

2024 APWU Health Plans

APWU HEALTH PLAN

United Healthcare

Open Season 2024 benefits

Agenda & Introduction

Agenda

- New for 2024
- UHC National Network
  - Medical
  - Behavioral
  - Additional Programs
- Is my provider in the network?
- Q&A
- Closing



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New for 2024

2024 High Option

United Healthcare will be the new network vendor for the High Option plan for 2024

- **Rally Wellness**
- **24/7 Teladoc Virtual Visits**
- **One Pass Select**
- **UHC Hearing**
- **MAVEN maternity support**



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UHC National Network

We are committed to meeting APWU Health Plan members where they are



With capabilities spanning across the entire health care system, UnitedHealthcare is uniquely positioned to build a better future for health care

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Facts & Statistics

Industry's largest proprietary network

- 1.7M+ physicians and health care professionals
- 5,800 freestanding ambulatory surgery centers
- 100% digitally focused virtual primary care group
- 300K+ behavioral health providers
- 24/7 virtual urgent care via national telehealth network providers
- 13,500 urgent/convenience care clinics
- 6,000+ hospitals

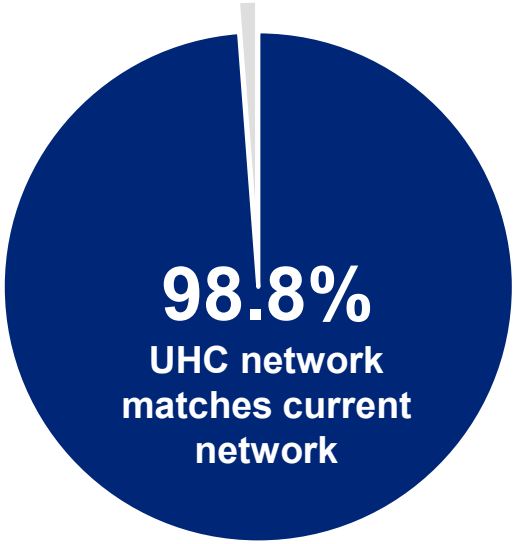
✓Greater Savings with UnitedHealthcare

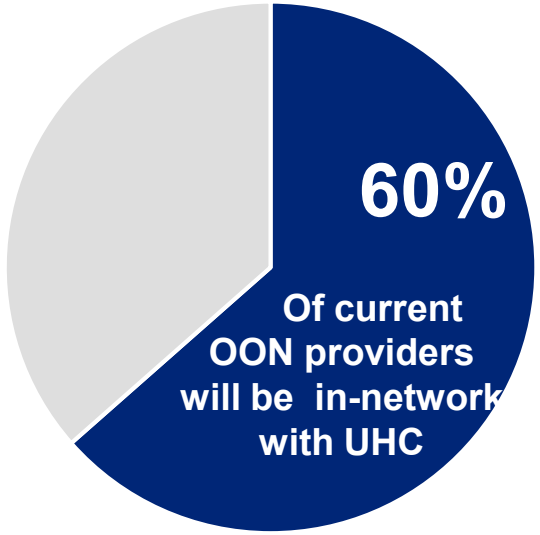
✓Same network for High Option and Consumer Driven

✓Coast to Coast coverage including Alaska, Hawaii, Virgin Islands & Puerto Rico

✓No PCP selection required

✓No referrals





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Delivering distinctive network value

Quality and transparency

Helping our members easily identify and connect with quality, cost-efficient providers

Physician led and patient-centered

Delivering highly integrated, coordinated care; featured in our high-performing network solutions

Advancing insights for better health outcomes

Integrating real-time data into physicians' EMR tools at the point of care, helping to inform the provider's next action





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Importance of primary care relationship

PCPs positively impact a member's healthcare experience

- The patient relationship with their PCP creates the vital link — to specialists, facilities and services
- PCPs may act as guides to top performing providers for quality care and cost efficiency
- Providers collaborate with one another and follow up with employees to help coordinate care with specialists
- Doctors' offices and UnitedHealthcare work together to serve employees and their covered family members



- ER redirection, proactive high-risk management and admit avoidance
- Expanded access through virtual models and extended hours

- Referral management
- Steerage to appropriate site of care
- Evidence-based medicine compliance

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UnitedHealth Premium is designed to help employees access quality, cost-efficient care



Assesses quality

Evaluates physicians using evidence-based standardized measures and national industry guidelines.



Examines cost efficiency

Measures efficient use of resources and cost of providing care using local market benchmarks.



Identifies and provides access

Empowers employees to make informed health care decisions. Available in 45 states.



Designed to deliver results

Built to help reduce care variation and lower overall costs.



Quality is externally measured and validated

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16 Premium specialties representing 46 credentialed specialties

Allergy
- Allergy
- Allergy and immunology

Cardiology*
- Cardiac diagnostic
- Cardiology
- Cardiovascular disease
- Clinical cardiac electrophysiology
- Interventional cardiology

Ear, nose and throat
- Laryngology
- Otolaryngology
- Otology and Neurotology
- Pediatric otolaryngology
- Rhinology
- Surgery head and neck

Endocrinology
- Endocrinology, diabetes and metabolism

Family medicine
- Family practice
- General practice
- Preventive medicine

Gastroenterology*
- Gastroenterology
- Hepatology – Liver disease

General surgery
- Colon and rectal surgery
- Proctology
- Surgery
- Surgery abdominal

Internal medicine
- Geriatric medicine
- Internal medicine
- Pediatric internal medicine

Nephrology
- Nephrology

Neurology
- Neurology
- Neuromuscular disease
- Neurology and psychiatry

Neurosurgery, orthopedics and spine
- Back and spine surgery
- Hand surgery
- Knee surgery
- Neurological surgery
- Orthopedic surgery
- Shoulder surgery
- Sports medicine

Pediatrics
- Adolescent medicine
- Pediatrics
- Pediatric adolescent

Pulmonology
- Pulmonary medicine

Rheumatology
- Rheumatology

Urology
- Urology

*For physicians with a primary credentialed specialty of internal medicine and a secondary credentialed specialty of cardiology or gastroenterology, Premium specialty will be based on the secondary credentialed specialty

