awards one star to physicians who meet national standards for delivering quality patient care.

Cost-Efficient Care
UnitedHealthcare awards a second star to physicians who meet local benchmarks for cost-efficient use of resources in delivering health care.

UnitedHealth Premium® Two-Star Physicians
Two-star physicians are recognized for providing quality, cost-efficient patient care. They meet or exceed nationally recognized guidelines and are likely to recommend the right tests and treatments at the right times for a variety of conditions.



Wow. Big relief.

Tekoa Kuntz
Toddler
UnitedHealthcare member

See Tekoa's story at uhc.com/storytellers

When the Kuntz family learned that their new baby needed heart surgery, they were determined to find the best care available.

The UnitedHealth Premium® program helped them locate a children's hospital in their network that ranked among the nation's top facilities for treating heart conditions.

The Kuntzs were surprised — and grateful. UnitedHealthcare offers so much more than they thought.

Our members say WOW.
The UnitedHealth Premium® program helps you find doctors who provide quality, cost-efficient care. Find out more at MyChoiceNotChance.com

Quality, Efficiency and Cost Information

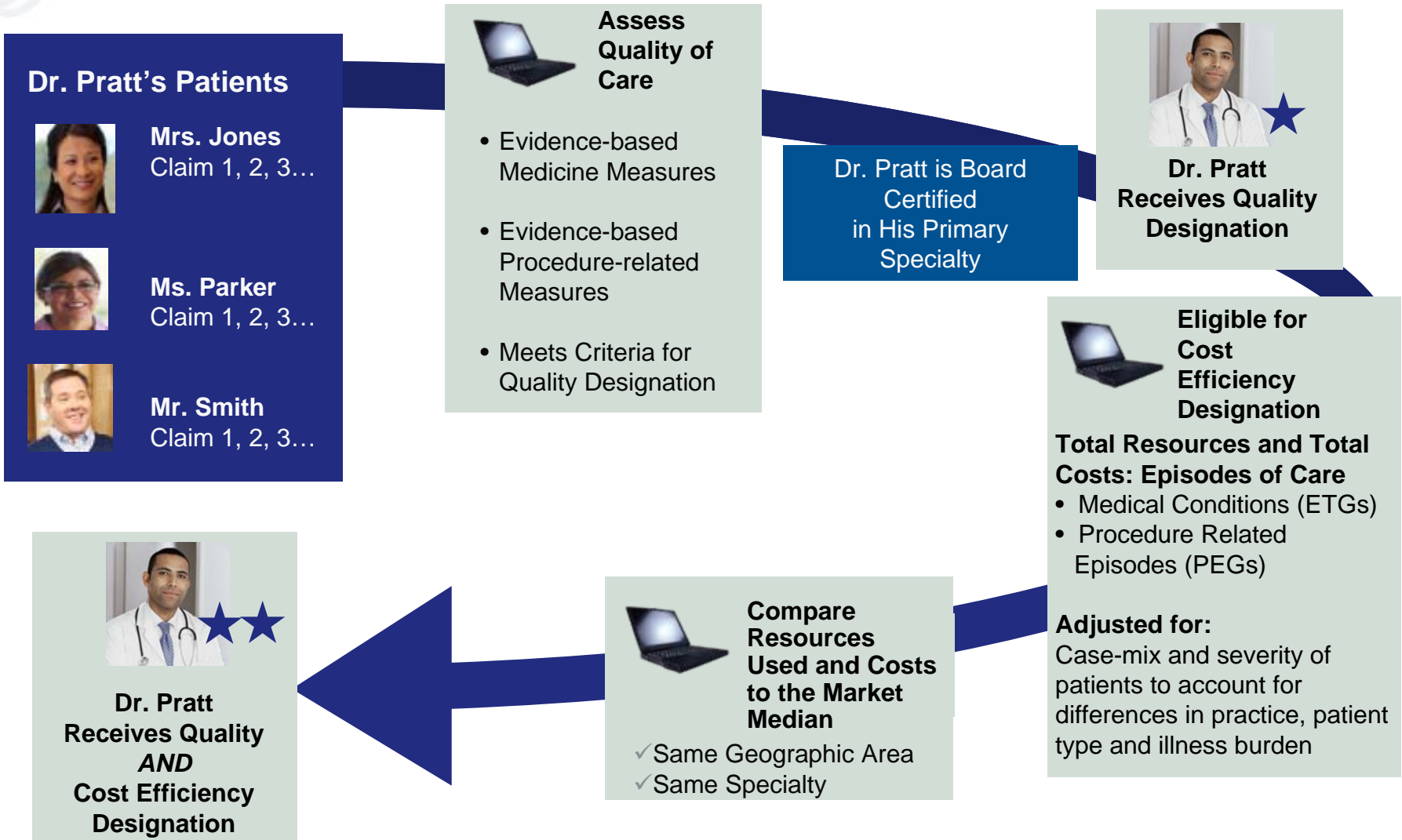
Evidence-based, Claims Data-Driven, Quality Improvement Focused

