



Has your life been touched by cancer? The Cancer Resource Services offers caring support when you need it most.

Whether you or a family member has been diagnosed or has risk factors for cancer, the numbers are telling. One in three Americans will have cancer at some point in their lives.¹ That's why we offer the UnitedHealthcare Cancer Resource Services (CRS).

How does it work?

If you're preparing for cancer treatment or have already started, an oncology nurse can help you navigate treatment options and help you find a network provider from a high-quality Centers of Excellence (COE) facility. Here's more of what you can expect:



Support from an oncology nurse, who can help answer your questions and connect you with a broad spectrum of cancer-related services



Guidance to appropriate providers for treatment or a second opinion, based on your diagnosis and state of disease



Helpful information on clinical trials and connection to available community resources

Since 2007, this program has supported more than 100,000 members diagnosed with cancer.²

98% of members were satisfied with their Cancer Resource Services oncology nurse.³

If you or a loved one has cancer, take advantage of the **Cancer Resource Services** program and call an oncology nurse between 7 a.m. and 7 p.m. CT, Monday through Friday, excluding holidays.

Toll-Free **1-866-936-6002**,
TTY **711**
myuhc.phs.com/cancerprograms

¹ American Cancer Society. Who gets cancer? cancer.org/treatment/understanding-your-diagnosis/after-diagnosis/who-gets-cancer.html. Accessed May 3, 2018.

² Optum Internal Analytics, 2007-2017

³ Optum Net Promoter Score® data, Q1 2018. Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only and provided as part of your health plan. The nurse cannot diagnose problems or recommend treatment and is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. This nurse support service is not an insurance program and may be discontinued at any time.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.



Helping families make informed decisions about their baby's care.

Congenital heart disease (CHD), which includes numerous conditions that vary widely in complexity, is the leading cause of birth-defect-related deaths in the U.S.¹ Complex CHD cases drive over \$25 million in annual charges per million members.² Billed charges average \$428,000 in annual charges per case but can reach into the millions.²

We help clients manage this risk with Congenital Heart Disease Resource Services (CHDRS).

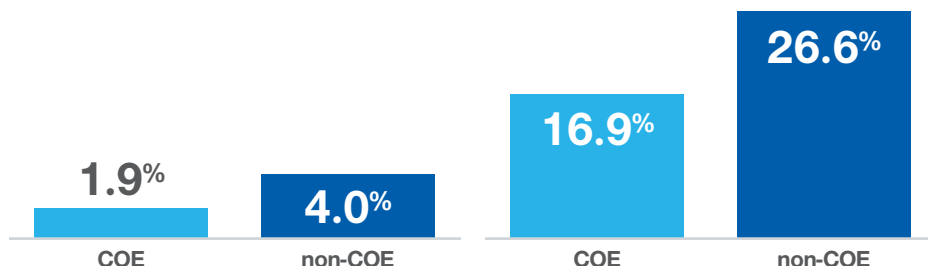
CHDRS helps members find the best care available in the COE network.

CHDRS combines a specialized Centers of Excellence (COE) network of the nation's leading CHD facilities with strong contractual savings.

COE facilities have been selected based on a history of providing:

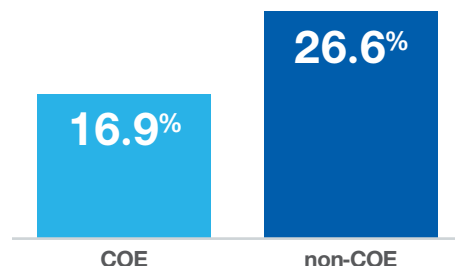
- **Reduced one-year discharge mortality rates:**³ High volumes, experience and expertise have enabled qualified COE facilities to help deliver superior outcomes.
- **Reduced inpatient days:** The average length of stay at a COE facility is 36 percent lower than at other facilities.³ Shorter stays are beneficial for patients and help reduce average charges per case.
- **Contractual discounts:** Special contracts carve out CHD procedures to help address the high-cost and complex nature of these conditions.

One-year mortality rates³



COEs have a lower average one-year mortality rate than out-of-network (non-COE) facilities.

Average length of stay per CHD case³



The average length of stay at a Centers of Excellence facility is much shorter than at non-COE facilities.



Did you know?

- Each year in the United States, approximately 40,000 babies are born with a congenital heart defect.⁴
- An estimated 2–3 million adults and children in the United States live with congenital heart defects.⁵

Comprehensive qualification process.

