



# UnitedHealthcare Community and State Overview



UnitedHealth Group

Helping People Live Healthier Lives

## Overview

- Fortune #21
- Serve more than 75 million people worldwide
- Touch nearly every aspect of health care financing and delivery — ranked #1 for innovation in health care by *Fortune Magazine* in 2011

## Who We Are and What We Do

**UnitedHealth Group is organized into two diversified business platforms that...**

- Help people find and receive the best quality health care available
- Work to ensure the care people need is as affordable as possible
- Provide guidance and tools to make good decisions about people's health
- Help enable improved health system performance

## Health Benefits



- **Individuals Served: 25M people**
- **Serves employers ranging from sole proprietorships to large, multi-site and national employers, students and individuals**



- **Individuals Served: 9M people**
- **Operates the largest business in America dedicated to the health and well-being of individuals over age 50.**



- **Individuals Served: 3M people**
- **Manages health care services for state Medicaid and other publicly funded programs and their beneficiaries.**

## Health Services



### OPTUMHealth™

- **Individuals Served: 58M**
- **A national leader in health and wellness services**
- **Operates the only major bank dedicated exclusively to the health care industry**
- **Helps consumers navigate the health care system, finance their health care needs and better achieve their health and well-being goals**



### OPTUMInsight™

- **Individuals Served: N/A**
- **A leader in the field of health care information, services and consulting**
- **Operates in more than 50 countries**
- **Clients include hospitals, physicians, health care payers, *Fortune 500* companies, governments, health insurers and pharmaceutical companies**



### OPTUMRx™

- **Individuals Served: 12M**
- **One of the largest pharmacy benefit managers in the United States**
- **Offers retail, mail order, specialty pharmacy and clinical services**
- **Serves employer groups, union trusts, seniors and commercial health plans**

# UnitedHealthcare Community & State

## Mission

*Helping People Live Healthier Lives.*

## Vision

*To be the premier health care delivery organization in the eyes of our state partners, providing health plans that meet the unique needs of Medicaid beneficiaries and members in other government-sponsored health care programs, and be effective partners with physicians, hospitals and other health care professionals in serving their patients.*

