

# Say hello to personalized health and wellness resources

from UnitedHealthcare



## With so many helpful resources, it's a call you won't want to miss.

It may seem unusual, but the next time your phone's caller ID reads "UnitedHealthcare," there's a good chance it's an offer to connect you with information to help you manage or improve your health.

These are not sales calls; no one will try to sell you anything. Rather, the calls are used to extend invitations to members who have been identified as those who could benefit from a conversation with a nurse. Reasons for these calls can include:

### Wellness Coaching

After taking your Health Survey you might receive a call from one of UnitedHealthcare's wellness coaches to discuss available coaching programs to help you work toward your health and wellness goals.

### Welcome Home

A Care Coordination nurse may call after you return home from a hospital stay to help confirm you have after-care instructions, medication, medical equipment or other needs.

### Disease Management

Our nursing staff receives referrals for patients who have certain medical conditions such as diabetes or coronary artery disease. Based on this information you may get a call to help connect you to tools and resources that help you manage your health.

### Healthy Pregnancy

When you find out you are pregnant, a nurse from our Healthy Pregnancy program will reach out to you to offer educational services and health resources.

If you miss one of our calls or have questions regarding your UnitedHealthcare coverage, please call our customer care professionals at the number listed on your health plan ID card.

Note about your privacy: We are dedicated to safeguarding your privacy. UnitedHealthcare does not share your name or any other identifying information. Your conversations will remain confidential. For informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. These services are not an insurance program and may be discontinued at any time. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Participation in the Health Assessment is strictly voluntary. Any health information collected as part of the assessment will be kept confidential in accordance with the Notice of Privacy Practices; be used only for health and wellness recommendations or for payment, treatment or health care operations; and be shared with your health plan, but not with your employer. The Healthy Pregnancy Program follows national practice standards from the Institute for Clinical Systems Improvement. The Healthy Pregnancy Program can not diagnose problems or recommend specific treatment. The information provided is not a substitute for your doctor's care.  
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# Choose smart. Look for blue hearts.

## Get the support you need.

Choosing a doctor is one of the most important health decisions you'll make. The UnitedHealth Premium® Program can help you find doctors who are right for you and your family.

### Find quality, cost-efficient care.

Studies show that people who actively engage in their health care decisions have fewer hospitalizations, fewer emergency visits, higher utilization of preventive care and overall lower medical costs.

Take an active part in your health by seeking out and choosing providers, with the help of the UnitedHealth Premium Program.

The Premium designation makes it easy for you to find doctors who meet national standards for quality and local market benchmarks for cost efficiency.

Learn more at [UnitedHealthPremium.com](https://UnitedHealthPremium.com).

### Choose with confidence.

The UnitedHealth Premium Program evaluates physicians in various specialties using evidence-based medicine and national standardized measures to help you locate quality and cost-efficient providers. It's easy to find a UnitedHealth Premium Care Physician. Just go to [myuhc.com](https://myuhc.com)® and click on Find a Doctor. Choose smart. Look for blue hearts.

CONTINUED



#### Premium Care Physician

The physician meets the criteria for providing quality and cost-efficient care.



#### Quality Care Physician

The physician meets the criteria for providing quality care.



#### Quality Not Evaluated

The physician does not have enough claims data to be evaluated for quality, so the physician is not eligible for the cost-efficient care designation.



#### Does Not Meet Quality

The physician does not meet the criteria for providing quality care, so the physician is not eligible for the cost-efficient care designation.

If a doctor does not have a Premium designation, it does not mean he or she provides a lower standard of care. It could mean that the data available to us was not sufficient to include the doctor in the program. All doctors who are part of the UnitedHealthcare network must meet our credentialing requirements (separate from the Premium program).

# UnitedHealth Premium specialties.

## Allergy

- Allergy
- Allergy & Immunology

## Cardiology

- Cardiology
- Cardiovascular Disease
- Cardiac Diagnostic
- Interventional Cardiology
- Clinical Cardiac Electrophysiology

## ENT

- Otolaryngology
- Otology
- Pediatric Otolaryngology
- Head and Neck Surgery
- Laryngology
- Rhinology

## Endocrinology

- Endocrinology, Diabetes and Metabolism

## Family Medicine

- Preventative Medicine
- Family Practice
- General Practice

## Gastroenterology

- Digestive Diseases
- Endoscopy
- Hepatology—Liver Disease
- Gastroenterology

## General Surgery

- Abdominal Surgery
- Proctology
- Colon & Rectal Surgery
- Surgery

## Internal Medicine

- Internal Medicine

## Nephrology

- Nephrology

## Neurology

- Neuromuscular Disease
- Neurology
- Neurology & Psychiatry

## Neurosurgery, Orthopedics & Spine

- Orthopedic Surgery
- Neurology Surgery
- Shoulder Surgery
- Knee Surgery
- Back & Spine Surgery
- Sports Medicine
- Hand Surgery

## Obstetrics & Gynecology

- Gynecology
- Obstetrics
- Obstetrics & Gynecology

## Pediatrics

- Pediatrics
- Pediatric Adolescent
- Adolescent Medicine

## Pulmonology

- Pulmonary Medicine

## Rheumatology

- Rheumatology

## Urology

- Urology



The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at [myuhc.com](http://myuhc.com)®. You should always visit [myuhc.com](http://myuhc.com) for the most current information. Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician. Please visit [myuhc.com](http://myuhc.com) for detailed program information and methodologies.

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