Primary Care	Specialists	Surgeons
Family Medicine Internal Medicine OB/GYN Pediatrics	Allergy Cardiology (Non-interventional) Endocrinology Infectious Disease Nephrology Neurology Pulmonology Rheumatology	Cardiology - Interventional Cardiology - Electrophysiology Orthopaedics - General Orthopaedics - Hip/Knee Orthopaedics - Hand Orthopaedics - Foot/Ankle Orthopaedics - Shoulder/Elbow Orthopaedics - Spine Neurosurgery - Spine

Specialty Centers	Hospital Comparison Tool
Cardiac Total Joint and Surgical Spine NICU (Neonatal Intensive Care Unit) CHD (Congenital Heart Disease) Infertility	50 Inpatient Procedures <i>(Quality & Cost)</i>

21 physician specialties covering > 50% of medical spend

Measuring Physician Quality and Cost Efficiency: Evaluating Care Delivery



Designation Display on myuhc.com

Physician Search Results

Enter Search Criteria → Select Specialty → View Results

More than 300 physicians or facilities met the preferences you selected. The closest 300 have been returned.

Sort by: ▾

[Refine Search](#) [New Search](#)

[Important information about this Directory](#)

In Network Physician Results

(Showing 1-10 of 300)

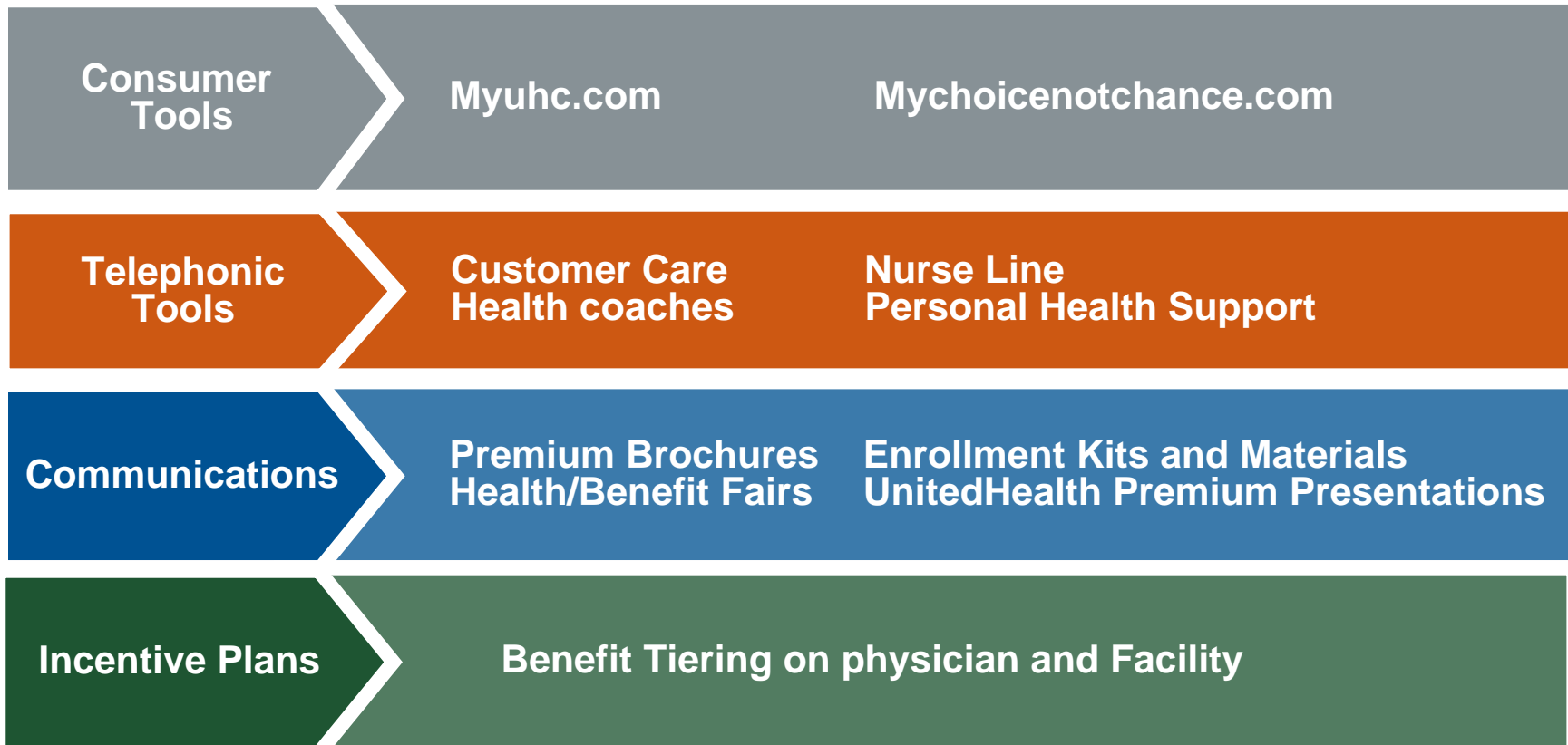
[Create PDF of Results](#) | [Next 10>](#)

Miles	Name/Address/Phone	Specialty	UnitedHealth Premium® Quality and Cost Efficiency	Additional Details
0.1 miles	Last Name, First Name, MD Street address Suite City, State, Zip Office Phone Number Map Send to My Phone Add to Address Book Request to update info In Network more	INTERNAL MEDICINE Board Certified	★★ Internal Medicine	Extended Office Hours: Not Reported Graduation Date: 12/31/1992 Secondary Language(s)*: Not Reported Gender: Female Education: UNIVERSITY OF TEXAS; DALLAS, TX Hospital Affiliation: Baylor University Medical Center
