

UnitedHealth Premium[®] Program

Frequently asked questions



The **UnitedHealth Premium program** evaluates physicians in various specialties using evidence-based medicine and national standardized measures to help you locate quality and cost-efficient providers. It's easy to find a UnitedHealth Premium Care Physician. Just go to **myuhc.com** and click on Find a Doctor. Choose smart. Look for blue hearts.

Quality is evaluated on evidence-based medicine and national industry guidelines. Cost efficiency standards rely on local market benchmarks for the efficient use of resources in providing care. A doctor's Premium designation is shown on **myuhc.com**[®] and in provider directories.

1. What are the possible UnitedHealth Premium designations?

There are several possible Premium designations for a doctor. Doctors who have met the criteria for quality and/or cost efficiency could have one of these four UnitedHealth Premium designations.



Premium Care Physician

The physician meets the UnitedHealth Premium[®] program criteria for providing quality and cost-efficient care.



Quality Care Physician

The physician meets the UnitedHealth Premium[®] program criteria for providing quality care.



Quality Not Evaluated

The UnitedHealth Premium[®] program does not evaluate physicians in this specialty, the physician's evaluation is in process or the physician does not have enough health plan claims data to be evaluated for quality in the United Health Premium program.



Does Not Meet Quality

The physician does not meet the UnitedHealth Premium[®] program criteria for providing quality care.

These designations are shown on **myuhc.com** and in provider directories.

The fact that a doctor does not have a quality designation does not mean that the doctor does not provide quality health services. All doctors who are part of the UnitedHealthcare network must meet our standard credentialing requirements (separate from the Premium program).



2. Why should I consider a doctor's UnitedHealth Premium designation?

Where you get care is your personal choice. No two doctors are exactly alike and you probably think about many factors when choosing a doctor. The UnitedHealth Premium designation can help you make more informed and confident health care decisions.

3. How do I find a UnitedHealth Premium doctor?



Website:

On myuhc.com, you can easily search for a doctor or facility in your area. In addition to the doctor's Premium designation and contact information, this practical, powerful website offers access to your benefit and claims information, health and wellness information and a whole lot more.



Smartphone:

Our free smartphone app, UnitedHealthcare Health4Me,[™] provides instant access to your family's important health information – anytime and anywhere. Whether you want to find a doctor near you, check the status of a claim or speak directly with a health care professional, Health4Me is your go-to resource.



Toll-free call:

Call the number on your health plan ID card to speak with a customer care professional.

4. Why is there a specialty listed next to the doctor's UnitedHealth Premium designation in the physician search results on myuhc.com?

Some physicians practice more than one specialty. The UnitedHealth Premium Physician Designation shows the specialty that was used for the UnitedHealth Premium evaluation process. The "Specialty" column may provide a more complete listing of the physician's specialty or specialties.

5. How is cost measured as a part of the UnitedHealth Premium program?

The Premium program has a long history of addressing the variation in quality and cost of health care. The cost efficiency standards are based on the care provided to a patient during the entire treatment for a condition. It can include the appropriate use of diagnostic testing, prescribed medications, any related procedures and follow-up care and associated costs. The evaluation also factors in surgical redo rates and any complication-related costs.



6. Is the UnitedHealth Premium program available in my area?

The UnitedHealth Premium program is available in 164 markets across 44 states. To find out if the Premium program is available in your area, visit myuhc.com or call the number on the back of your health plan ID card.

7. Where can I find more information about the UnitedHealth Premium program?

Visit UnitedHealthPremium.com or go to myuhc.com and click on “Find Physician or Facility” on the right hand side of the screen. You can also call the number on the back of your health plan ID card.

8. What specialties are included in the UnitedHealth Premium program?

The UnitedHealth Premium program covers 16 specialty and 47 sub-specialty areas of medicine. (* Available in all markets except Massachusetts.)

Allergy

- Allergy
- Allergy & Immunology

Cardiology

- Cardiology
- Cardiovascular Disease
- Cardiac Diagnostic
- Interventional Cardiology
- Clinical Cardiac Electrophysiology

ENT*

- Otolaryngology
- Otology
- Pediatric Otolaryngology
- Head and Neck Surgery
- Laryngology
- Rhinology

Endocrinology

- Endocrinology, Diabetes and Metabolism
- Diabetes

Family Medicine

- Preventative Medicine
- Family Practice
- General Practice

Gastroenterology*

- Digestive Diseases
- Endoscopy
- Hepatology-Liver Disease
- Gastroenterology

General Surgery*

- Abdominal Surgery
- Proctology
- Colon & Rectal Surgery*
- Surgery

Internal Medicine

- Internal Medicine

Nephrology*

- Nephrology

Neurology

- Neuromuscular Disease
- Neurology
- Neurology & Psychiatry

Neurosurgery, Orthopaedics & Spine

- Orthopedic Surgery
- Neurology Surgery
- Shoulder Surgery
- Knee Surgery
- Back & Spine Surgery
- Sports Medicine
- Hand Surgery

Obstetrics & Gynecology

- Gynecology
- Obstetrics
- Obstetrics & Gynecology

Pediatrics

- Pediatrics
- Pediatric Adolescent
- Adolescent Medicine

Pulmonology

- Pulmonary Medicine

Rheumatology

- Rheumatology

Urology*

- Urology



For more information, visit UnitedHealthPremium.com
or call the phone number on your member ID card.

