Overview
We’ve developed our online tool, Find Care & Costs, to help our UnitedHealthcare commercial members make more informed health care decisions. This quick reference guide provides an overview of how the Find Care & Costs tool allows members to view and better understand their health care services and affiliated costs.

How the tool works
The Find Care & Costs tool provides health care cost estimates for more than 900 common medical services across more than 650 episodes of care. The tool displays estimates based on the member’s health plan and geographic location.

Members sign in to myuhc.com® and select “Find Care & Costs” on the home screen. They enter a physician or practice and a specific service or procedure. The screenshot below shows how the estimate results will display:
Results for a multi-step care path
Members can search for cost estimates for a multi-step care path by care provider and/or facility. Search results are based on a selected care provider and the affiliated facility, both of which can be changed in the chart for comparison purposes. They can also search for cost estimates on specific treatments, services or conditions.

The Care Path Summary page, shown in the screenshot below, displays an overview of the treatment or procedure and a breakdown of the steps leading to the out-of-pocket estimate. Consumer-friendly information on the specific services can help members make informed decisions about the treatment.
Methodology for estimating treatment costs
The care provider selected by the member must have had a minimum of 5 claims during a given period for an average to be calculated. If the member enters a provider with specialties or facility types that do not typically perform the service, the Find Care & Costs tool looks at the claim history to see if the provider billed at least 2 claims for that procedure or a related procedure during the period. Care providers shown in the search results display a color-coded statement comparing their cost estimate to other providers in the geographic area:
• “Below Average Cost” (displayed in green) – in the lowest 25%
• “Meets Average Cost” (displayed in gray) – in the middle 50%
• “Above Average Cost” (displayed in red) – in the highest 25%

Cost estimates are based on the physician’s fee schedule or contracted rate in effect at the time of the member’s search. If the fee schedule or rate is not systematically available or applicable, the estimate is calculated using the historical claim average for a given care provider and procedure.

When the member enters a care path or episode of care instead of a provider or facility, the results display fees for all care providers and facilities that typically perform the service, without considering the claim minimum.

For a more detailed explanation of our methodology, see “How costs are estimated” on UHCprovider.com.

Contact information for members
Members who have questions about using the tool or the information it displays can call the phone number on their member ID card.

We’re here to help
Please reach out to your network representative if you have questions about the Find Care & Costs tool. Thank you for working to provide quality care to our members.