0.2 miles	Last Name, First Name, MD Street address Suite City, State, Zip Office Phone Number Map Send to My Phone Add to Address Book Request to update info In Network more	FAMILY PRACTICE Board Certified	★ Family Medicine	Extended Office Hours: Not Reported Graduation Date: 06/30/1998 Secondary Language(s)*: Not Reported Gender: Female Education: UNIVERSITY OF TEXAS; SAN ANTONIO, TX Hospital Affiliation: Baylor University Medical Center
0.2 miles	Last Name, First Name, MD Street address Suite City, State, Zip Office Phone Number Map Send to My Phone Add to Address Book Request to update info In Network more	FAMILY PRACTICE Board Certified	Family Medicine Not enough data to assess	Extended Office Hours: Not Reported Graduation Date: 08/31/2000 Secondary Language(s)*: Not Reported Gender: Female Education: SRI RAMACHANDRA MED COLL, DR M G R MED UNIV; MADRAS, INDIA Hospital Affiliation: Baylor University Medical Center, Spring Branch Medical Center
0.4 miles	Last Name, First Name, MD Street address Suite City, State, Zip Office Phone Number Map Send to My Phone Add to Address Book Request to update info In Network more	CARDIOLOGY Board Certified CARDIOVASCULAR DISEASE	Cardiac Care Not displayed upon physicians request	Extended Office Hours: Not Reported Graduation Date: 12/31/1963 Secondary Language(s)*: Not Reported Gender: Male Education: UNIVERSITY OF TEXAS; DALLAS, TX Hospital Affiliation: Methodist Charlton Medical Center, Methodist Dallas Medical Center