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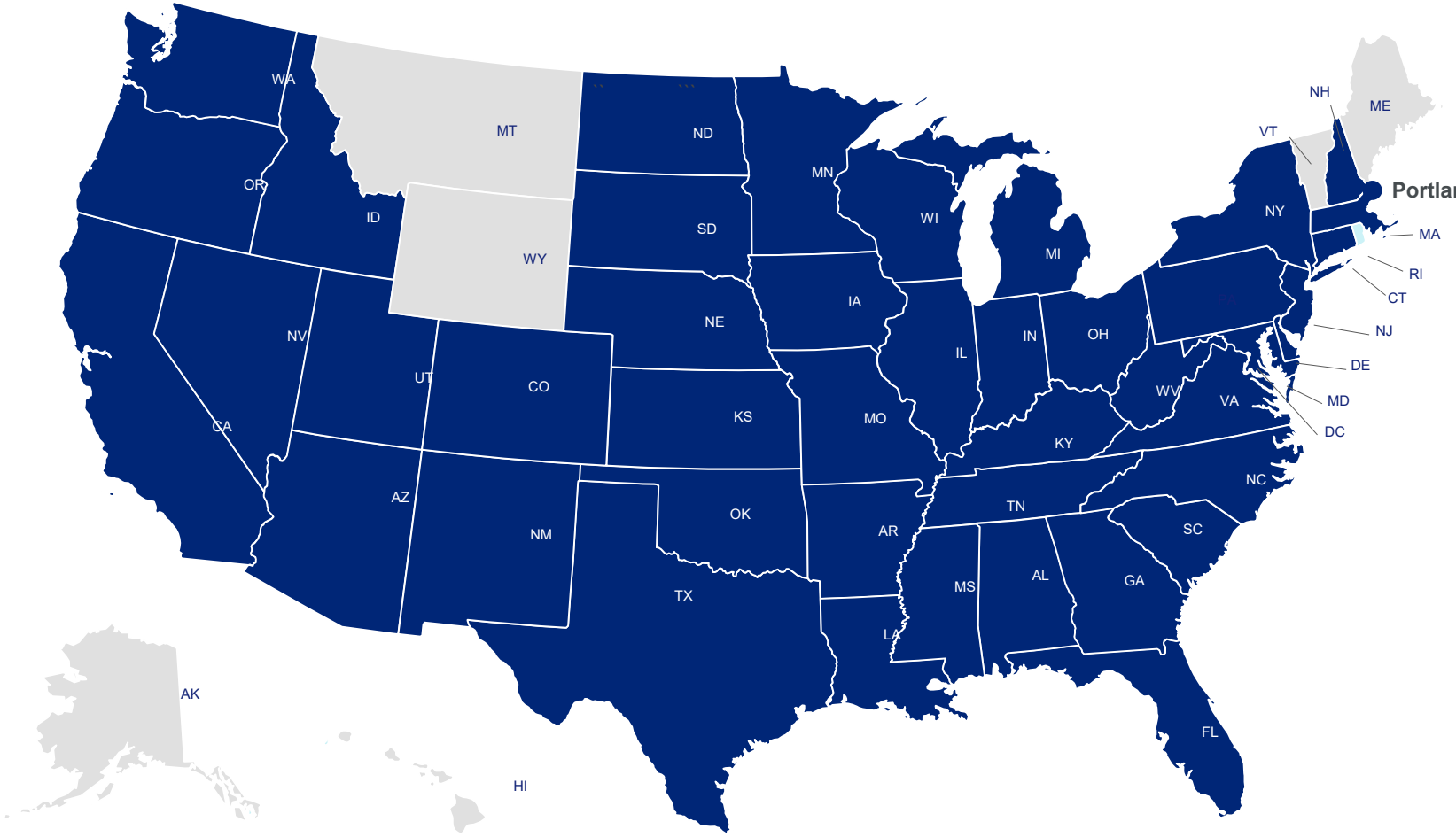
Premium Providers

This physician meets the UnitedHealth Premium quality care criteria which includes safe, timely, effective and efficient care.



Maine: Only in Cumberland, Sagadahoc, and York counties.

Portland area

Available

Not available/No Premium Providers

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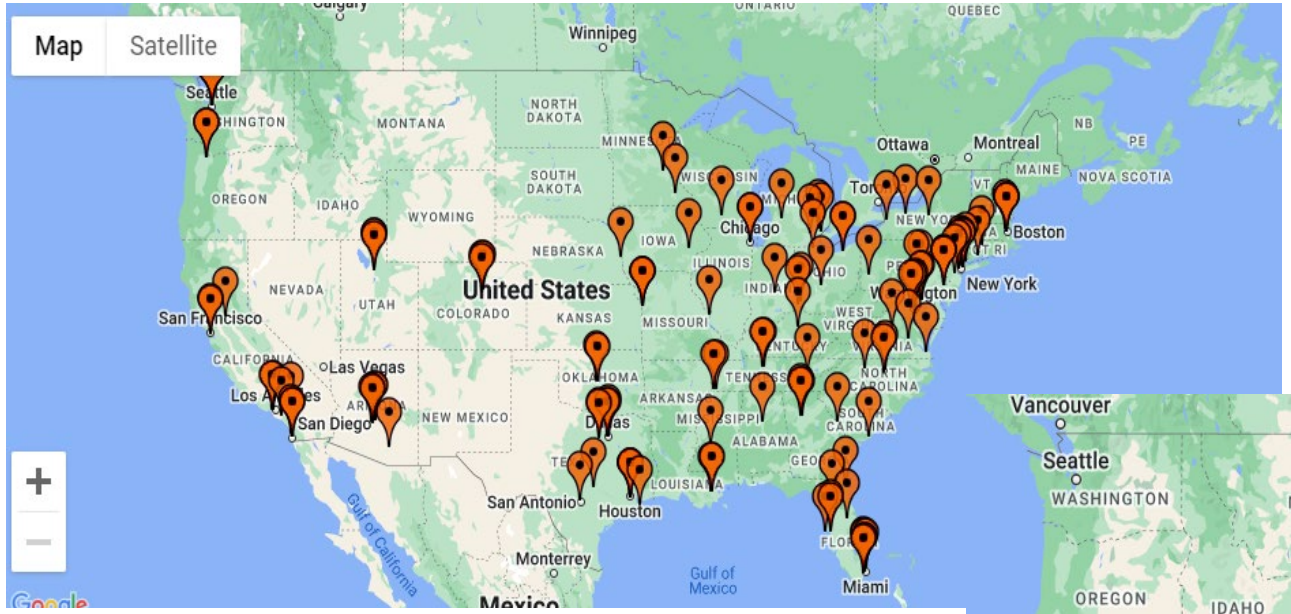
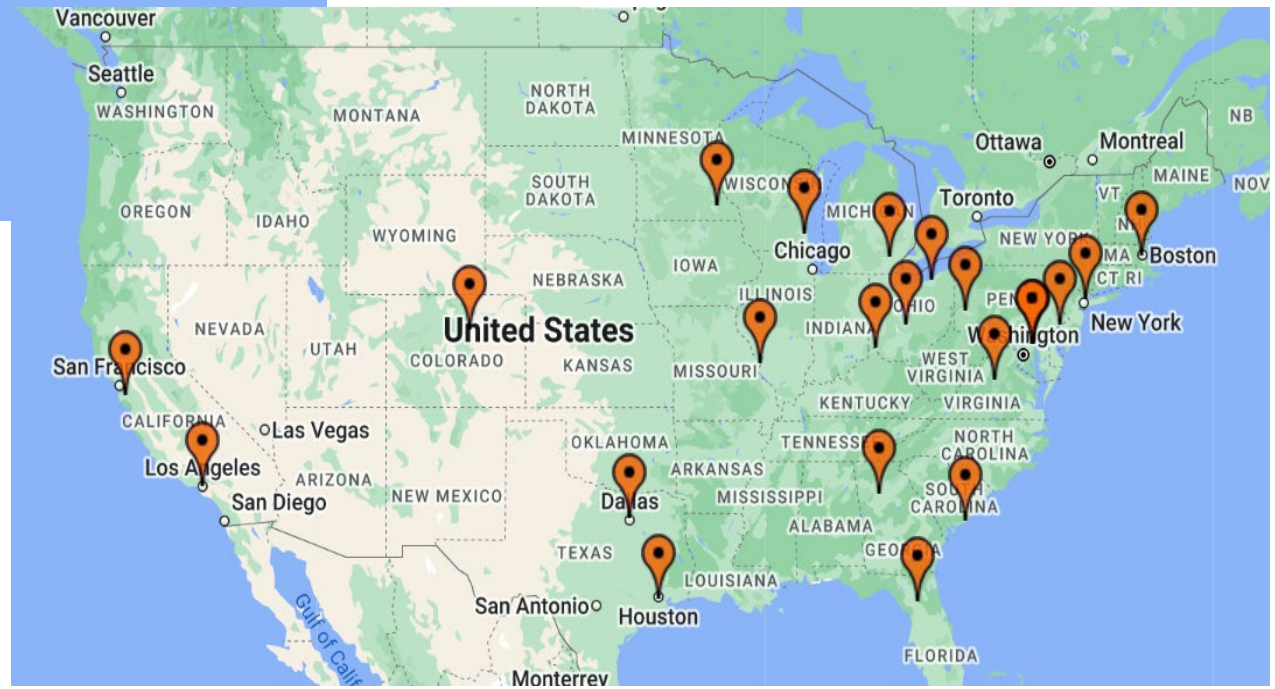
Centers of Excellence

