A health benefits and health services company

Health care coverage and benefits:
- Employer & Individual
- Medicare & Retirement
- Community & State
- Military & Veterans
- Global

Information and technology-enabled health services:
- Technology solutions
- Intelligence and decision support tools
- Health management and interventions
- Administrative and financial services
- Pharmacy solutions

Helping people live healthier lives

Helping make the health system work better for everyone
Research and Development Assets

- Data
- Technology
- Operations
- National Network
- Payment
- Investment Capital

Supported by

- 61K Physicians, Nurses and Clinical Practitioners
- 225K Workforce
- 16K Global Technology Professionals
We Start with the Problems Expressed by Our Customers and Demonstrated in Our Data…
Four Health Care Problem Areas

High and Growing Costs

Variation in Quality and Cost

Compromised Access to Care

Overly Complex Consumer Models

How Rising Health Care Costs Are Wrecking Retirement Savings

The Experts Were Wrong About the Best Places for Better and Cheaper Health Care

Alone on the Range, Seniors Often Lack Access to Health Care

How You Could Get Hit With a Surprise Medical Bill
Collaborate on Breakthrough Approaches…

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Research and Development Projects

UHG Enterprise Research & Development Portfolio
THE CHALLENGE

• $87 billion spent on specialty drugs in 2012
• Double-digit growth rate as development shifts to specialty drugs and biologics
• Many patients receive treatment in costly facility settings
• Traditional fee-for-service models for complex drug protocols are not effective

EXPECTED OUTCOMES

✓ Greater use of less costly sites of care (home or infusion center)
✓ Improved quality of care
✓ Improve outcomes for those with chronic conditions using infusion drugs

INTEGRATED APPROACH

Bundled Payments for Infusion Providers

Member Incentives for Alternative Treatment Settings
Phase 5 Research

THE CHALLENGE

• Data on drug safety and effectiveness is the cornerstone of the pharmaceutical pipeline

• Populations studied in clinical trials can differ greatly from those who eventually use the drugs

• Substantial need to understand effect of treatment regimens

• Desire to evaluate the real-world effectiveness, duration of impact and the costs of care.

THE APPROACH

Develop registry framework using existing secondary data assets (i.e., administrative claims, lab data and prior authorization)

Develop data infrastructure to develop insights about new drugs and inform clinical/policy decisions

Academic partnerships to examine pharmaceutical use and effectiveness in driving real-world outcomes
The Challenge

- Extensive variation in price and quality
- Limited correlation between prices and quality of care
- Consumers don’t use existing transparency tools

The Approach

Data Analysis
Provider Research
Network Strategy
Regulatory Environment

Expected Outcomes

- Completed research studies
- Defined savings opportunities
- Greater efficiency in provider selection referrals
- Lower out-of-pocket costs for consumers
- Support for value-based contracts
THE CHALLENGE

• 6.8 million U.S. children have asthma

• 55% of children’s asthma is uncontrolled despite high levels of health insurance coverage.

• 80 percent of asthmatic children are also allergic

• The addition of allergen avoidance in combination with controller therapy has previously been shown to significantly improve asthma-related health outcomes

THE GOAL

Improve outcomes for children with asthma through expansion of program. Build on this work to support a broader initiative to enhance management of chronic conditions.

THE APPROACH

The project will evaluate the impact of enrollment in chronic care management and outreach to asthmatic children by Optum nurse care managers.
THE CHALLENGE

- Back pain is among the most prevalent health care conditions
- It is one of the most common causes of lost productivity
- Patients largely self-manage their condition resulting in highly variable treatment and treatment failures
- Back pain is one of the top drivers of health care costs and has led to an epidemic of opioid dependence and chronic pain

THE APPROACH

- Develop a technology suite for “small data”
- Social facilitation & accountability
- Personalized interaction & detection of inhibitors
- Digital interaction and intervention

EXPECTED OUTCOMES:

- Help patients who self-manage back pain to improve their daily lives
- Reduction in health care costs, specifically use of opioids
Type 1 Diabetes Care Transformation

THE CHALLENGE

• T1D is a chronic illness that affects children and adults

• It is difficult to manage - patients, parents and physicians all struggle to keep it under control

• Providers normally make changes to a patient’s diabetic care plan at a quarterly visit, based on retrospective data from pumps, meters, and hemoglobin A1c (HbA1c) levels

• Not able to make just-in-time adjustments

THE APPROACH

Partnership with Children’s Hospital of Minnesota (CHOM) - Pediatric Insulin Pump Study

Next- study adult Insulin injections

Development of a T1D monitoring service
Group Prenatal Care

THE CHALLENGE

• Preterm birth rate is **9.6 percent** (March of Dimes has goal of 5.5 percent by 2030)

• Accounts for 1/3 of spending on infants

• **Racial and ethnic disparities persist:** preterm birth among Black women is 3x that of non-Hispanic White women

• Cost >$26 billion per year for preterm births ($51,600/infant)

Preterm Birth Rates, 2015

- 7.8%
- 9.6%
- 7.3%

1 in 10 U.S. births born preterm

484,200 annually

Worldwide 131st of 185

**Preterm birth and low birth weight:** leading causes of infant morbidity and mortality in U.S.

Institute of Medicine, Preterm Birth: Causes, Consequences and Prevention, 2007.
World Prematurity Day 2016 Advocacy Toolkit
Emergency Medical Services (EMS) Partnership

OVERVIEW

- Kansas **pilot** with non-compliant Medicaid beneficiaries with diabetes
- Goal: **Test model** for non-emergent care and its impact on outcomes for diabetes—and other conditions

THE APPROACH

- A community-based delivery model for Medicaid beneficiaries in Kansas (pilot)
- EMS staff, who are valuable and trusted community care givers, offer opportunity to reach targeted patients
- EMS: Build relationships, collect specimen samples, coordinate and create referrals, and share diabetes education

EXPECTED OUTCOMES

- Greater access to care for targeted populations
- Improved health outcomes
- Avoided hospitalizations and ER visits
Innovation at Work.