★★★ UnitedHealth Premium® Quality and Cost Efficiency criteria met
★ UnitedHealth Premium® Quality criteria met

Not Enough Data to Assess
Not Displayed Upon Physician Request
Not Evaluated

Ways to Increase Use of Premium Designated Providers



The Need for Price Transparency

Prices for Selected High-Volume DRGs in 2009.

Source: Massachusetts AGO 2011 Report



APR-DRG	Median price				Ratio of maximum to minimum price			
	Severity 1	Severity 2	Severity 3	Severity 4	Severity 1	Severity 2	Severity 3	Severity 4
Surgical DRGs								
Laparoscopic cholecystectomy (263)	\$8,648	\$11,584	\$17,052	--	7.0	7.5	3.6	--
Procedures for obesity (403)	\$13,102	\$14,022	\$24,552	--	6.3	9.1	8.0	--
Uterine and adnexa procedures for nonmalignancy except leiomyoma (513)	\$8,542	\$9,826	\$16,798	--	9.1	8.8	4.2	--
Appendectomy (225)	\$7,576	\$10,675	--	--	11.3	16.1	--	--
DRGs related to musculoskeletal procedures								
Knee joint replacement (302)	\$21,241	\$21,887	\$28,173	--	9.8	8.8	3.7	--
Intervertebral disc excision and decompression (310)	\$9,471	\$11,184	\$26,515	--	7.5	19.0	3.5	--
Knee and lower leg procedures (313)	\$11,790	\$15,010	\$31,907	--	9.1	6.4	3.6	--
Hip joint replacement (301)	\$23,383	\$25,039	\$32,581	--	8.3	6.6	5.6	--
Medical DRGs								
Chronic obstructive pulmonary disease (140)	\$6,592	\$7,455	\$12,382	--	5.5	5.2	4.6	--
Pneumonia (139)	\$5,255	\$7,278	\$12,420	\$21,097	15.0	13.0	13.5	3.7
Acute myocardial infarction (190)	\$1,068	\$2,351	\$2,858	\$4,705	22.4	29.2	19.7	18.7
Congestive heart failure (194)	\$8,400	\$11,192	\$17,153	\$31,109	11.4	8.7	14.5	2.7
Maternity DRGs								
Cesarean delivery (540)	\$7,598	\$8,718	\$11,389	\$17,134	4.9	7.2	7.2	3.2
Vaginal delivery (560)	\$4,990	\$5,692	\$6,450	--	6.1	5.6	7.3	--

Source: Mathematica Policy Research analysis of private insured and self-insured fee-for-service claims for Massachusetts residents.

Note: Payments include patient cost sharing in fee-for-service coverage. Payments made under managed care contracts are not included.