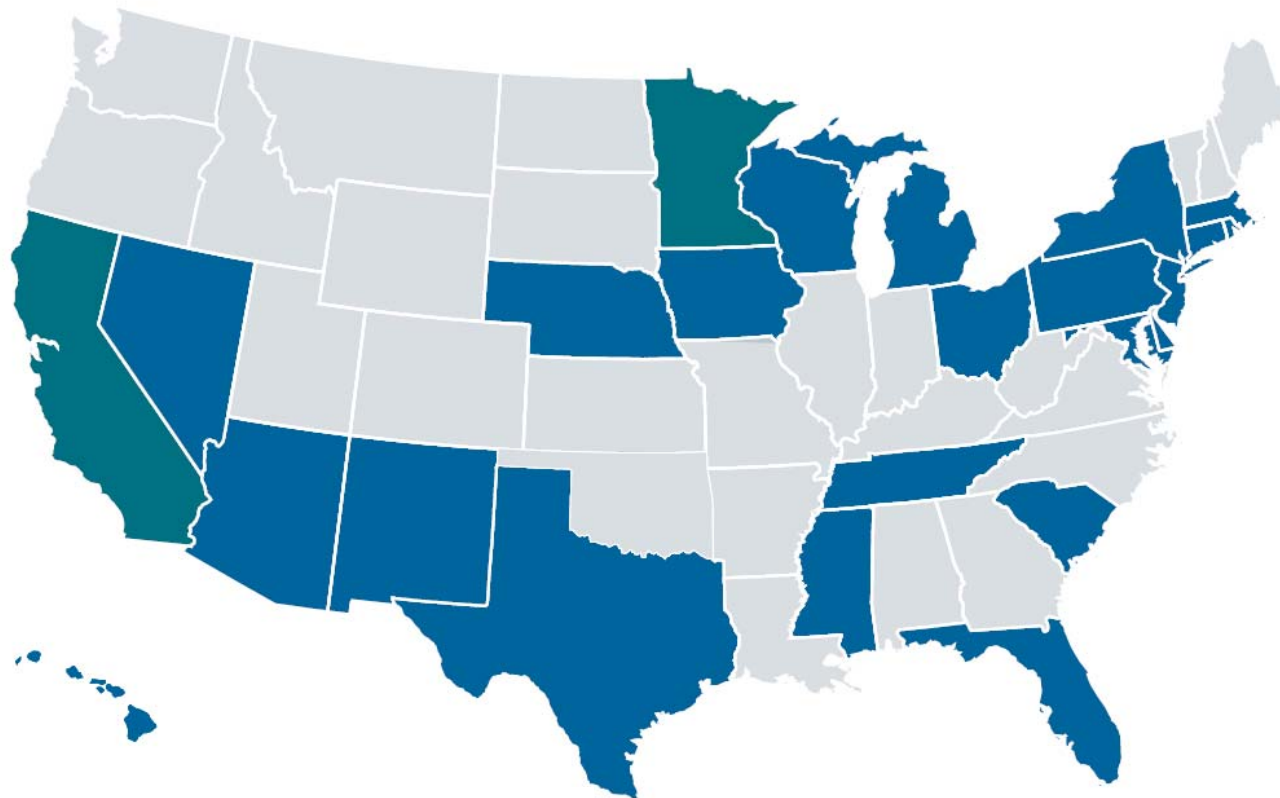




## Our Values

- **Integrity.** We are dedicated to the highest levels of personal and institutional integrity. We make honest commitments and work to consistently honor those commitments. We do not compromise ethics. We strive to deliver on our promises and we have the courage to acknowledge mistakes and do whatever is needed to address them.
- **Compassion.** We try to walk in the shoes of the people we serve and the people we work with across the health care community. Our job is to listen with empathy and then respond appropriately and quickly with service and advocacy for each individual, each group or community and for society as a whole. We celebrate our role in serving people and society in an area so vitally human as their health.
- **Relationships.** We build trust through cultivating relationships and working in productive collaboration with government, employers, physicians, nurses and other health care professionals, hospitals and the individual consumers of health care. Trust is earned and preserved through truthfulness, integrity, active engagement and collaboration with our colleagues and clients. We encourage the variety of thoughts and perspectives that reflect the diversity of our markets, customers and workforce.
- **Innovation.** We pursue a course of continuous, positive and practical innovation, using our deep experience in health care to be thoughtful advocates of change and to use the insights we gain to invent a better future that will make the health care environment work and serve everyone more fairly, productively and consistently.
- **Performance.** We are committed to deliver and demonstrate excellence in everything we do. We will be accountable and responsible for consistently delivering high-quality and superior results that make a difference in the lives of the people we touch. We continue to challenge ourselves to strive for even better outcomes in all key performance areas.

## Community & State Service Areas

**Over 3 million members**  
**24 states plus Washington, DC**



 Health Plans  
 Management Service Organizations

- Arizona
- Connecticut
- California
- Delaware
- Florida
- Hawaii
- Iowa
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Nebraska
- New Jersey
- New Mexico
- Nevada
- New York
- Ohio
- Pennsylvania
- Rhode Island
- South Carolina
- Tennessee
- Texas
- Wisconsin
- Washington, D.C.

## Community & State Product Portfolio

### Medicaid

Low-income Americans, primarily children and women of child-bearing age; also includes high cost Aged, Blind & Disabled (ABD) categories

### Children's Health Insurance Programs

Children not covered by commercial insurance and not eligible for Medicaid

### Long-Term Care

Medicaid long-term care programs

### Medicare

Focus on dual eligibles – individuals who are eligible for both Medicaid on the basis of income and Medicare on the basis of age or disability

### Uninsured

Programs developed by states with state or federal funds for adults and families not covered by commercial insurance and not eligible for Medicaid or Medicare

### Management Services Organization

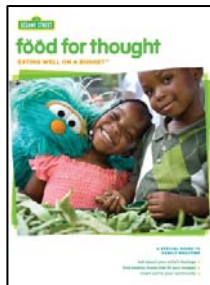
Disease management and other health care services for individuals with chronic conditions



# Partnerships and Alliances



Partners in Healthy Habits for Life



- *Food for Thought: Eating Well on a Budget* serves families & children coping with food insecurity
- *Sesame Street* healthy living messages shared with members, providers, state partners and employees
- Partnership expanded to include *Asthma* and *Lead* initiatives
- On-air sponsor of 41<sup>st</sup> season of *Sesame Street*
  - 6 million people in the U.S. watch each week
  - 98% of households have access to PBS
  - #1 brand trusted by moms



My Head to Clearer Thinking  
My Heart to Greater Loyalty  
My Hands to Larger Service  
My Health to Better Living

- 4-H is nation's largest child-focused organization
- *Youth Voice: Youth Choice* helps tens of thousands of young people improve their health through exercise, diet and other healthy choices
- Provides resources in underserved communities where obesity and diabetes are disproportionately high
- Programming delivered through in-school programs, after-school programs and camps, and county and community fairs



- UnitedHealth Group partnerships and investments
- Ongoing expansion of existing health plan partnerships

## Social Responsibility and Philanthropy

***UnitedHealth Group Contributes More than \$50 Million Annually to Help Advance the Health of Americans***

Have Committed \$30 Million to Support **Community Health Centers of Excellence** in Four Underserved Cities



Sponsor Annual **America's Health Rankings**, the Longest Running Report of its Kind

**Sesame Workshop** – National *Healthy Habits for Life* Partnership Includes *Food for Thought: Eating Well on a Budget, Lead Away* and *As is for Asthma* Initiatives



**American Heart Association**

**AARP Foundation**



Partnered with **Youth Service America** to Provide UnitedHealth HERO Grants in 49 States Plus the District of Columbia