

**Analytics that
guide strategies
and deliver
results**



Everett School Employee Benefit Trust

Plan Review

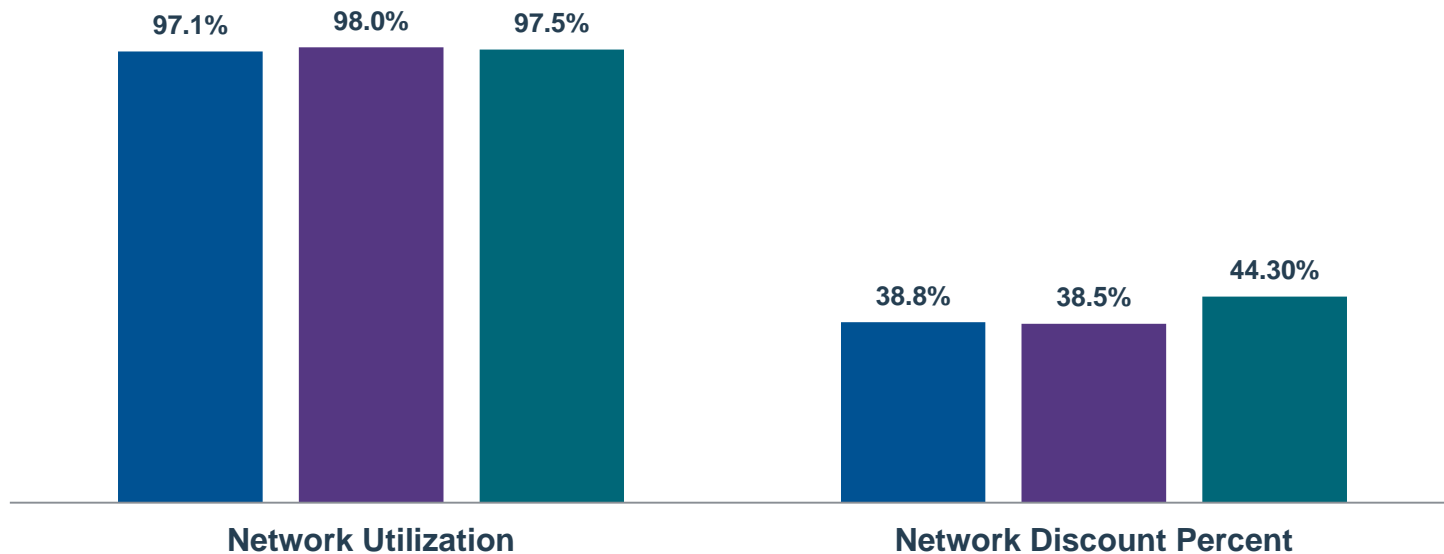
Time frame: 1/1/15 – 3/31/16 (incurred)



