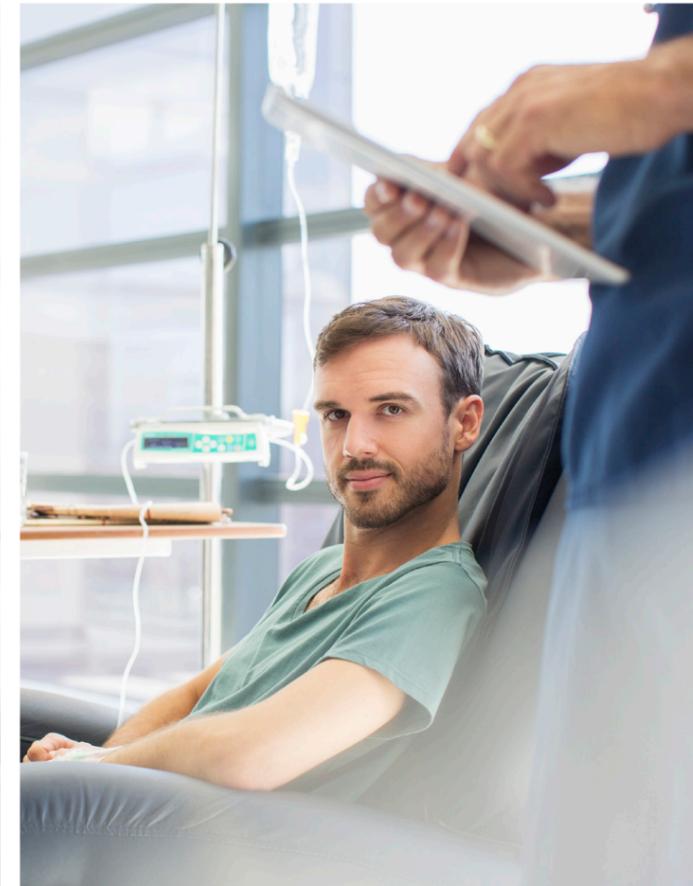




Success for us means responding with compassion to each individual, every time.



UnitedHealthcare is dedicated to supporting **better health** and creating a **better experience**, all while making health care **more affordable**

Medicare & Retirement	Employer & Individual	Community & State
<p>We are the largest business dedicated to the health and well-being needs of seniors and other beneficiaries, growing to become the preferred choice of more beneficiaries than any other company during our 40 years of experience in Medicare.</p> <ul style="list-style-type: none"> <li>→ <b>12.5 million</b> people served</li> <li>→ Serves <b>1 in 5</b> Medicare beneficiaries</li> </ul>	<p>Across the nation, we coordinate access to a comprehensive array of consumer-oriented, personalized health benefit plans and services for large national employers, public sector employers, mid-sized employers, small businesses and individuals.</p> <ul style="list-style-type: none"> <li>→ <b>28 million</b> people served</li> <li>→ Nearly <b>250,000</b> employers as customers</li> </ul>	<p>We partner with local, state and federal governments, care providers and community-based organizations to serve our most vulnerable populations, including the economically disadvantaged, the medically underserved and those with disabilities and complex health care needs.</p> <ul style="list-style-type: none"> <li>→ <b>6 million</b> people served</li> <li>→ Over <b>100</b> different health care programs managed</li> </ul>

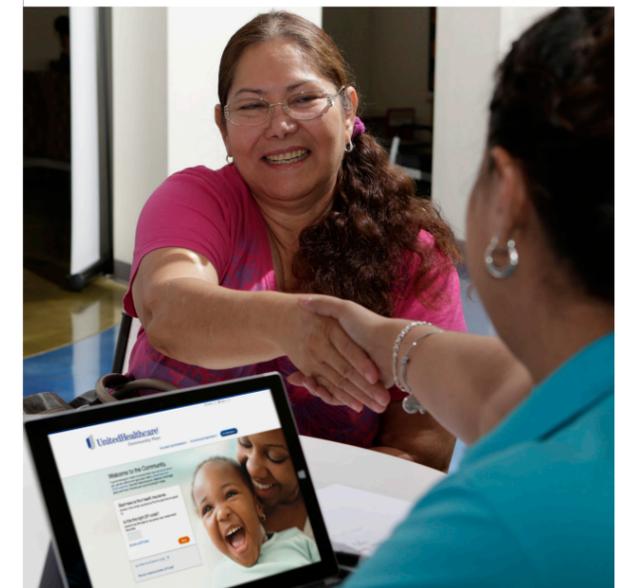
Care Provider Network	
<p>We partner with health care professionals across the country to help them improve outcomes by serving patients with simplified administration, powerful clinical insights, and better data sharing.</p>	<ul style="list-style-type: none"> <li>→ <b>6,250</b> hospitals and health institutions</li> <li>→ <b>1.3 million</b> health care professionals</li> <li>→ <b>18,500</b> physicians and nurses on staff at UnitedHealthcare</li> </ul>