Transplant



Congenital Heart Disease



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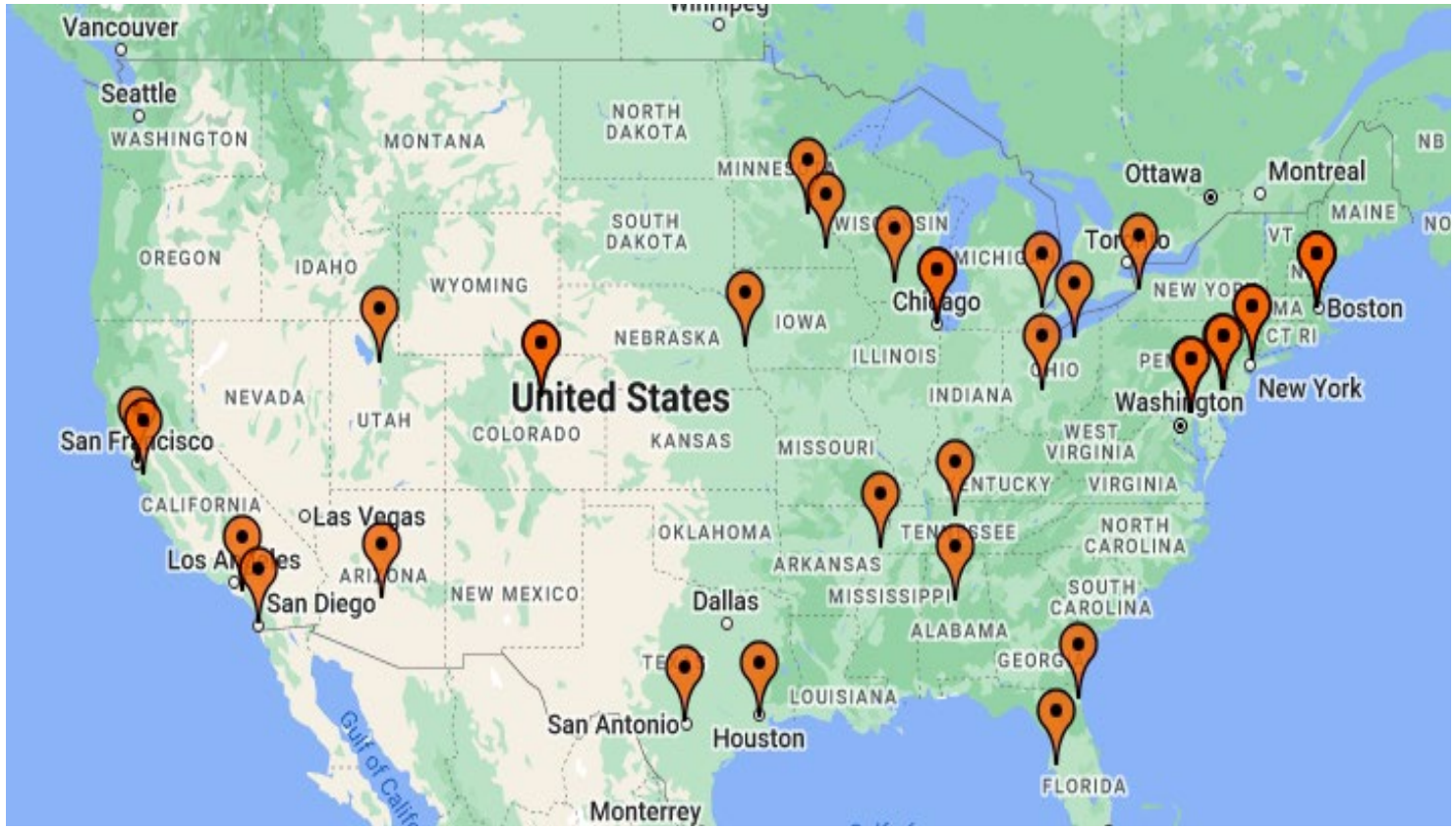
Centers of Excellence – Complex Cancers



Including:

- Mayo Clinic – Multiple locations
- Dana-Farber Cancer Institute – MA
- Bringham and Women's Cancer Center - MA
- Memorial Sloan-Kettering Cancer Center– NY
- The Cleveland Clinic Foundation – OH
- St. Jude Children's Research Hospital – TN
- MD Anderson Cancer Center– TX

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Behavioral Network

The pandemic reinforced the need for faster, easier access to mental health support



90%

of consumers said the U.S. needs more accessible mental health services[1]



4 in 10

of U.S. adults reported feeling anxious or depressed during the pandemic[2]



85%

of consumers said mental health issues were disrupting their daily life[3]

[1] Kantar 2018 U.S. Monitor. [2] The implications of COVID-19 for mental health and substance use. Kaiser Family Foundation. Feb. 10, 2021. [3] AI@Work Study 2020: As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work. Artificial intelligence fills the gaps in workplace mental health support. Oracle Workplace Intelligence, 2020.

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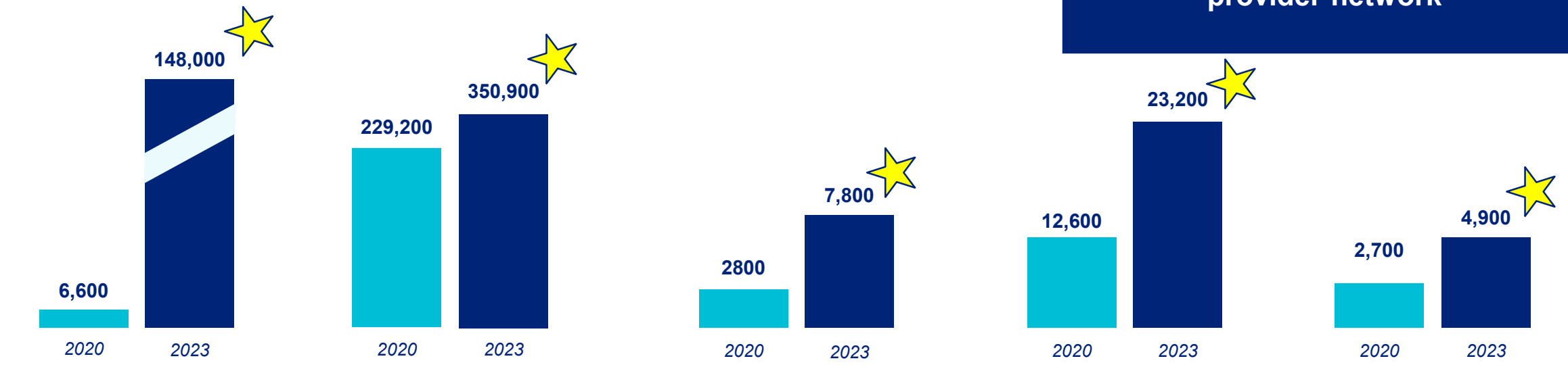
Growing our network

Continuous network growth since 2020



Growth

2,142% growth in our virtual provider network[1]

53% growth in our national provider network[1]

Virtual visits providers, over 2,142% growth[1]

National network providers, over 53% growth[1]

Express access providers, over 178% growth[1]

Autism/ABA providers, over 84% growth[1]

Medication for Opioid Use Disorder (MOUD) and Medication for Alcohol Use Disorder (MAUD) providers, over 81% growth[1]

[1] SURE Network Summary Dashboard, Commercial E&I and non-E&I UBH General Networks Q1 2023 (March 27, 2023 data); Deanna DuBois, April 10, 2023.