Claim and Utilization

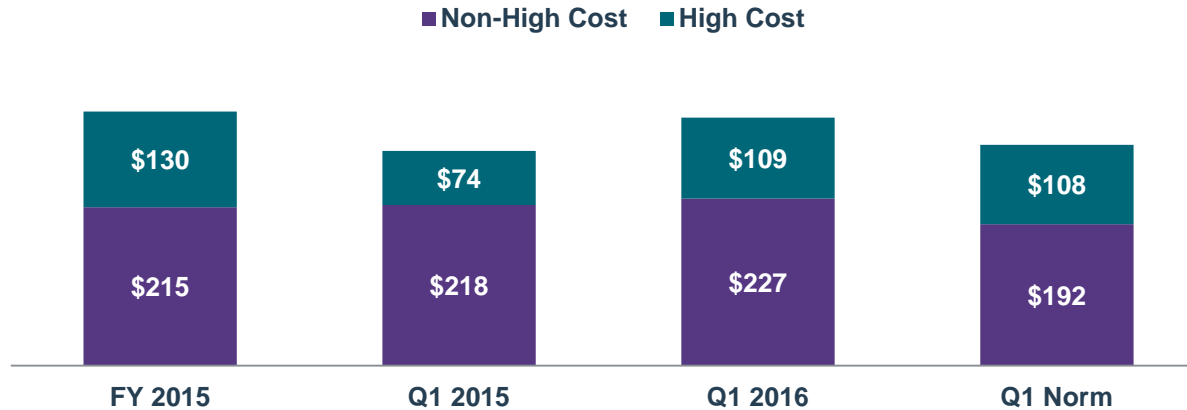
Cost Management Per Period

■ FY 2015 ■ Q1 2015 ■ Q1 2016

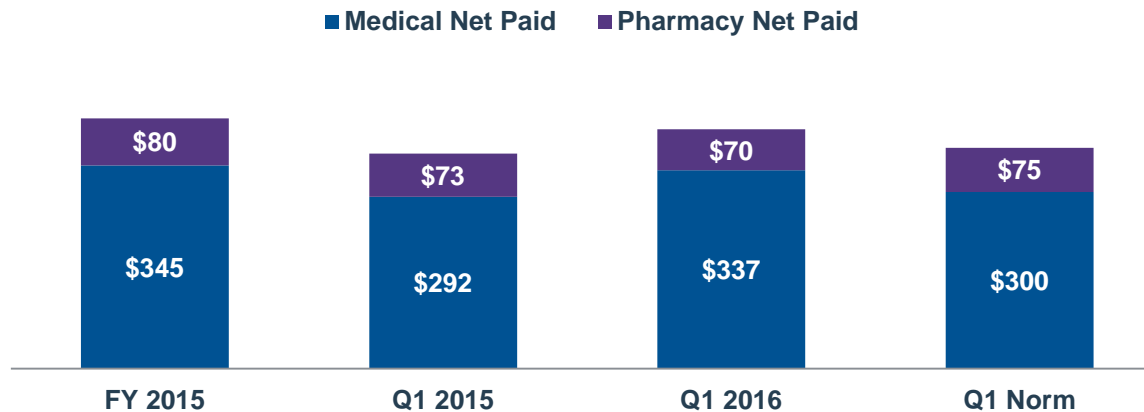


Financial Performance

Medical Net Paid PMPM Cost Comparison



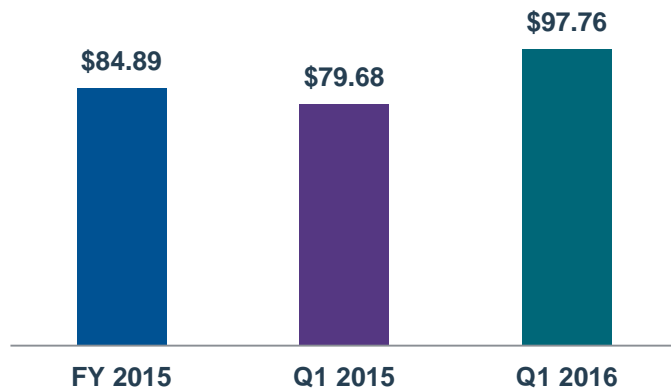
Medical vs. Pharmacy Net Paid PMPM



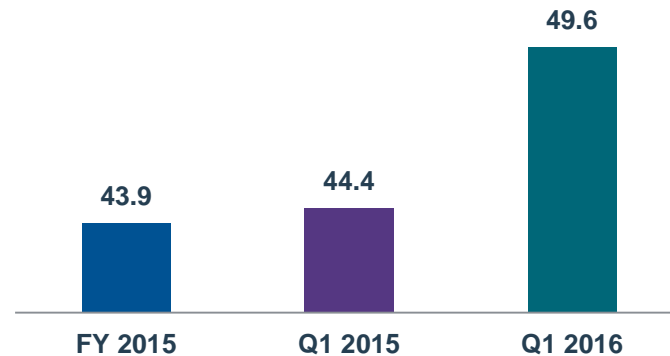
Inpatient Hospital Admissions



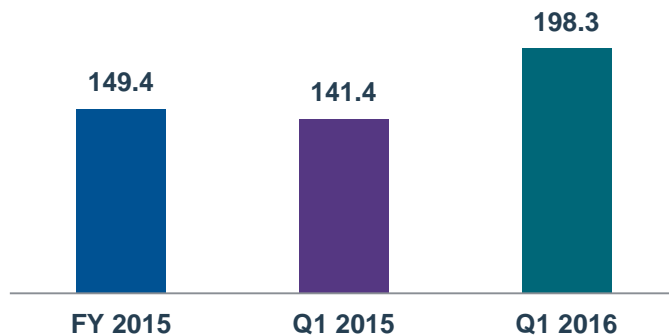
Net Paid PMPM



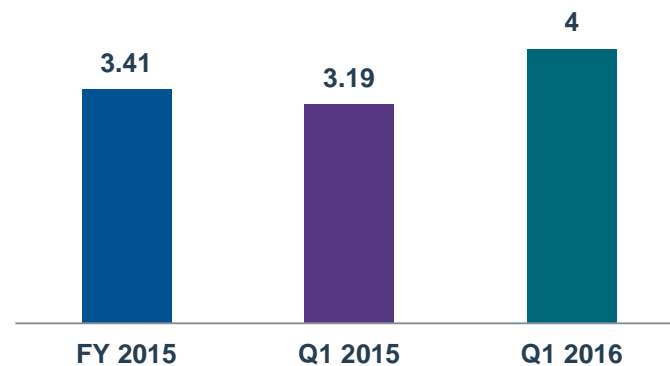
