

UnitedHealth Premium® Designation Program

Frequently Asked Questions

1. What is the UnitedHealth Premium® designation program?

The UnitedHealth Premium designation program provides members with important tools and data to help them make informed health care decisions. This program identifies physicians and hospitals with services that meet or exceed the externally-developed standards we use in evaluating quality and efficient care.

Doctors* practicing in the following medical specialties have been evaluated against these standards for quality and efficiency:

- Cardiac & Cardiac Surgery (Heart)
- Oncology (Cancer)¹
- Orthopaedic (Musculoskeletal, Rheumatology)
- Respiratory (Allergies, Lungs)
- Metabolic (Diabetes, Endocrine Glands, Thyroid, Kidneys)
- Nervous System (Neurology)
- Spine Care
- Adult Primary Care/Internal Medicine
- Pediatrics
- Obstetrics & Gynecology (OB/GYN)

*Assessment for this program is based on data from services delivered in the UnitedHealthcare commercial, Oxford Freedom, and Oxford Liberty (New York and New Jersey) products.

2. Why did UnitedHealthcare® develop the UnitedHealth Premium designation program?

Our networks are broad and offer members choice. We created the UnitedHealth Premium designation program to provide information that may be important to members in making choices about their health care. The UnitedHealth Premium designation program puts information in members' hands about area physicians and hospitals meeting quality and efficiency standards. Those standards have been developed from the advice of national experts in care and are based on externally-developed standards of medicine. And when members know where to find care that's based on recommended practices in medicine, they are better equipped to make choices that are right for them.

3. Why should members use a UnitedHealth Premium designated physician?

Where members seek care is their personal choice. No two physicians are exactly alike. We want to provide members with tools that can help them examine factors that may be critical to them based upon the treatment they are seeking, and the health results they desire.

Here is how the program is of benefit to members:

Informed Choice – We provide members with a list of doctors and facilities that follow quality and cost-effective practices so they can make informed decisions about their health care.

Peace of Mind – Members can rest easy knowing that they are better equipped to make decisions about seeking care.

Resources at your Fingertips – It's easier to get information, online or over the phone, so that members can spend time focusing on important decisions about their care.

- Access to Customer Care Professionals via the toll-free number on the member's medical ID card.
- A wide variety of online tools available all day, every day. UnitedHealthcare members should go to myuhc.com, and Oxford members should log on to oxfordhealth.com to access these tools including Find a Physician, Health Topics and Tools and the Health Risk Assessment.
- NurseLineSM support² and Oxford On-Call[®] to answer questions about health concerns, and to find a UnitedHealth Premium designated physician.

4. How do members locate a UnitedHealth Premium designated physician or hospital?

UnitedHealth Premium designation makes the choice easier with our UnitedHealth Premium designation rating system. It clearly shows which doctors and cardiac facilities meet the quality and efficiency standards we use. So to find information about providers meeting those standards, you just have to look for the stars.

Log on to myuhc.com or oxfordhealth.com, as appropriate based on the member's coverage, to do a physician or hospital search and look for the UnitedHealth Premium designation blue star icon (★ = quality physician or hospital; ★★ = quality + efficiency of care physician or hospital); or call the toll-free Customer Care Center (for UnitedHealthcare members) or Member Services (for Oxford members) number located on the member's medical ID card.

| Miles | Name/Address/Phone | Specialty | UnitedHealth Premium | Additional Details |
|-------|--|--------------------------|--|--|
| 0.1 | Mason, Robert J. MD 563 3RD AVE STE 31 NEW YORK, NY 10003 212.226.2649 View Profile Address Book | ORTHOMANUAL PHYSICIAN | ★ Quality Care Efficiency of Care | Extended Office Hours: Not Reported Graduation Date: 06/01/1985 Secondary Language: Not Reported Gender: Male Education: NEW YORK UNIVERSITY NEW YORK, NY Hospital Affiliation: Hospital for Special Surgery, New Hospital Center |
| 0.1 | Ram, Ronald H. MD 157 AVE AT 16TH ST NEW YORK, NY 10003 212.894.6282 View Profile Address Book | GENITAL ONCOLOGIST | ★ Quality Care Efficiency of Care | Extended Office Hours: Not Reported Graduation Date: 06/20/1978 Secondary Language: Spanish Gender: Male Education: NEW YORK Hospital Affiliation: Delta Breast and Cancer Care Center, Metro Division, New Hospital Center |
| 0.1 | Chakraborty, Georg J. MD 157 AVE @ 16TH ST NEW YORK, NY 10003 212.230.2899 View Profile Address Book | UROLOGIST | ★ Quality Care Efficiency of Care | Extended Office Hours: Not Reported Graduation Date: Not Reported Secondary Language: Spanish Gender: Male Education: Not Reported Hospital Affiliation: Delta Breast and Cancer Care Center, Metro Division, Charmelle Medical Center, Heart of Florida Regional Medical, South Lake Hospital |

Please note: Oxford Members enrolled in products with an out-of-network benefit, and those enrolled in Oxford's Exclusive PlanSM and Exclusive PlanSM Metro products have access to the UnitedHealthcare Choice Plus national network when traveling outside New York, New Jersey and Connecticut. The provider search on oxfordhealth.com will assist them in finding UnitedHealth Premium doctors, and any in-network doctors, within the Choice Plus network outside the tri-state area.