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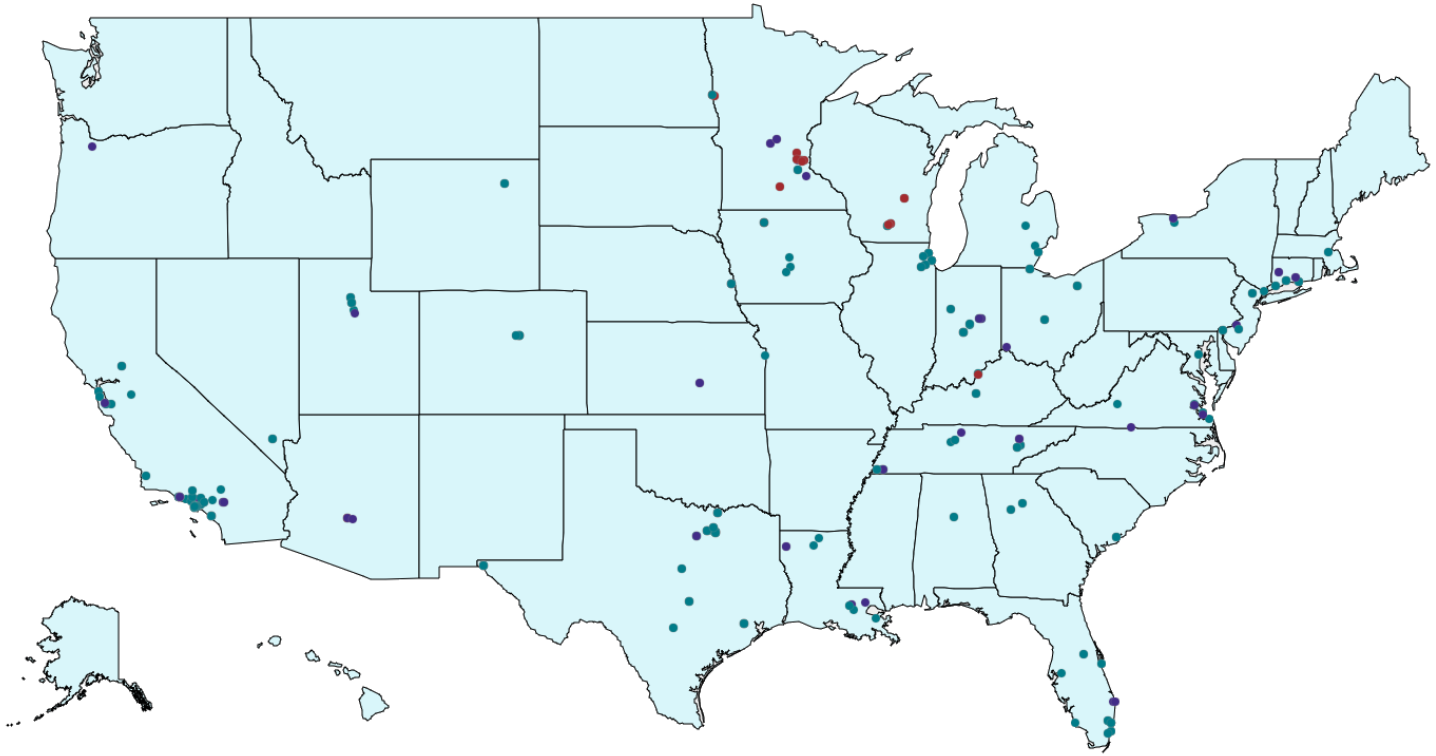
New pediatric programs



Partial/Intensive outpatient

Inpatient/ Residential

Outpatient/ Crisis

1. Optum analysis of child/adolescent programs added to behavioral health network in 2022.
2. Optum analysis of Network Summary Dashboard, Commercial and UBH General Networks Q4 2021 vs. Q4 2022 (December 29, 2022 data); DuBois, January 23, 2023



Increased access to care for pediatrics / adolescents:

- 68,846 pediatric / youth providers
- 5.7% YTD pediatric network growth
- 267 new inpatient beds
- 25 new child / adolescent programs across the country
- 6 national virtual outpatient groups added

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Autism Spectrum Disorder

For children with Autism,
Autism Spectrum Specialty Care
Applied Behavioral Analysis (ABA)
is an effective early intervention
to improve long-term functioning.



For children in ABA treatment, Optum's ABA providers reported the following improvements:

27% improvement in communication
30% improvement in behaviors
25% improvement in social functioning



We have a National Network of specialists who can provide the care, and integration with local resources for the ABA treatment that children need.

ABA providers are in the Behavioral directory.

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Additional Programs

Where the doctor is always in

By phone, video or mobile app

Teladoc gives streamlined member access to quality care with high member satisfaction



Integration Advantages:

- **No separate contract**
- Eligibility and billing services through UnitedHealthcare
- Claims processed under medical plan administered by APWU HP
- Pay as you go model – PEPM access fee, plus case rate fee per consult
- Consult cost can be shared with member under co-pay arrangement
- Detailed monthly utilization reporting

Anytime Access To On-call Doctors

Connects members to a network of physicians who can diagnose, treat and prescribe medications, when needed.

One-on-one Consultation

Patients have the option to communicate with available physicians via phone, online video or mobile app.

Pharmacy Integration

When appropriate, a Teladoc nurse will call a prescription in to the member's pharmacy of choice.

Cost-saving Consumer Experience

Replaces office waits and ER visits for routine ailments, such as cold and flu symptoms, pink eye and respiratory infections for members of all ages.

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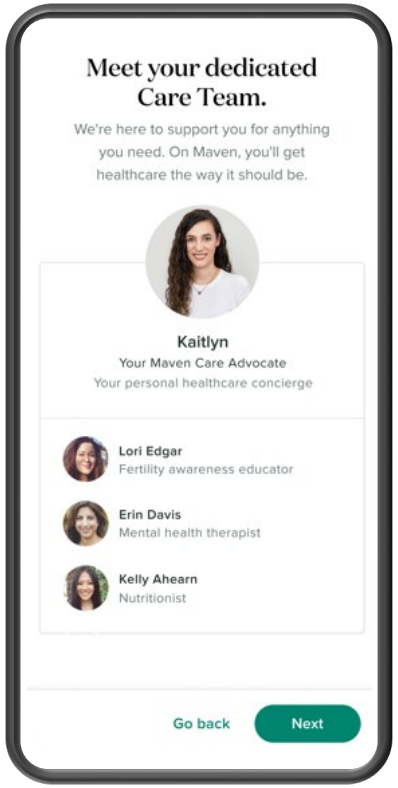
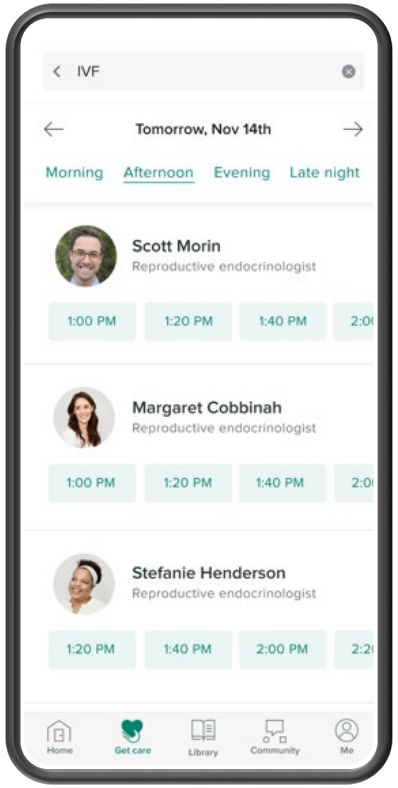
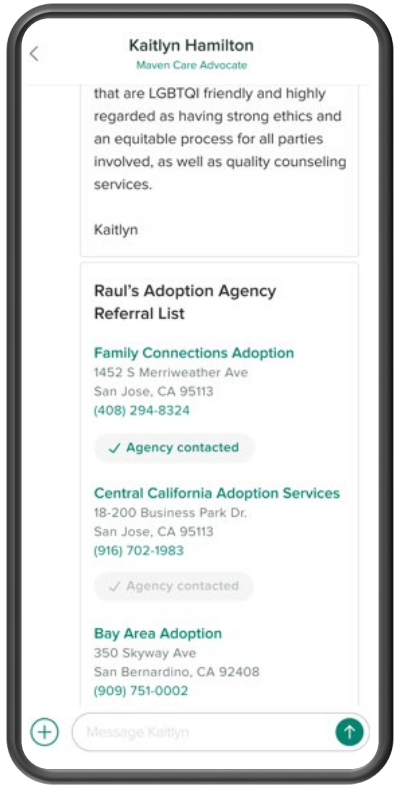
Maven Maternity –Virtual Care



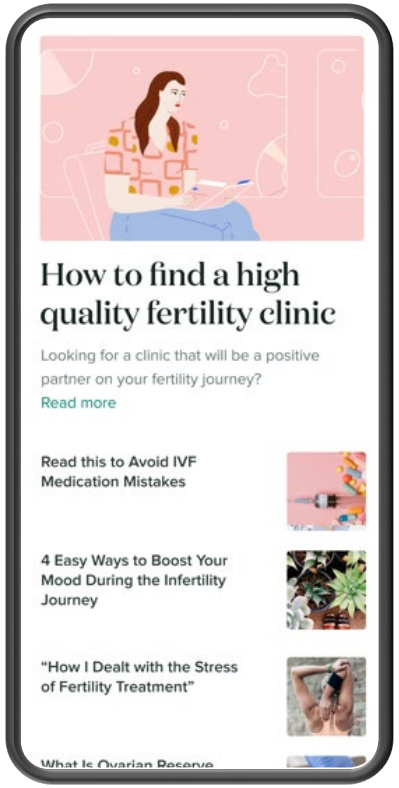
Dedicated Care Advocate for every member



On-demand appointments with specialized providers



Referrals provided by Care Advocates



Personalized content curated for each member

Example is for illustrative purposes only.