Inpatient Admissions per 1,000



Inpatient Days per 1,000



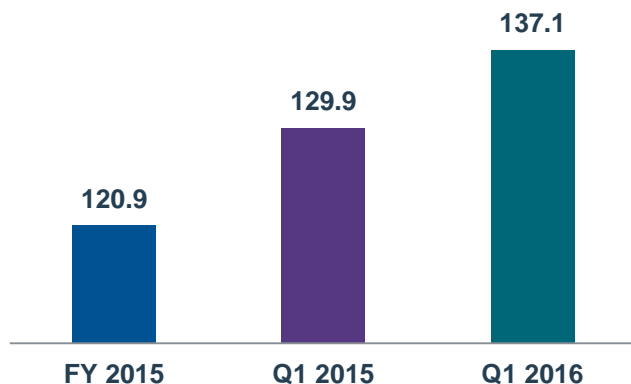
Average Length of Stay



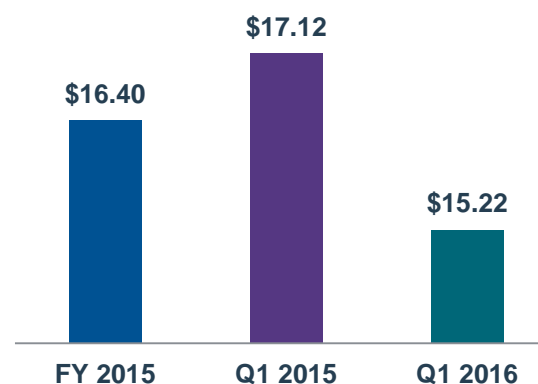
Outpatient Utilization



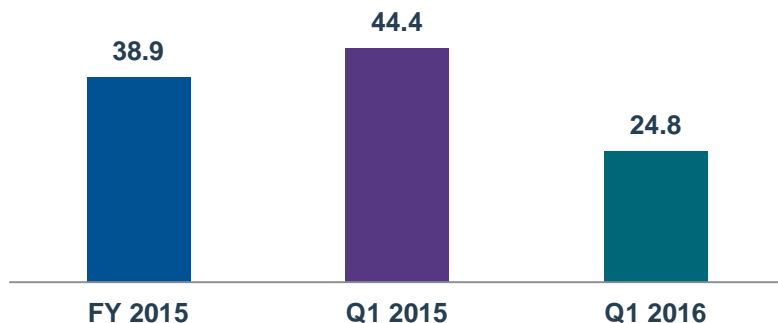
ER Visits per 1,000



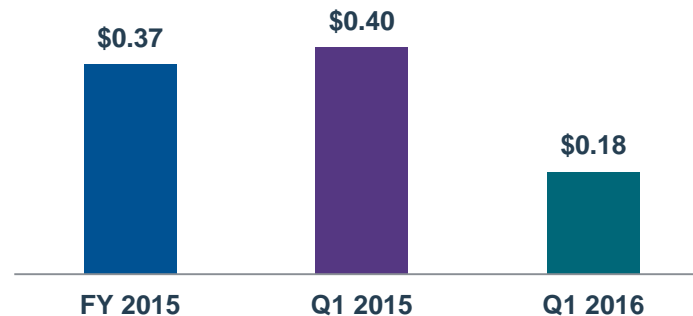
ER Net Paid PMPM



Urgent Care Visits per 1,000



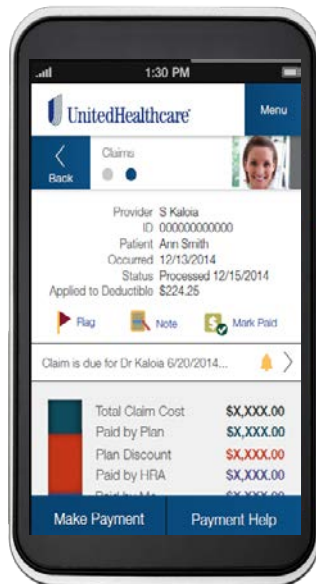
Urgent Care Net Paid PMPM



Innovations

Easy access to health information and decision support

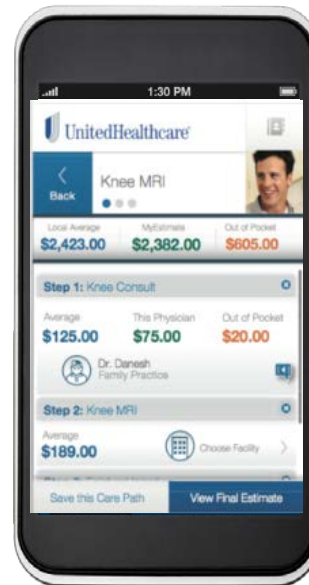
