

# UnitedHealth Premium program State-specific processes

The UnitedHealth Premium® program designates physicians based on safe, timely, effective and efficient quality care criteria. This designation may be used by members to help make more informed choices for their medical care and by physicians to make referrals. Physicians may also use evaluation details to support their efforts to provide quality care to their patients.

The following states have requirements governing physician measurement programs that are different from other standard UnitedHealth Premium program processes. In these states, the Premium program may follow different or additional processes for physicians who are evaluated by the program.

## California

Consistent with Section 1367.49 of the Health and Safety Code and Section 10133.64 of the Insurance Code, please note the following and, if you choose to do so, take the following action.

Per Section 1367.49(f) of the Health and Safety Code and Section 10133.64(f) of the Insurance Code, if you wish to include a link to your own website with a response to your designation in our posting, please provide us the link through the **Contact Premium** page: [UnitedHealthPremium.uhc.com](https://UnitedHealthPremium.uhc.com) > **Help and Support** > **Contact Premium**.

## Colorado and Texas

Physicians may request a reconsideration of their UnitedHealth Premium designation, including a meeting by teleconference or in person. To arrange a meeting, please send us a request through the **Contact Premium** page: [UnitedHealthPremium.uhc.com](https://UnitedHealthPremium.uhc.com) > **Help and Support** > **Contact Premium**.

## Important notes about the UnitedHealth Premium program

The information from the UnitedHealth Premium program is not an endorsement of a particular physician or health care professional's suitability for the health care needs of any particular member. UnitedHealthcare does not practice medicine nor provide health care services. Physicians are solely responsible for medical judgments and treatments supplied. A Premium Care Physician designation does not guarantee the quality of health care services members will receive from a physician and does not guarantee the outcome of any health care services members will receive.

The fact that a physician doesn't have a Premium Care Physician designation doesn't mean the physician doesn't provide quality health care services. All physicians in the UnitedHealthcare Network have met certain minimum credentialing requirements. Regardless of whether a physician has received a Premium Care Physician designation, members have access to all physicians in the UnitedHealthcare Network, as further described under the member's benefit plan.

There are various reasons why a physician may not be designated as a Premium Care Physician. A physician may not receive a Premium Care designation because that physician has not been evaluated for a Premium Care designation. This occurs when a physician does not practice in a specialty that is evaluated by the Premium program, or when a physician's evaluation is in process. It also occurs when a physician does not have enough health plan claims data to be evaluated, but it is not an indicator of the total number of patients treated by the physician or the number of procedures performed by the physician. Rather, it reflects the statistical requirements of the Premium program, which includes only health plan claims associated with specific Premium program measures and relevant to the physician's specialty. In some cases, there may not be enough data to complete the analytic process from a statistical standpoint.

**UnitedHealthcare informs members that designations are intended only as a guide when choosing a physician and should not be the sole factor in selecting a physician. As with all programs that evaluate performance based on analysis of a sample, there is a risk of error.** There is a risk of error in the claims data used in the evaluation, the calculations used in the evaluation, and the way the Premium program determined that an individual physician was responsible for the treatment of the patient's condition. **Physicians have the opportunity to review this data and submit a reconsideration request.**

UnitedHealthcare uses statistical testing to compare a physician's results to expected or normative results. There is a risk of error in statistical tests when applied to the data and a result based on statistical testing is not a guarantee of correct inference or classification. We inform members that it is important that they consider many factors and information when selecting a physician. **We also inform our members that they may wish to discuss designations with a physician before choosing him or her, or confer with their current physician for advice on selecting other physicians.**

The information contained in this document is subject to change.

**Learn more**

**UnitedHealth Premium program | [UnitedHealthPremium.uhc.com](https://www.unitedhealthpremium.uhc.com)**  
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