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One Pass Select

One Pass Select is a subscription-based fitness and well-being program that supports a healthier lifestyle. Members can have access to thousands of gyms and online classes with:

- ✔ No long-term contracts or annual gym registration fees
- ✔ Flexible fitness options and the ability to use locations nationwide (not limited to 1 gym)
- ✔ The ability to add family members (ages 18+) at a 10% monthly discount
- ✔ The option to change tiers monthly
- ✔ A grocery delivery subscription







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One Pass Select

A variety of employee membership options to fit lifestyle goals

Category	Digital	Classic	Standard	Premium	Elite
Monthly fee	$10	$29	$64	$99	$144
One-time enrollment fee	$10	$29	$29	$29	$29
Gym network size		11,000+	13,000+	15,000+	17,000+
Premium network			✔	✔	✔
Multi-location access		✔	✔	✔	✔
Digital classes	23,000+	23,000+	23,000+	23,000+	23,000+
On-demand	✔	✔	✔	✔	✔
Livestreaming	✔	✔	✔	✔	✔
Workout builder	✔	✔	✔	✔	✔
Grocery delivery		✔	✔	✔	✔
Family memberships*	✔	✔	✔	✔	✔
Upgrade/downgrade	✔	✔	✔	✔	✔
Cancel within 30 days	✔	✔	✔	✔	✔

*10% discount.

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Participating fitness brands

Digital (23k+)

- LesMills ONDEMAND
- DAILY BURN
- fitbit premium
- yogaworks
- VOLT
- FITNESS ON DEMAND
- FAN HUDDLE

Classic (11K+)

- LA FITNESS
- planet fitness
- CRUNCH FITNESS
- ANYTIME FITNESS
- SNAP FITNESS 24-7
- EōS FITNESS

Standard (13K+)

- CYCLEBAR
- LIFE TIME HEALTHY WAY OF LIFE
- pure barre
- ROW HOUSE
- barre3
- YOGASIX

Premium (15K+)

- LIFE TIME
- CLUB PILATES
- CRUNCH FITNESS
- RUMBLE

Elite (17K+)

- orangetheory FITNESS
- LIFE TIME HEALTHY WAY OF LIFE
- F45
- 9Round
- STRETCH LAB
- T

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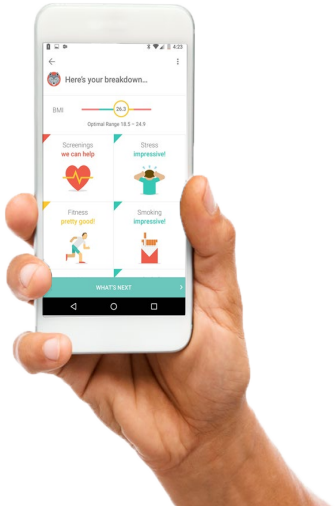
Rally Wellness



Empowering You to Be Your Healthiest
Make smarter choices for care and reach your goals with well-being programs — all the while earning rewards every step of the way. It's simple with Rally®.

- ✓ Step Challenges
- ✓ Ffitness Goals
- ✓ Preventive Care
- ✓ Healthy Recipe
- ✓ Educational Videos
- ✓ Earning Coin Rewards





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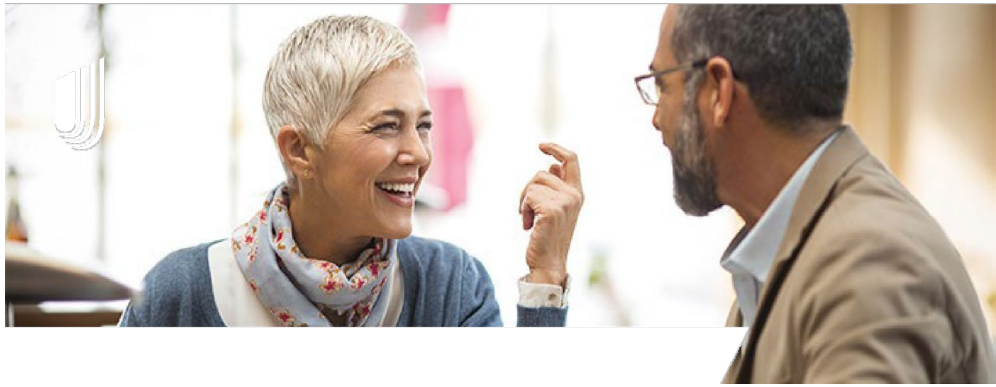
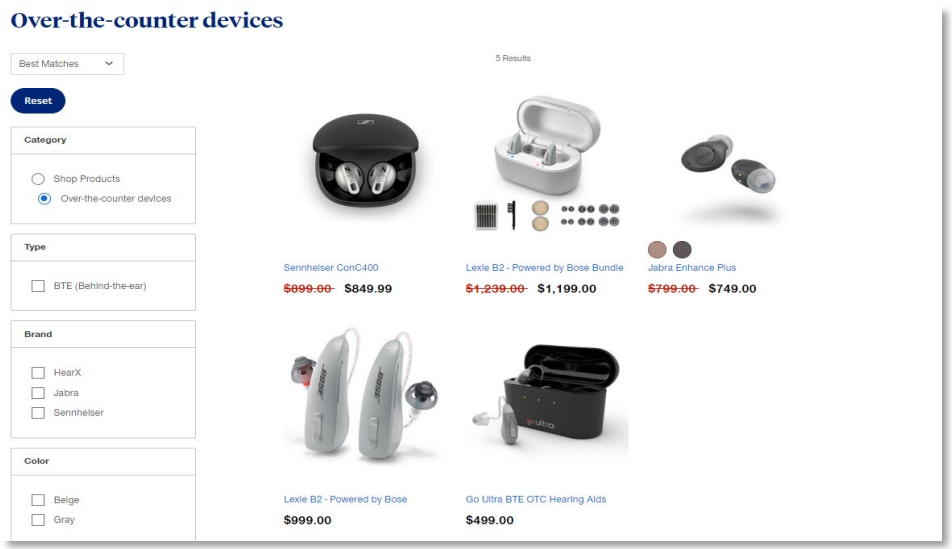
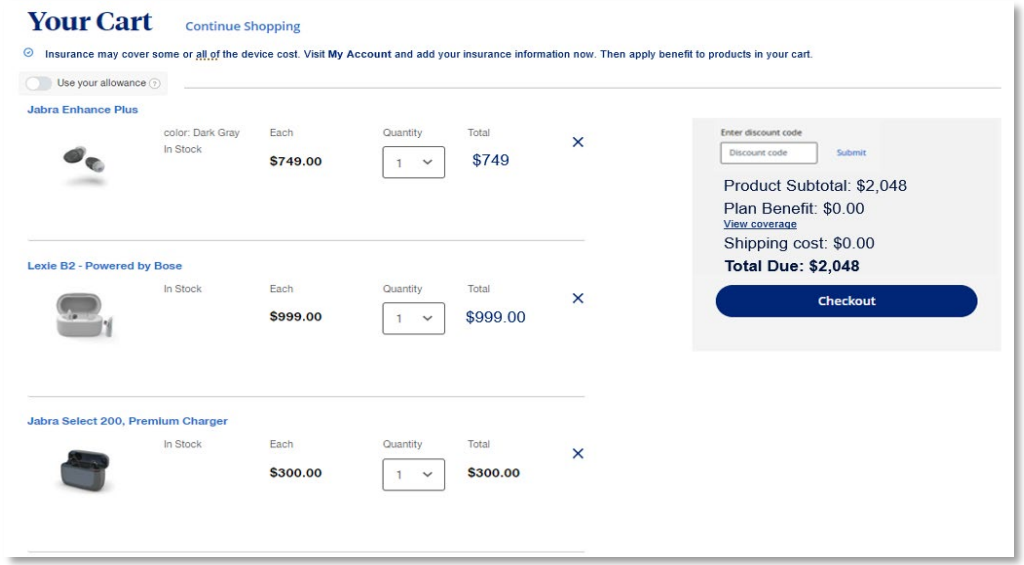
UHC Hearing



