

Find Care & Costs Tool

Quick Reference Guide

Overview

To help achieve the Triple Aim of improved quality, better health outcomes and cost savings for our members, we've developed **Find Care & Costs** – an online and mobile tool that allows UnitedHealthcare commercial plan members to view and better understand their health care costs. This quick reference guide provides an overview of the Find Care & Costs tool and the value it can bring to members.

How it Works

The Find Care & Costs tool offers health care cost estimates based on a member's health plan and location. Cost estimates are available for more than 800 common medical services across more than 650 episodes of care. For a given provider, and a specific service or procedure, the Find Care & Costs tool displays:

- The local or market average cost
- The estimated cost for that care provider
- The estimated amount the employer or health plan will pay
- The estimated member out-of-pocket cost

Accessing Find Care & Costs

To get started with Find Care & Costs, members sign in to myuhc.com and select "Find Care & Costs" on the home screen. The tool then uses the member's health plan benefits to calculate their estimated out-of-pocket costs for various services or procedures.

The screenshot displays the 'Find Care & Costs' tool interface. At the top, a navigation bar includes links for HOME, FIND CARE & COSTS, CLAIMS & ACCOUNTS, COVERAGE & BENEFITS, PHARMACIES & PRESCRIPTIONS, and HEALTH RESOURCES. The main heading is 'Results for Primary Care Physician' for an 'Office Visit - Primary Doctor - Established Patient - Moderate Complexity'. It shows a 'Total average cost in your area: \$59 - \$104' and a 'NEW SEARCH' button. Below this, it indicates '3,485 In-Network Doctors Found Near 90210' with a 'SORT BY: PREFERRED PROVIDERS' dropdown. A 'Refine Results' section on the left allows filtering by 'LOCATION' (ZIP CODE 90210, WITHIN 20 MILES) and 'PREFERRED PROVIDERS' (1,087 with 2 hearts, or 2,254 with 2 hearts and higher). The main results area features a profile for 'Physician, John, MD', an Internal Medicine specialist with 4 reviews, located at 123 Sample St. (1.4 Miles Away). It is marked as a 'Premium Care Physician' and 'Accepting All Patients'. A summary box shows 'Office Visit - Primary Doctor - Established Patient - Moderate Complexity' and 'Meets Average Cost' with a 'VIEW ALL SERVICES & COSTS' button. Another provider, 'Physician, Chris, MD', is partially visible below.

the service, we look at the claim history to see that there were at least two claims during the period for that procedure or a related procedure. Care providers shown in the search results will receive a provider cost band that indicates if their geographic cost is:

- **“Below Average”** (displayed in green): The care provider’s cost estimate is in the lowest 25% for the local area.
- **“Meets Average”** (displayed in gray): The care provider’s cost estimate is in the middle 50% for the local area.
- **“Above Average”** (displayed in red): The care provider’s cost estimate is in the highest 25% for the local area.

An overview of the treatment or procedure being estimated and a breakdown of steps leading to the out-of-pocket estimate will be displayed on the Care Path Summary page. The tool also includes consumer-friendly treatment decision support information for the specific services in scope.

Contact Information for Members

If a member has questions about using the tool or the information it displays, they can call the member services phone number on their member ID card.

Questions?

If you have questions about Find Care & Costs, please contact your network representative. Thank you.



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