

**myHealthcare
Cost Estimator
(myHCE)**



myHealthcare Cost Estimator

By the Numbers



99.5% of our consumers

Have access to personalized estimates



635+ / 365+

Unique services /
treatments covered



\$2.8 Billion

In cost estimates generated



900,000 consumer sessions

In 2013



#1 Ranking

By Pacific Business
Group on Health



\$0

Complementary to customers

**** Health4Me Mobile App Now Available to Everyone****

Broad access
and services

Unsurpassed
precision

Integrated
quality

Comprehensive
support

Portland Oregon Knee MRI Example

Compare Facilities: MRI Scan Without Dye - Knee

	<input type="checkbox"/> Remove Clearview MRI-Gresham 24076 SE STARK ST STE 180 GRESHAM, OR 97030 (503) 861-8500 1 Locations	<input type="checkbox"/> Remove Oregon Health Science University 3181 SW SAM JACKSON PARK RD STE 250 PORTLAND, OR 97239 (503) 494-6594 1 Locations	<input type="checkbox"/> Remove Providence St Vincent Medical Center 9205 SW BARNES RD PORTLAND, OR 97225 (503) 216-1234 2 Locations	<input type="checkbox"/> Remove Tuality Community Hospital 335 SE 8TH AVE HILLSBORO, OR 97123 (503) 681-1111 3 Locations
Compared to Local Average	Below Average Cost	Meets Average Cost	Below Average Cost	Above Average Cost
Total Cost	\$502	\$1,188	\$647	\$1,682
Your Total Out-Of-Pocket	\$502	\$1,188	\$647	\$1,682
Distance	19.39 Miles	10.67 Miles	14.8 Miles	22.58 Miles
Facility Type	Free Standing Radiology Facility	Hospital Free Standing Radiology Facility	Hospital	Hospital
Coverage Level	Network	Network	Network	Network

◀ [Go Back to All Facilities](#)

myHCE services covered

635+ unique services and 365+ care paths

<p>Physician</p>	<p>Office Visits (various specialties), Chiropractic (various services), Electrocardiogram (various), Echocardiography (various), Ear Infection, Acute Bronchitis, High Blood Pressure, etc.</p>	
<p>Preventive</p>	<p>Preventive Office Visits (various specialties), Screening Mammogram, Screening Colonoscopy, etc.</p>	
<p>Radiology</p>	<p>X-ray, MRI (knee, lumbar spine, brain), CT Scan (abdomen, chest, pelvis, head/brain), Ultrasound (various), etc.</p>	
<p>Laboratory</p>	<p>Glucose, Hemoglobin, Urinalysis, Vitamin D, Lipid Panel, TSH, CBC, etc.</p>	
<p>Outpatient</p>	<p>Diagnostic Colonoscopy, Endoscopy, Knee Arthroscopy, Tonsil Removal, Ear Tubes, Hernia Surgery, Vasectomy, Carpal Tunnel, etc.</p>	
<p>Inpatient</p>	<p>Total Hip Replacement, Total Knee Replacement, Childbirth, Hysterectomy, Cervical Spine Fusion, Back Surgeries, etc.</p>	
<p>Cancer</p>	<p>Cervical, Skin, Breast, Colon, Esophagus</p>	

Future roadmap

Advance the core capability

Expand scope to ~500 care paths / ~900 services, including broken bones, additional women's health and frequently searched surgeries

Introduce additional, relevant provider quality data

Integrate the consumer experience

Design enhancements for even simpler navigation

Integration with complementary digital capabilities for easy experience

- *Prescription, ancillary service estimates*
- *Provider & symptom search*
- *Benefits selection*
- *Claims status, on-line bill payment*
- *Appointment scheduling*

Expand reach and relevance

Personalized consumer messaging and reminders: savings opportunities, health management and improvement, etc.

Consumer engagement scorecards



Further integrate into our consumer's personalized service experience
Advocate4Me



Facilitate end-to-end health care engagement
myClaims Manager

UNITEDHEALTH PREMIUM[®] DESIGNATION PROGRAM

Power to transform health care delivery



UnitedHealth Premium physician designation

PROMOTING VALUE: QUALITY FOR A GIVEN COST

Quality and cost transparency

- Longest running physician quality and cost efficiency designation program (2005)
- National industry, evidence-based and specialty society standards
- Evaluate doctors on more than 75 conditions and 300 measures
- Physicians who fail to meet quality not eligible for cost efficiency

Access

- 148 markets and 25 specialties evaluated*
- Accounts for more than 80% of all medical costs*
- Includes primary care physicians and specialists

Broad application

- Available to members at no additional cost
- Integrated into customer service, clinical and online experiences
- Benefit designs based on Premium designation

Recognition

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

*Data as of First Quarter 2014

Impact on quality and overall cost

COMPARISON OF SURGEONS WHO MET QUALITY CRITERIA VERSUS OTHER SURGEONS

Care variation

Stent placement

Quality designated cardiologists had:

- 19% lower average complication rates and
- 46% fewer average redo procedures

Cost variation

Orthopedics

22%

Lower costs for Quality & Cost Efficiency designated Orthopedic specialists compared to other Orthopedic specialists.

17%

Average savings per episode for all designated specialties

Average savings of 3-6% of total medical spend