- ✓ Only 1 in 4 adults who could benefit from hearing aids use them – OTC devices reduce barriers to obtaining hearing aids while expanding options for where to find care.
- ✓ Treating hearing loss can lead to improved overall health outcomes including social isolation, depression, Alzheimer's, diabetes and more.
- ✓ Members can purchase OTC devices and use INN benefits on uhchearing.com





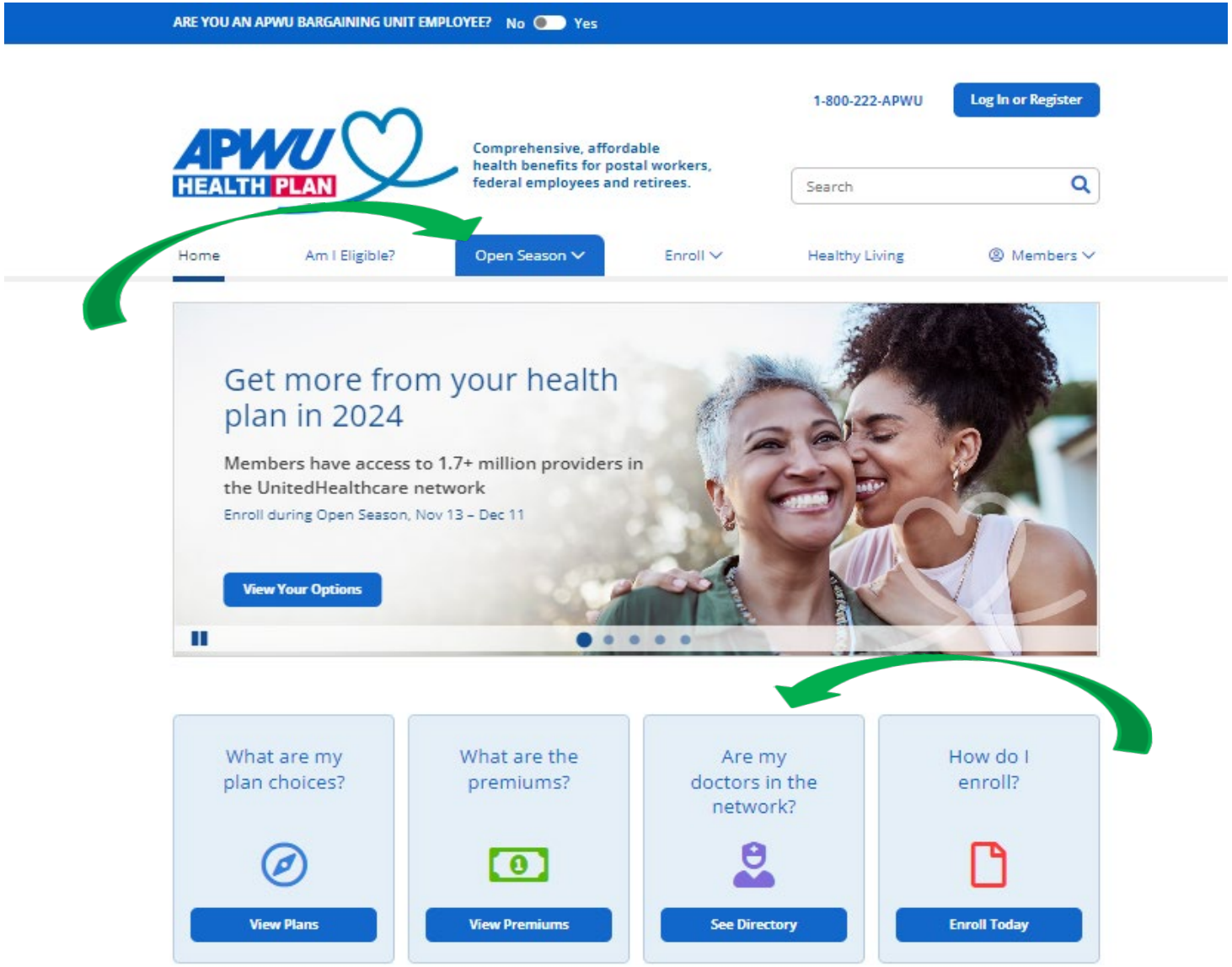
Members will receive email updates while eligibility and benefits are being verified to notify them of status updates.

1-855-523-9355 | **UHCHearing.com**

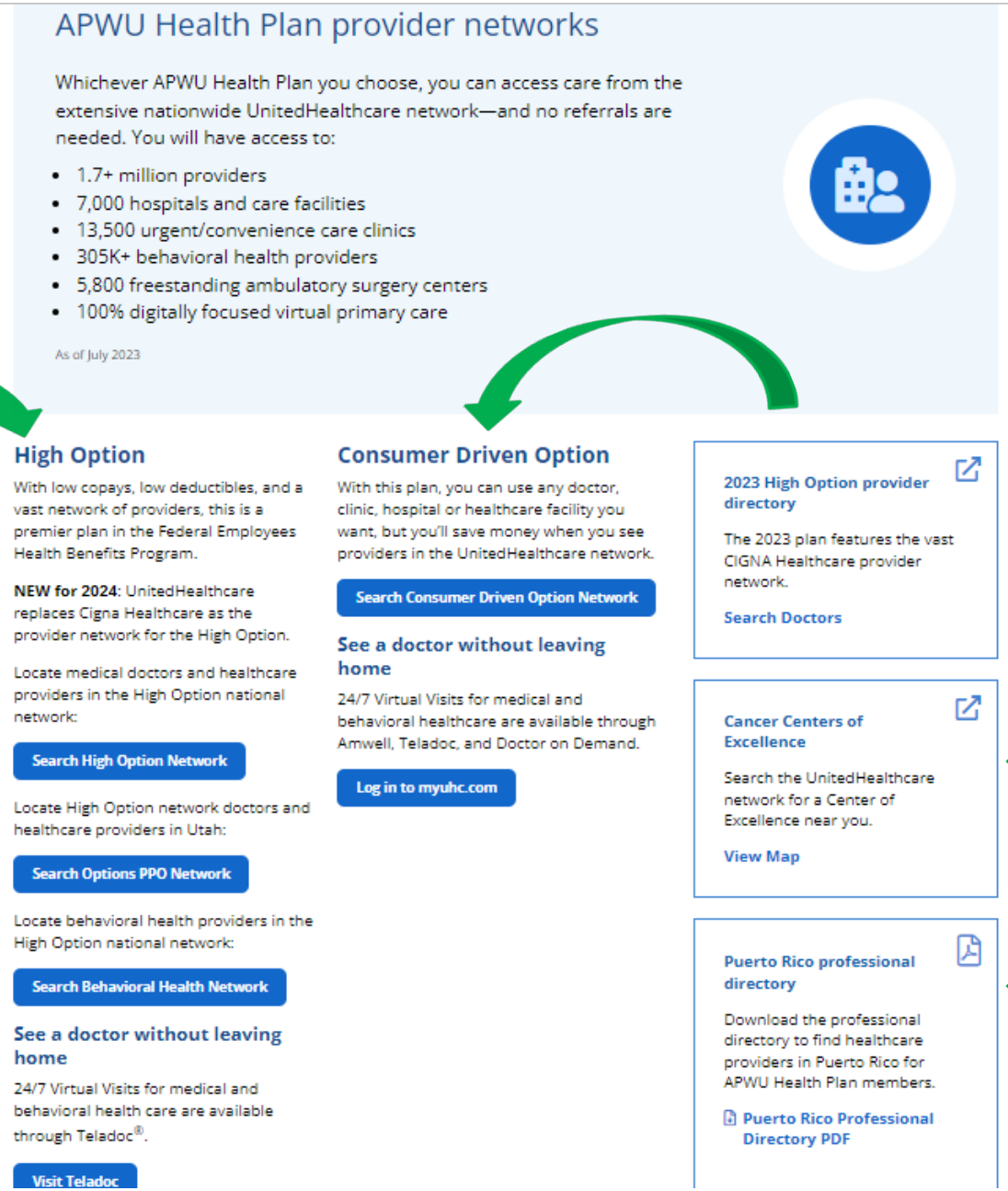
Is my provider in the network?

