

# Working Together for Employers

*Business Health Care Group and UnitedHealthcare®*





## Dedicated & Enhanced Customer Service

Help improve consumer experience and clinical engagement driving quality and cost efficiency

- **BHCG-Dedicated customer service unit** based in Green Bay, WI
- **Advocate4Me<sup>SM</sup> service model** – enhanced and intuitive customer service model utilizing intelligence routing to offer a single point of contact for all customer service and clinical questions - benefits, health and nurse advocates - behavioral health and EAP specialists
- **BHCG-Designated clinical team** based in Lisle, IL, offering active condition management, shared decision support resources and care reminders



## Enhanced Data Analytics

Use actionable information to help improve plan performance

- **Virtual Health Plan** – UnitedHealthcare’s continuous health care cost action plan uses a reporting and analysis tool to monitor health plan performance across BHCG member employers, identify cost drivers and develop solutions
- **Individual health plan performance review** utilizing comprehensive data for employers with 300+ enrollees

## CREATING VALUE FOR EMPLOYERS

BHCG and UnitedHealthcare have joined forces to help participating member employers impact their health care costs and improve health and outcomes by identifying high value providers.

We’re leading the next evolution of health care cost management – creating accountability for both providers and consumers of health care services and offering opportunities for BHCG member employers to benefit from preferred pricing, performance guarantees and exclusive programs and capabilities.



## Preferred Pricing, Credits & Performance Guarantees

Be assured of competitive pricing and performance

- **Administrative fee savings** – specific underwriting consideration for administrative pricing to ensure the best possible rates
- **BHCG growth credits** – credits for members as BHCG membership increases
- **Transition credits** – credits to offset costs for members making the move to UnitedHealthcare
- **Partnership credits** – upon renewal
- **Administrator-Funded audit credits** – tied to implementation, financial, claims and clinical audits
- **Specialty product credits**
- **Medical administrative partner clinical and pharmacy performance guarantees**
- **Flock<sup>TM</sup> HR management solution** – exclusive pricing on this all-in-one platform to effectively manage HR, benefits and compliance
- **Fully insured options**



## Vendor Management & Administrative Oversight

Have confidence that performance and value will remain high

- **BHCG-Designated interdisciplinary UnitedHealthcare team** overseeing high level strategy, implementation, administration, sales and account management and key initiatives
- **Pharmacy contract market check** for price competitiveness
- **Customer service call monitoring** to help ensure high quality engagement



## Consumer Engagement

Advance health through better benefit decisions

- **Award-Winning online and mobile consumer tools** to identify high value providers, provide health care cost estimates, access critical health care information and much more. Includes the award-winning<sup>1</sup> UnitedHealthcare Health4Me<sup>®</sup> app and the member-friendly myuhc.com<sup>®</sup> website
- **Affordable health plan alternatives and strategies** for promoting utilization of Premium designated providers, freestanding facilities and virtual provider visits
- **Rally<sup>®</sup> Wellness platform** – engaging online and mobile tool that promotes and integrates wellness activities with rewards
- **Communications calendar** to provide support to develop effective employee communication strategies



## Exclusive Access to Innovative Programs & Solutions

Gain efficiencies and help solve problems through technology and new ideas

- **The Garage<sup>™</sup>** – the opportunity to benefit from pilots of innovative products through in-market tests
- **Participation in pilot programs<sup>2</sup>** – exclusive opportunities for collective participation in new initiatives and products



## Broad & Competitive Provider Network

Benefit from a powerful combination of features to help impact costs long-term

- UnitedHealthcare's broad network featuring competitive provider pricing
- UnitedHealth Premium<sup>®</sup> designation program – creating accountability for both providers and consumers, the program promotes quality and cost efficiency by identifying high value providers
- Exclusive access to UnitedHealthcare's tiered benefit product to drive utilization of Premium designated providers
- Flexibility to choose plan design





“The BHC/UnitedHealthcare partnership gives employers access to innovative programs and solutions to engage employees in becoming better health care consumers - positively impacting health care quality and cost efficiency.”

- Paul Purcell, *Chairman,*  
Baird

“UnitedHealthcare’s partnership with BHC offers us an important advantage in developing employer-driven solutions to impact cost trend and health care outcomes in our region.”

- Dustin Hinton, *President & CEO,*  
UnitedHealthcare of Wisconsin  
& Michigan

## BHCG Mission Statement:

The Business Health Care Group leverages member employer purchasing power and knowledge to lead change. We create value through innovative shared strategies to improve health care quality and cost efficiency for employers, employees and the community.

## Partnership Mission Statement:

The Business Health Care Group and UnitedHealthcare work together to offer opportunities for employers to help improve health plan performance through innovative programs, services and capabilities.



<sup>1</sup> Produced by MediaPost Communications, a media, advertising and marketing news and events publishing company based in New York, the annual Appy Awards' aim is to acknowledge extraordinary Applications, whether they be mobile, social, or Web-based. The Appys don't discriminate by format, platform or device; instead, they focus on simply honoring the best Apps in all imaginable categories: <http://appyawards.net/>.

<sup>2</sup> Pilots available for national accounts.

Advocate services 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 Advocate (Advocate4Me) services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Advocate services are not an insurance program and may be discontinued at any time.

Rally Health provides health and well-being information and support as part of your health plan. It does not provide medical advice or other health services, and is not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Participation in the health survey is voluntary. Your responses will be kept confidential in accordance with the law and will only be used to provide health and wellness recommendations or conduct other plan activities.

For a complete description of the UnitedHealth Premium<sup>®</sup> designation program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please visit [myuhc.com](http://myuhc.com)<sup>®</sup>.

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

## Want to learn more?

Contact Jeffrey Kluever,  
Business Health Care Group

**262.875.3312**

[jkluever@BHCOWI.org](mailto:jkluever@BHCOWI.org)

Visit [www.BHCOWI.org](http://www.BHCOWI.org)