Additional Tools to Support Consumer Choice

Dental Treatment Cost Estimator

- Allows consumers to compare the prices of specific dental procedures for network dentists

The screenshot shows the 'UnitedHealthcare Dental' Treatment Cost Results page. It displays results based on member name and dentist name. Key information includes:

- Member ID: 02740
- Procedure Code: D02740
- Procedure Description: DENTIN - PORCELAIN/CERAMIC SUBSTRATE
- Member Cost Share: 50%
- Member Cost Share Maximum: \$463.32
- Plan Priced Amount: \$926.64
- Plan View Effective Date: January 2
- Prescription Limit Amount: 3 prescriptions allowed every 60 months from the first date of service.
- Age Limitations: None
- Network Enrollment: N
- Individual Cost: \$25.00
- Family Cost: \$50.00

Pharmacy Savings Advisor

- Assists with finding pharmacies, comparing drug prices, ordering and refilling prescriptions, checking order status, and printing order form

The screenshot shows the 'Price a medication: results' page for 'Amox 1r-Potassium Clav'. It provides details for the medication, including the generic name, manufacturer, and strength. It also displays estimated costs for different pharmacy types:

- Medicine By Mail: \$120.07
- Retail pharmacy: \$46.55

 An important note states: 'Important: Please review [www.uh.com/qa/2010](#) to see if coverage for this medication has any restrictions.'

Treatment Cost Estimator

- Calculate approximate costs of specific health care services in their area
- Helps members discuss treatment options with their physician

The screenshot shows the 'Treatment Cost Estimator' interface. It includes a search bar for services and conditions, a dropdown for the member (Chris Johnson), and a ZIP code (60617). The interface is designed to help users estimate costs for various services, including dental, medical, and pharmacy services. It also provides options to view details, print, or share the results.

Consumer Experience

- Physician-specific ratings from patients about their experience with their physician
- Pilot in 4 markets (Denver, Kansas City, Memphis, Manhattan)
- Based on national standard CAHPS patient experience survey

The screenshot shows the 'CHECKBOOK' patient experience survey results. It displays the 'Overall Rating of Doctor' for a specific physician, with a star rating and a percentage of patients who would recommend the doctor. The results are broken down by specialty and location, showing a consistent high rating across different markets.

Hospital Comparison Program

- Provides cost and quality information on 50 inpatient procedures for facilities in 150 markets.
- Patient safety measures and mortality and complication rates are provided through drill-down capabilities.
- Consumers can also construct side-by-side comparisons on multiple hospitals.

The screenshot shows a table of 'In Network Facility Results' for two different locations. The table includes columns for Distance, Details (Facility name, Address, City, State, Zip, Phone number), and Quality & Cost Efficiency. The results show high quality ratings and higher efficiency for the facilities listed.

Distance	Details	UnitedHealthcare Quality and Cost Efficiency	More Information
23 miles	Facility name Address City, State, Zip Phone number Map Back to My Phone Add to Address Book In-Network ID #: 00000591047 Hospital Accreditation: The Joint Commission	Quality: ★★ Cost Efficiency: Higher Efficiency	View all UnitedHealthcare Premium® destinations View All Quality of Care and Cost Estimates Affiliated Physicians
33 miles	Facility name Address City, State, Zip Phone number Map Back to My Phone Add to Address Book In-Network ID #: 00000598810	Quality: ★★ Cost Efficiency: Higher Efficiency	View all UnitedHealthcare Premium® destinations Affiliated Physicians

Promoting Quality and Cost Efficiency

A Three-phase Approach to Informed Consumer Action



Generate Awareness

Premium Member Brochure



My Choice Not Chance



- Mover Mailers
- Posters, Buck Slips

Educate, Inform & Engage



- Enrollment Kit & Materials
- UnitedHealth Premium Presentation
 - In-Person
 - Virtual
- Health/Benefit Fairs



- E-newsletters

Activate

- Health Coaches
- NurseLine and Personal Health Support
- Customer Care



myuhc.com® Web site

- Physician designations
- Hospital comparisons
- Educational Materials
- Health Risk Assessment
- Cost Calculators

Future Directions

- **Condition and procedure specific information**
- **More gradations of information**
- **Closer tie to experience of care**
- **Information on volume of care**
- **Information on population costs**
- **Increasing emphasis on cost-effective and appropriate utilization**
- **Leverage information for**
 - **Value based contracting and incentives**
 - **Benefit plan design**

Thank You!