www.apwuhp.com – Home Page

No ID or Password required



Provider Search



Medical Network

Utah Residents

Behavioral Network

Complex Cancer COE

Puerto Rico Network

Medical Provider Search





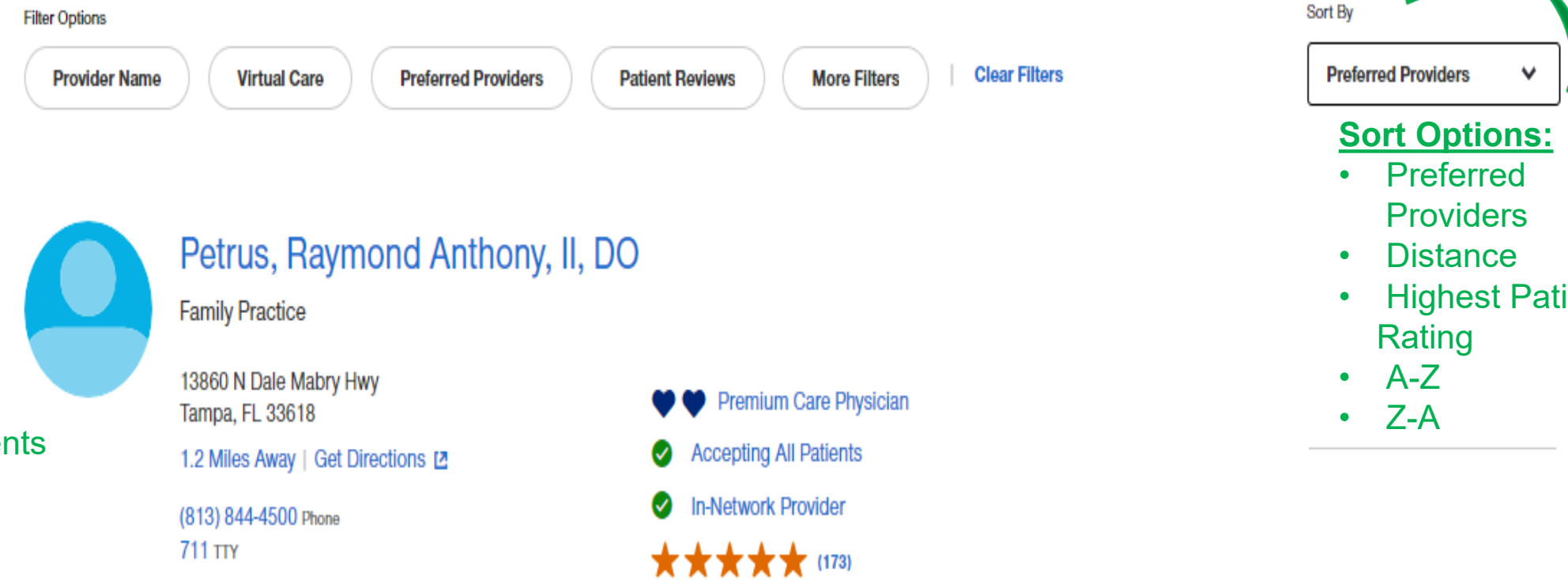


Medical Provider Search Filters

Distance Options:
- Within 20-100 miles



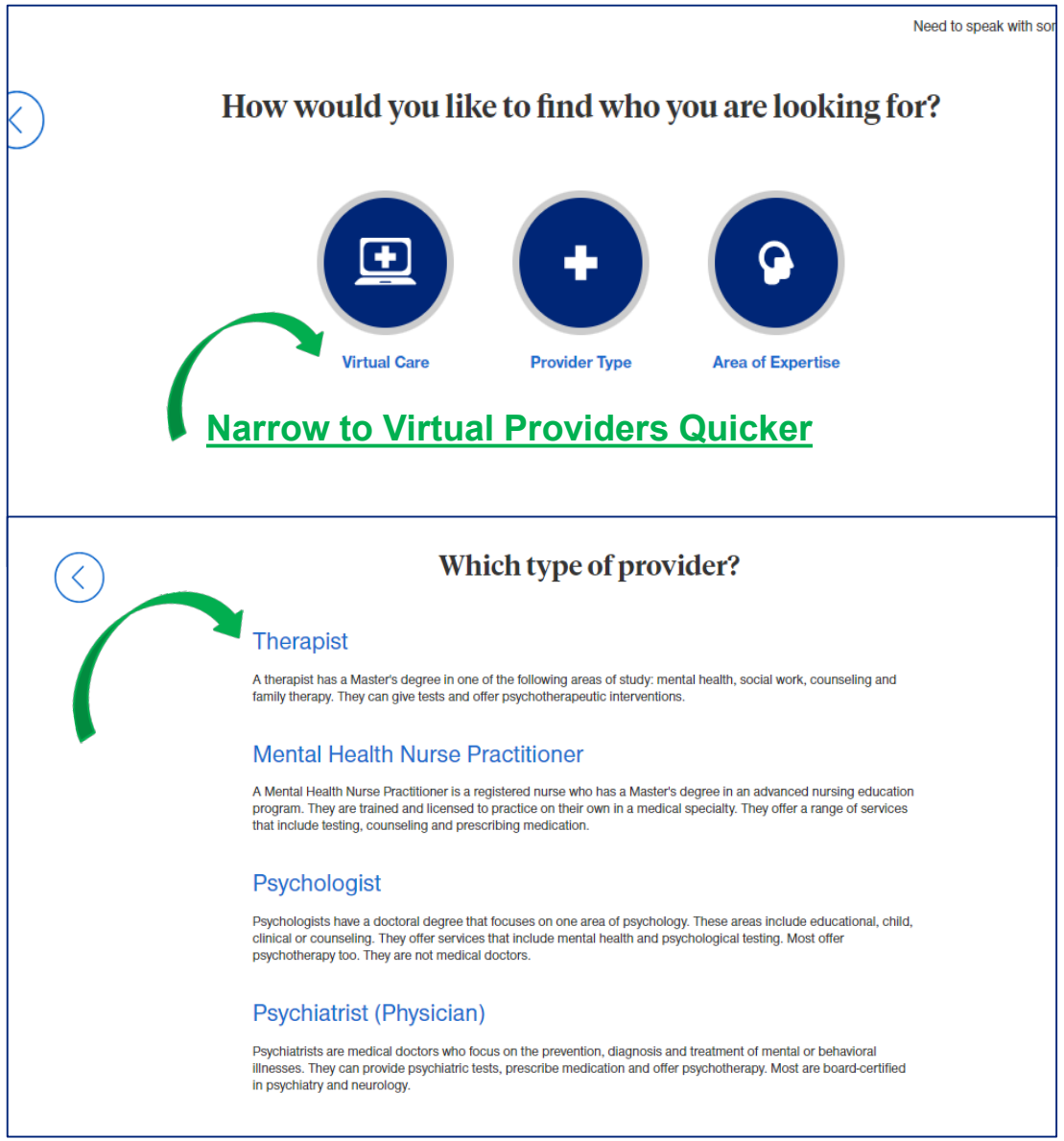
Filter Options:
- Provider Name
- Virtual Care
- Premium Providers
- Patient Reviews
- Appointment Scheduling
- Gender
- Language
- Accepting New Patients
- Hospital Affiliations
- Specialty Types



