



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




Dr. Pratt's Patients




Mrs. Jones
Claim 1, 2, 3...



Ms. Parker
Claim 1, 2, 3...




Mr. Smith
Claim 1, 2, 3...




Assess Quality of Care

- Evidence-based Medicine Measures
- Evidence-based Procedure-related Measures
- Meets Criteria for Quality Designation

Dr. Pratt is Board Certified in His Primary Specialty



Dr. Pratt
Receives Quality Designation



Eligible for Cost Efficiency Designation

Total Resources and Total Costs: Episodes of Care

- Medical Conditions (ETGs)
- Procedure Related Episodes (PEGs)

Adjusted for:
Case-mix and severity of patients to account for differences in practice, patient type and illness burden



Compare Resources Used and Costs to the Market Median

- ✓ Same Geographic Area
- ✓ Same Specialty



Dr. Pratt
Receives Quality **AND** Cost Efficiency Designation

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)

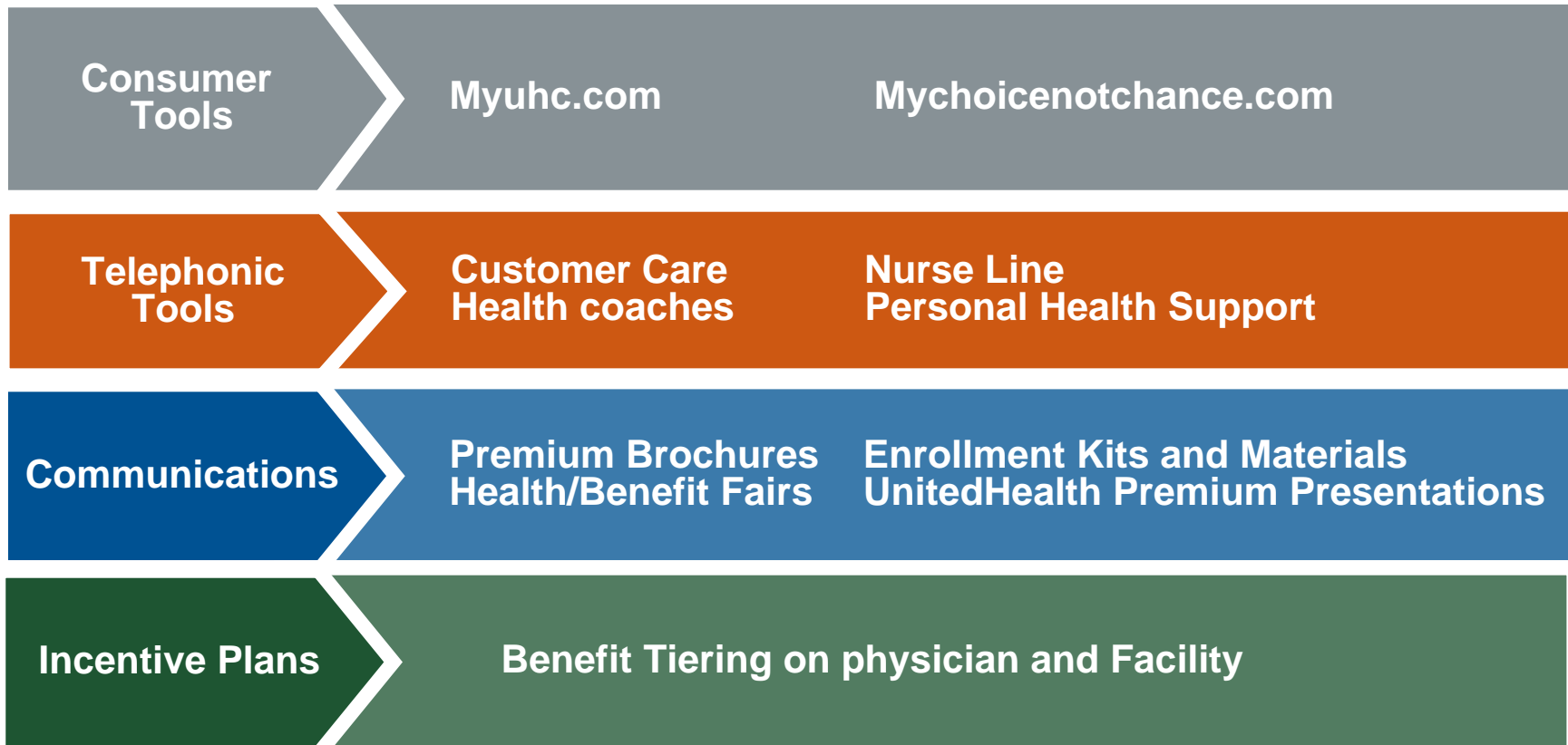
[Create PDF of Results](#) | [Next 10>](#)

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

Pharmacy Savings Advisor

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

Treatment Cost Estimator

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

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

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.

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!