UnitedHealthcare is part of UnitedHealth Group		
<p><b>136M</b> 136 million individuals served</p>	<p><b>\$226B</b> \$226 billion revenues in 2018</p>	<p>Ranked <b>6th</b> in the Fortune 500</p>

Connecting and serving the whole health system



UnitedHealthcare  
Our role in America's health





## Our role in America's health

At UnitedHealthcare, we serve people through every stage of their life, from childhood and youth through their working life and into retirement. What unites us is our mission: to help people live healthier lives and to help make the health system work better for everyone. We are dedicated to supporting better health and creating a better experience, all while making health care more affordable. ↻

### Moving from health coverage to health care



Every day, thousands of us across UnitedHealthcare interact with our members. We have transformed how we work as an organization to enable them to take the time to understand our members' needs and become a true partner in their care. To achieve that, we are putting the consumer experience at the center of how we operate, and equipping people to become actively engaged health consumers is driving our innovation. Success for us means responding to each individual, every time, with compassion. One person at a time; millions of times.

<p>+</p> <p><b>75M</b></p> <p>70 million care opportunities identified and completed since 2013</p>	<p>+</p> <p><b>\$400M</b></p> <p>\$400 million invested to help build more than 3,400 affordable homes since 2011</p>	<p>+</p> <p><b>7M</b></p> <p>7 million rides will be arranged through our non-emergency medical transportation service in 2019</p>
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These are extraordinary times in health care. The opportunities to help people lead healthier lives have never been greater. Advanced technologies and breakthrough treatments are redefining what can be achieved. Individuals are increasingly empowered to manage their own health and well-being. Yet, at the same time, the stress on the system is intense and the demands on it are rising. We are well-positioned to make a distinctive contribution to solving one of the most important challenges of our time: how best to deliver and manage health care.

We are a company with a vital social role. Effective, sustainable health insurance underpins the nation's ability to deliver effective, sustainable health care. We know great execution is the foundation of our business and what people expect of us, so earning our members' trust depends on getting the basics right.

### Building partnerships with care providers



Access to the right provider, in the right place and at the right time, is a priority for our members. That is why we are also transforming the way we work with care providers, collaborating to establish new ground-rules based on improving patient care. By sharing our data and insights, we are helping physicians deliver better clinical outcomes and make their practice more successful. More than a million doctors and health professionals have a relationship with us so, in partnership with care providers, we have an unmatched potential to catalyze system-wide change.

<p>+</p> <p><b>110K+</b></p> <p>110,000+ physicians participate in value-based care programs</p>	<p>+</p> <p><b>16M</b></p> <p>16 million members access care from physicians in value-based care programs</p>	<p>+</p> <p><b>17%</b></p> <p>17% lower hospital admission rates among our commercial plan Accountable Care Organizations than non-ACOs</p>
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### Using data and insight to unlock new possibilities



With members in every state across the country, and with government and employers as our customers, we have a unique line of sight across the entire health care system. This generates a wealth of data and insights that is unlocking new possibilities. For us, big data is practical data: it empowers individuals and employers, health care professionals and policymakers to make more informed, better decisions. And it gives us new ways to be more proactive and personalized in the services we provide.

<p>+</p> <p><b>\$13.7B</b></p> <p>\$13.7 billion worth of treatments calculated across our mobile and online resources in 2018</p>	<p>+</p> <p><b>50M</b></p> <p>50 million consumer health records were developed for members and providers in 2019</p>	<p>+</p> <p><b>65%</b></p> <p>65% reduction in 30-day readmissions for members with congestive heart failure who use remote monitoring devices</p>
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### Leveraging advanced technology to create more personalized care support



We see the many steps in each patient's journey, in a way no other organization can, from the physician's office to the pharmacy, for a hospital appointment or a home visit, for emergency surgery or a regular check-up. So we can bring the pieces of the health care puzzle together for people to make the system work better for them. Because we know that good health is about more than clinical treatments, we take a "whole person" approach to care, connecting the different services to create a personalized circle of support around an individual. We work within the communities where our members live and work because we recognize that health care is experienced and delivered locally.

<p>+</p> <p><b>\$43M</b></p> <p>\$43 million in rewards earned for participants involved in the UnitedHealthcare Motion program</p>	<p>+</p> <p><b>14%</b></p> <p>14% reduction in hospitalizations among Navigate4Me enrollees with congestive heart failure</p>	<p>+</p> <p><b>3,500</b></p> <p>3,500 community-based care coordinators working with patients</p>
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### Creating a more sustainable health system



The reality is that the health care system as we know it today is unsustainable. It is essential to make quality care more affordable for everyone involved, building a more connected and aligned system. At UnitedHealthcare, we believe we have a distinctive role to play in the transformation that is underway in the nation's health, to shape a more sustainable health system for the future.

<p>+</p> <p><b>\$3.4T</b></p> <p>\$3.4 trillion spent on health care in the U.S. each year</p>	<p>+</p> <p><b>30%</b></p> <p>30% of household incomes in the U.S. is spent on out-of-pocket health care costs</p>	<p>+</p> <p><b>86%</b></p> <p>Chronic diseases account for 86% of health care costs</p>
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