Check claims
and pay bills



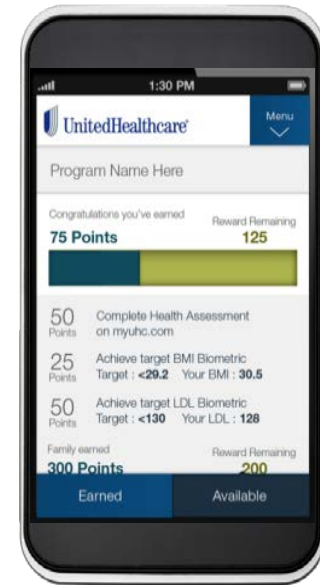
Manage
prescriptions



Check quality
and costs



Track health
results



Claims and Treatment
History:
**Check and pay claims,
deductibles, health
records anywhere**

Prescriptions and
Medications:
**Fill prescriptions, find
pharmacies
and compare
medication costs**

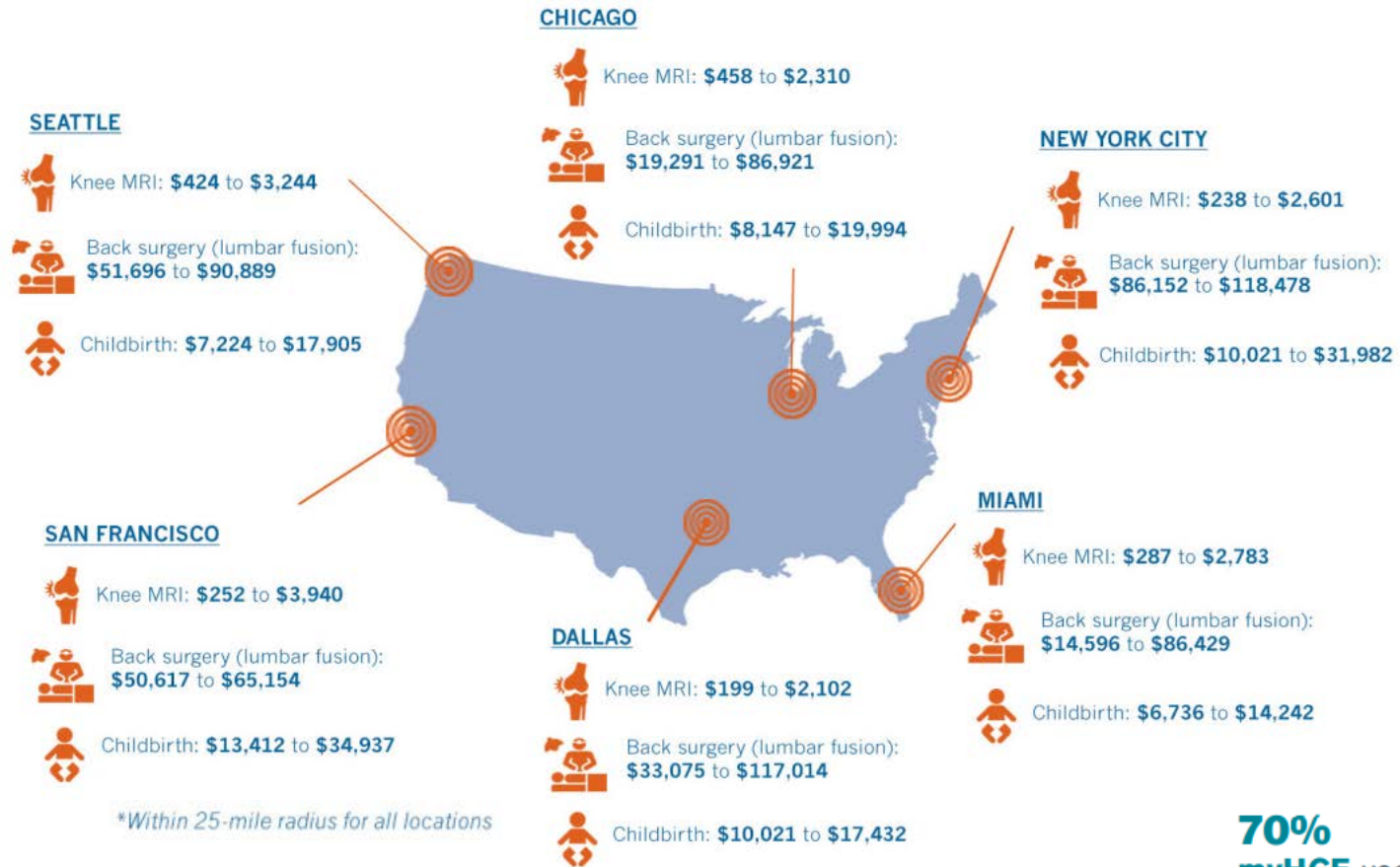
Find and Price Care:
**Find cost estimates
and quality ratings for
inpatient and
outpatient care**