Sort Options:
- Preferred Providers
- Distance
- Highest Patient Rating
- A-Z
- Z-A

Behavioral Provider Search

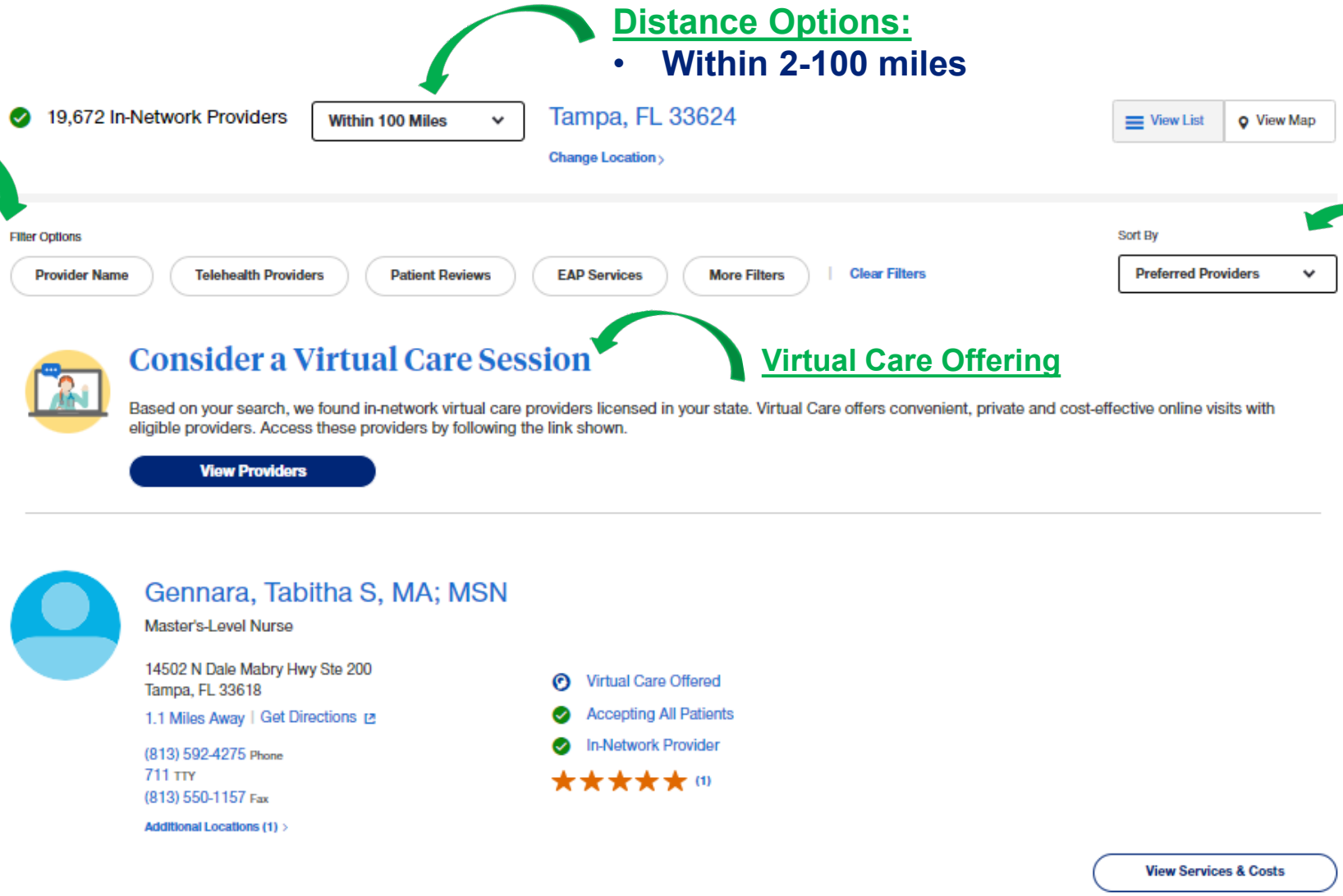




Behavioral Provider Search Filters

Distance Options:
- **Within 2-100 miles**

Filter Options:
- Provider Name
- Telehealth Providers
- Patient Reviews
- Appointment Scheduling
- Gender
- Language
- Accepting
- New Patients
- Hospital Affiliations
- Specialty Types
- **Master Level**
- **Accessibility**
- **Conditions Treated**
- **Services Offered**
- **Treatment/Therapy Methods**

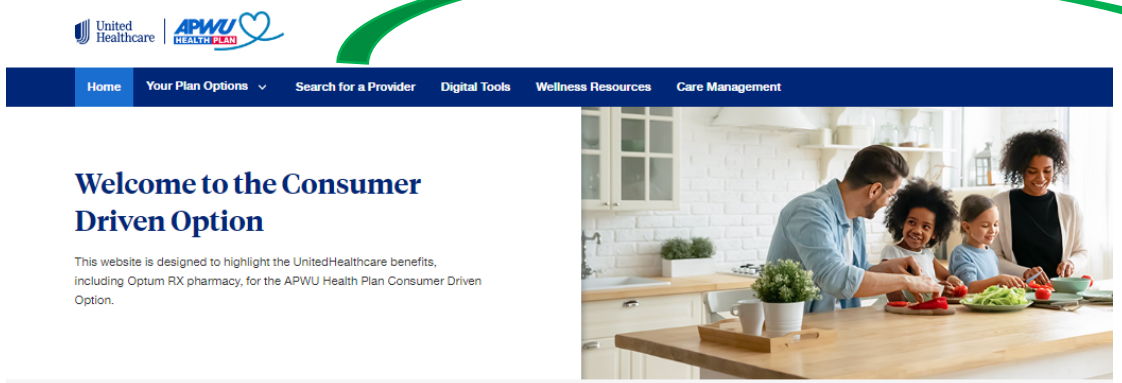


Virtual Care Offering

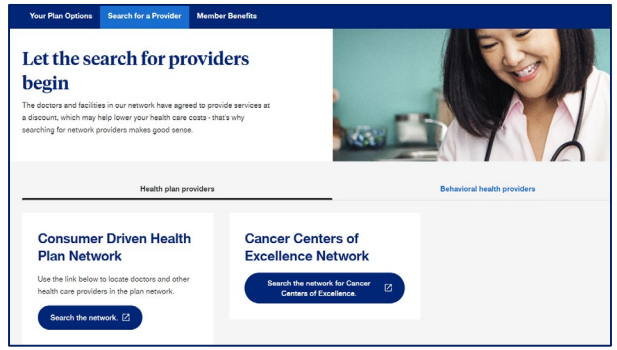
Sort Options:
- Preferred Providers
- Distance
- Highest Patient Rating
- A-Z
- Z-A

www.whyuhc.com/apwuhp – Pre-Member Site

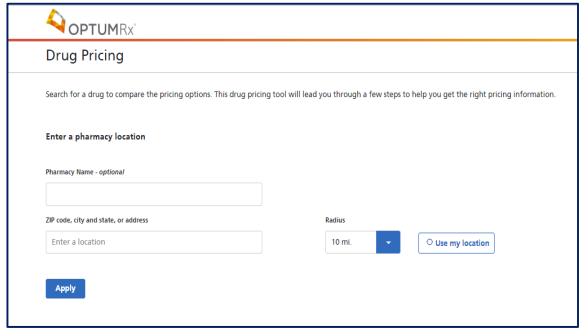
No ID or Password required



Provider Search



Pharmacy Cost Tool



One Pass Select



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Careington Dental for Consumer Driven

https: apwuhp.solutionssimplified.com

No ID or Password required



Thank You



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