5. How are physicians and facilities selected for the UnitedHealth Premium designation program?

To be part of our UnitedHealth Premium designation program, doctors and facilities are designated on two levels:

★ Quality

Doctors and facilities that meet the guidelines for externally-developed quality standards for care are awarded the single star quality designation.

★★ Quality and Efficiency

Doctors and facilities that meet quality standards are often more efficient in providing appropriate testing, medications, procedures and follow-up care. The double star indicates those providers whose practices meet both quality and efficient care standards.

6. Is efficiency of care delivered part of the criteria for the UnitedHealth Premium designation program in addition to quality?

The UnitedHealth Premium designation program evaluates physicians and hospitals based on quality and efficiency of care standards. In order for a physician to receive an efficiency designation, the physician must first have received a quality designation. Within the program, efficiency criteria are based on patient care provided over an entire episode of treatment for a condition and include the appropriate use of diagnostic testing, prescribed medications, any procedures and follow-up care and the associated costs. Measurement also factors in the amount of re-do procedures and complication-related expenses.

7. When will the UnitedHealth Premium designation program be available in my area?

The program is currently available in New York, New Jersey, and Connecticut.

Accessing a physician or hospital in the UnitedHealth Premium designation program is simple for Oxford and UnitedHealthcare brokers, groups and members.

To locate a UnitedHealth Premium designated physician or facility near you:

UnitedHealthcare groups and members: To find UnitedHealth Premium designated physicians and facilities, search on myuhc.com, or call a Customer Care Professional at the number on the member's medical ID card

Oxford groups and members: To find UnitedHealth Premium designated physicians and facilities, log on to oxfordhealth.com and go to the search tab, call Client Services (for brokers and BAs) or call the Member Services number on the back of the member's medical ID card.

8. Are hospitals or facilities in the UnitedHealth Premium Designation program part of the UnitedHealthcare network? Are they part of the Oxford Freedom or Liberty Networks?

Yes, the hospitals and facilities in the UnitedHealth Premium designation program must be part of at least one of our networks in order to qualify for the program.

9. Do members need a referral?

Access to a primary care physician never requires a referral. If the medical plan does not require a referral to see a specialist, then no referral is needed. If the medical plan does require a referral to see a specialist then a referral should be obtained from the member's primary care physician before accessing care from a specialist.

10. Can you tell me why a hospital or physician did not receive a UnitedHealth Premium designation?

A hospital or physician may not receive a UnitedHealth Premium designation for a number of reasons:

- They did not have sufficient network claims data for analysis.
- The doctor's specialty is not included in the program.
- They did not meet Quality or Quality and Efficiency standards.
- A doctor may have met the Quality or Quality and Efficiency standards but decided not to participate in the program.

It's important to point out that just because a doctor or cardiac facility does not have a Premium designation, does not mean they provide a lower standard of care. It could mean that the data available to us was not sufficient to include them in the program. All doctors that are part of the UnitedHealthcare system must meet required credentialing standards to provide care in the network.

11. Where can members find more information about the UnitedHealth Premium designation program?

For UnitedHealthcare Groups:

Log onto myuhc.com and locate Physicians and Facilities on the main tool bar.

Select UnitedHealth Premium Physicians or UnitedHealth Premium Facilities from the drop down menu for a link to help you learn more about the UnitedHealth Premium designation program.

Or,

You may also contact a Customer Care Professional at the toll-free number on the member's medical ID card.

For Oxford Groups:

Log on to oxfordhealth.com and go to the search tab to find a physician or facility

For information about the program go to the tools and resources tab and click on UnitedHealth Premium Designation Program

Or,

Brokers and Benefits Administrators can call Oxford Client Services at 888-201-4216. Members should call the Member Services number on the back of their medical ID card.

¹Please note: Oncology is only assessed for quality and is based on voluntary survey responses.

²The NurseLine sm service can not diagnose problems or recommend specific treatment. The information provided through the NurseLine service is not a substitute for your doctor's care.

The UnitedHealth Premium® designation program uses claims data to create a multi-dimensional view of physician and facility performance. Not all specialties or physician types are eligible for designation. This designation is intended as a resource for informational purposes only and does not guarantee the quality of care being rendered. UnitedHealthcare does not provide health care services or practice medicine. Physicians are solely responsible for medical judgments and treatments. For a complete description of the UnitedHealth Premium® designation program, including details on the methodology used, geographic availability, and program limitations, please see myuhc.com®.

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