Build a Better Me:
**See health records,
trackers and rewards
with connectivity to
FitBit®**

UnitedHealthcare myHealthcare Cost Estimator®



**myHealthcare Cost Estimator helps consumers find quality care
and estimate the cost for common medical services**



78%
of users said **myHCE**
helped them better
understand their benefits

70%
myHCE users say it
helped them save money
and make better health
care choices

myUHC and myHCE Utilization

59%

- Employees registered on myUHC.com

164

- myHCE sessions in the last 12 months

99

- Unique users

27%

- Were repeat users

126

- Estimates were generated representing \$370K in potential spend

36%

- Average normative savings for myHCE users*

*UnitedHealthcare Internal Claims Analysis, 2015.

All examples are for illustrative purposes only and do not reflect a guarantee of savings or costs which are dependent upon the member's benefit plan and the services provided.

Virtual Visits



Access Virtual Visits

With a virtual visit you can see and talk to a doctor online, any time.



amwell.com



doctorondemand.com

Note: Doctor on Demand does not support any version of Internet Explorer®.

Commonly Treated Conditions

Doctors can diagnosis & treat a wide range of non-emergency medical conditions, including:

- Bladder infection / Urinary tract infection
- Bronchitis
- Cold/flu
- Diarrhea
- Fever
- Migraine/headaches
- Pink eye
- Rash
- Sinus problems
- Sore throat
- Stomach ache