To qualify as a UnitedHealthcare COE facility, the facility and its staff surgeons undergo a comprehensive qualification process executed by UnitedHealth Group's Clinical Sciences Institute.

Qualification requirements are established by an advisory panel made up of some of the nation's leading cardiothoracic, surgeons and cardiologists, and are based on:

- Total number of CHD procedures (including highly complex procedures).
- Clinical outcomes (such as discharge mortality and morbidity).
- Surgeon qualifications (must have at least five years' experience and meet annual case volume requirements).

Added support to ensure success.

- Network access and UnitedHealthcare's industry-leading contractual discounts.
- Specialized clinical management service.
- Extra contractual services for cases at facilities not in the network (where applicable).

CHDRS delivers proven value for you and your employees.



Ensuring access.

21

COEs that offer national coverage.⁶

25%

of CHD patients at COEs traveled greater than 100 miles to achieve better service and outcomes vs. only 13% at non-COEs.²



Reducing cost.

\$58K

lower average paid charges at COEs vs. non-COEs.³



Improving outcomes.

36%

lower COE average length of stay.³

53%

reduction in mortality rates.³



Learn more about how CHDRS can benefit you and your employees. Contact your UnitedHealthcare representative for more information.



¹ National Heart, Lung, and Blood Institute. What Are Congenital Heart Defects? July 11, 2011. <https://www.nhlbi.nih.gov/health/health-topics/topics/chd>. Accessed December 10, 2017.

² Tao. UnitedHealthcare commercial population 01/2011–11/2016. April 2017. n=6,247.

³ Tao. UnitedHealthcare commercial population 01/2011–11/2016. April 2017. n=5,901. Outlier cases exclusions based upon LOS for all RACHS categories except RACHS 6 in order to show performance of center and to eliminate skews from high-acuity cases.

⁴ Centers for Disease Control and Prevention. Congenital Heart Defects (CHDs): Data & Statistics. <https://www.cdc.gov/ncbddd/heartdefects/data.html>. August 1, 2016. Accessed May 25, 2017. Citing: Hoffman JL, Kaplan S. The incidence of congenital heart disease. *J Am Coll Cardiol*. 2002;39(12):1890–1900; and Reller MD, Strickland MJ, Riehle-Colarusso T, Mahle WT, Correa A. Prevalence of congenital heart defects in Atlanta, 1998–2005. *J Pediatr*. 2008;153:807–13.

⁵ Adult Congenital Heart Association. Adult Congenital Heart Fact Sheet 2016. <https://www.achaheart.org/media/1203/fact-sheet.pdf>. Accessed October 16, 2017.

⁶ Ruppert. Count of CHD COE facilities as of December 10, 2017. For up-to-date network statuses, visit myoptumhealthcomplexmedical.com.

Results shown may vary based on customer specifics and are not a guarantee of future results.

The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

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Kidney Resource Services.



We're here for you. If you have kidney disease, the UnitedHealthcare Kidney Resource Services (KRS) program is here to help you. The KRS program is designed to help members who have been diagnosed with end-stage renal disease (ESRD) and are preparing to start dialysis or those who are currently receiving dialysis treatments. We specialize in helping you manage your disease.

The Kidney Resource Services program features:

- Consultation from a KRS clinical consultant to help you make informed decisions about your care.
- Access to some of the nation's leading dialysis centers.
- Continued consulting and monitoring of your care to answer questions about your health.

Clinical consultants.

Kidney Resource Services' clinical consultants are nurses who are available to help you understand your kidney disease and associated health issues, such as:

- Anemia management.
- Medication management.
- High blood pressure monitoring.
- Nutrition management.
- Home dialysis, if appropriate.
- Kidney transplantation, if appropriate.

Dialysis.

Finding the right dialysis center can be one of the most important parts of managing kidney disease. If you are in need of dialysis, UnitedHealthcare Kidney Resource Services nurses are available to help you find the nation's top-performing dialysis centers so you can get the care that's right for you.

Contact us.

To take advantage of the KRS program, call a clinical consultant toll-free at **1-866-561-7518** between 8 a.m. and 5 pm. CT, Monday through Friday, excluding holidays. If you have a hearing or speech impairment, and have access to a TTY system, please call 711.

91%

of members report their KRS nurses educate and inform them about their condition.¹

86%

of members reported KRS nurses make things simple so they can focus on what really matters.¹

Sources:

1. Optum Net Promotor Score data, Q3 2016.

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