

# UnitedHealth Premium<sup>®</sup> Program Overview – 2021

## 2021 Premium designation display (Version 14)

The UnitedHealth Premium program provides physician designations based on quality and cost-efficiency criteria to help members make more informed choices for their medical care. Physicians may also review these designations when referring patients to other physicians. In markets where tiered benefit plans are available, employers may choose to offer their employees a tiered benefit plan, which may provide an enhanced benefit in the form of lower member cost share for seeing a Premium Care Physician.

### ♥♥ Premium Care Physician

The physician meets the UnitedHealth Premium program quality and cost-efficient care criteria.

### ♥♥ Quality Care Physician

The physician meets the UnitedHealth Premium program quality care criteria but does not meet the program's cost-efficient care criteria or is not evaluated for cost-efficient care.

### ♥♥ Does Not Meet Premium Quality Criteria

The physician does not meet the UnitedHealth Premium program quality criteria so the physician is not eligible for a Premium designation.

### ♥ Not Evaluated For Premium Care

The physician's specialty is not evaluated in the UnitedHealth Premium program, the physician does not have enough claims data for program evaluation or the physician's program evaluation is in process.

## Program methodology

The Premium program includes both quality and cost-efficiency evaluations with quality serving as the primary measurement. This emphasis on quality demonstrates our commitment to evidence-based medicine as only those physicians who meet quality standards are evaluated for cost efficiency. The results of these quality and cost-efficiency evaluations are used together to determine the physician designation listed in our provider directories.

Quality is evaluated using national standardized measures. Cost efficiency is evaluated using two measurements: patient episode cost and patient total cost. Physicians can view the **Version 14 methodology** at [UnitedHealthPremium.UHC.com](https://UnitedHealthPremium.UHC.com).

## Premium specialties

The Premium program assesses physicians across 16 Premium specialties including 47 credentialed specialties.

- Allergy
- Cardiology
- Ear, nose and throat
- Endocrinology
- Family medicine
- Gastroenterology
- General surgery
- Internal medicine
- Nephrology
- Neurology
- Neurosurgery, orthopedics and spine
- Obstetrics and gynecology
- Pediatrics
- Pulmonology
- Rheumatology
- Urology

## Reconsideration requests

The Premium program gives physicians time to review results and request reconsideration process if necessary, before designations are displayed in our care provider directories. Physicians can submit a reconsideration by signing in to **UnitedHealthPremium.UHC.com**. Physicians can also review their designation details after evaluation notifications are sent.

## 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 or Quality 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.

Likewise, the fact that a physician has a Not Evaluated for Premium Care or a Does Not Meet Premium Quality Criteria designation does not mean that the physician does not 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.

The designation of "Not Evaluated for Premium Care" is given 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 is also given 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 **Overview – 2021** is subject to change.

Learn more

**UnitedHealthPremium.UHC.com**

UnitedHealth Premium Program, 9700 Health Care Lane, MN017-W700, Minnetonka, MN 55343



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PCA-1-21-01105-UHN-WEB\_03222021

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