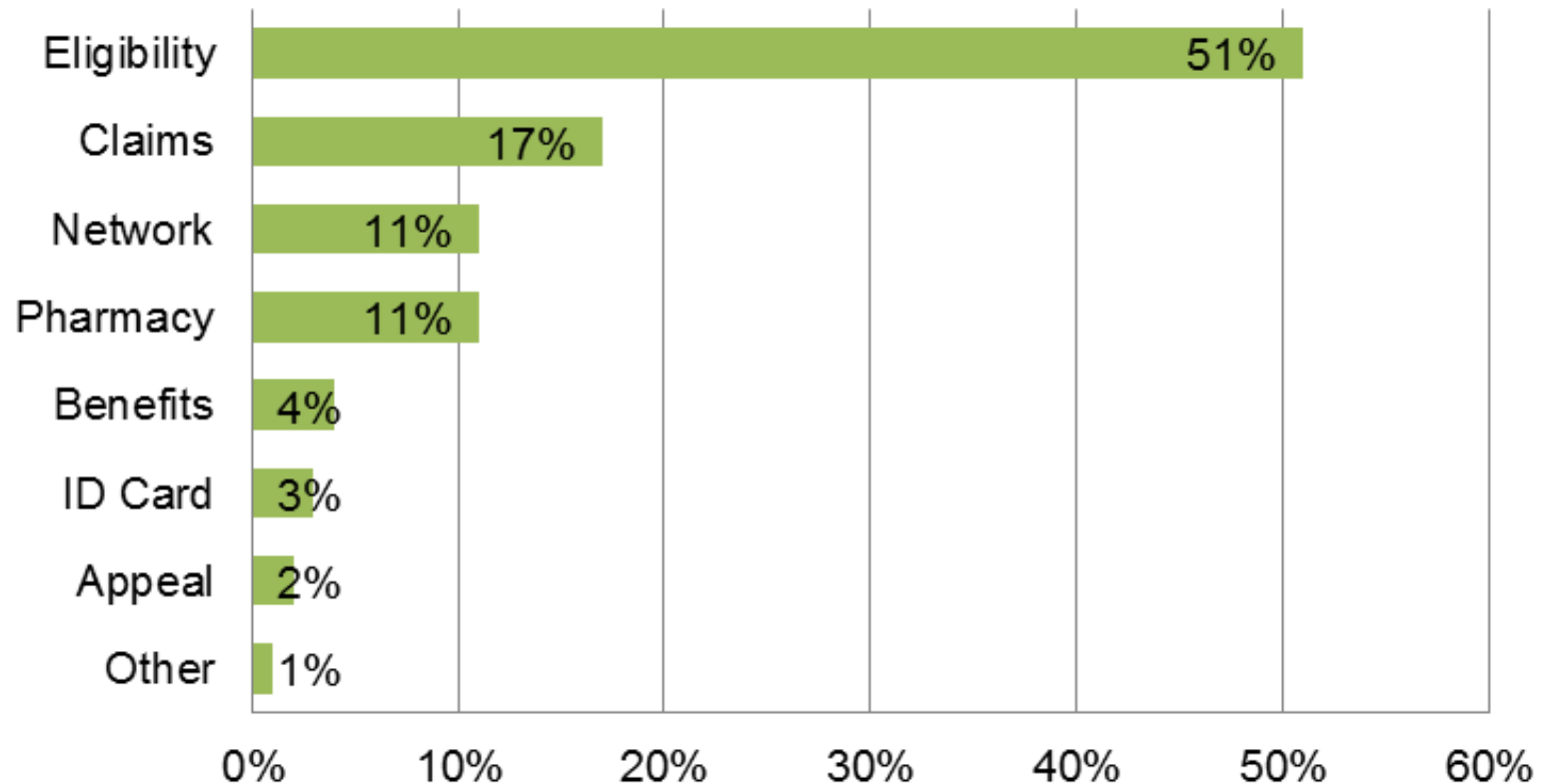
To learn more, login to myuhc.com

Service Metrics

Why are ESEBT Members Contacting UHC?



January 2015 to Current

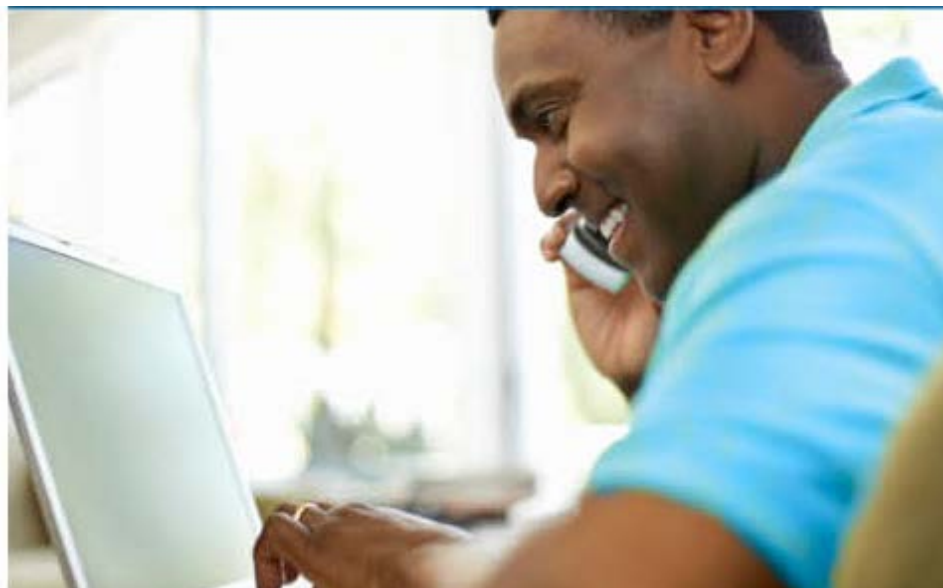


Customer Service Call Satisfaction



Since January 2015:

- 4,042 total calls from ESEBT members
- 93.72% overall satisfaction score



ESEBT Claims Metrics



4,336 claims processed since January 2015

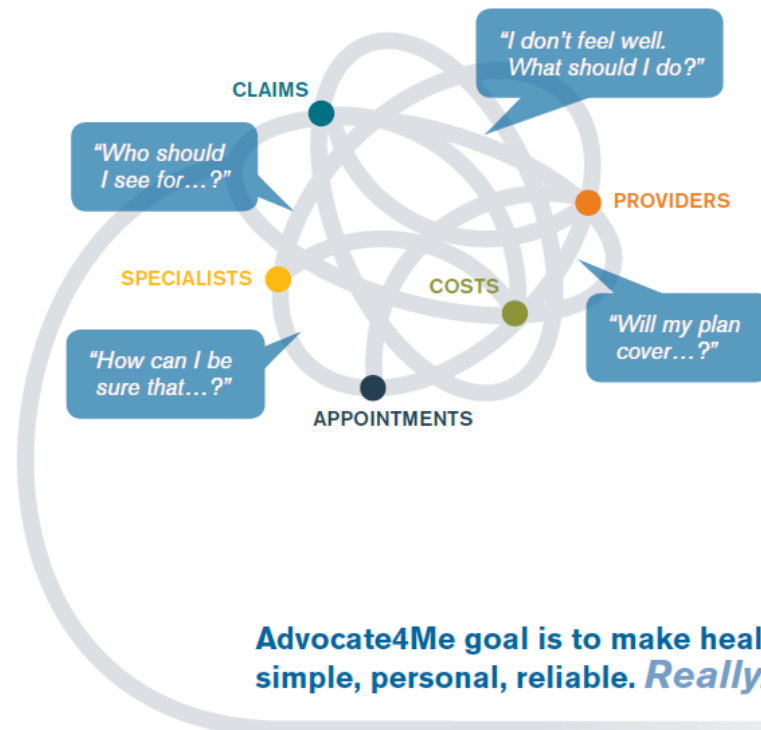
98.94% processed within 10 days of receipt

83.6% auto adjudicated

UHC's Advocate4Me Model

Health care can be confusing,
time consuming, stressful.

Advocate4Me™
Helping a Member Find the
Clear Path to the Right Care



- 1. Convenient** – Your employees connect with an Advocate in the way they most prefer – phone, email and more.
- 2. Personalized** – Through our exclusive Predictive Personalization, we use data, analytics and technology to provide a personalized experience for each employee.



Nurse Advocate Health Advocate Benefits Advocate

- 3. Valuable** – Advocates help earn your employees' trust and are here to help them take ownership of their health care by helping them:
 - Better understand their benefits
 - Better understand care options
 - Potentially save time and money
 - Feel more confident in their decisions
- 4. Accountable** – Each Advocate is responsible for following through to personally see that each inquiry is resolved.

Advocate4Me is designed to make employees more satisfied with their benefits and help them make informed decisions leading to a reduction in human resource calls, increased employee productivity and decreased health care costs.

Customer Service Opportunity

- **What?** Transition ESEBT's current call center to UHC's designated Public Sector Call Team in San Antonio, TX
- **Why?** Advocates assigned to the Public Sector team have an in-depth insight into the workings of customized, unique and Public Sector cases. They are familiar with “special” plans and we find are able to provide enhanced service.
- **Who?** 39 designated Health Advocates with whom we would perform ESEBT culture and plan training.
- **When?** Whenever you'd like, but it will require a re-carding of each family to note a new dedicated phone number for ESEBT.
- **San Antonio Metrics:** Average Speed to Answer: 23.92 seconds
Abandonment Rate: 1.2%
First Call Resolution: 90.07% in 60 days