

# UnitedHealth Premium® Designation Program

## Frequently Asked Questions

### 1. What is the UnitedHealth Premium® designation program?

The UnitedHealth Premium designation program provides you and your employees with important tools and data to help you 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)<sup>1</sup>
- 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 our 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. Is there any additional cost to use this program?

No. The UnitedHealth Premium designation program is an integrated network strategy that is delivered to all Oxford members at no additional cost to you or your employees.

### 4. 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.

### 5. How does the UnitedHealth Premium designation program benefit members?

The UnitedHealth Premium designation program gives 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 Their Fingertips** – It's easier for members to get information, online or over the phone, so they can spend time focusing on important decisions about their care:

- Access to Customer Service via the toll-free number on the member's Oxford ID card.
- A wide variety of online tools are available to members all day, every day at [www.oxfordhealth.com](http://www.oxfordhealth.com).
- Oxford On-Call® is available to answer questions about members' health concerns, and to find a UnitedHealth Premium designated physician.

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

The UnitedHealth Premium designation program makes the choice easier with our UnitedHealth Premium designation star 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.

To locate a physician or facility in the program, members should visit [www.oxfordhealth.com](http://www.oxfordhealth.com) and log in to their account by clicking Members. After logging in, they should select the Search tab to find a physician or facility with the UnitedHealth Premium designation blue star icon (★ = quality physician or hospital; ★★ = quality + efficiency of care physician or hospital). Or, they can call the toll-free Customer Service number on their ID card.

Please note: Oxford members enrolled in products with an out-of-network benefit, and those enrolled in Oxford Exclusive Plan<sup>SM</sup> and Exclusive Plan<sup>SM</sup> Metro products have access to the UnitedHealthcare Choice Plus national network when traveling outside New York, New Jersey and Connecticut. The provider search on [www.oxfordhealth.com](http://www.oxfordhealth.com) will allow members to find UnitedHealth Premium physicians, and any in-network physicians, within the UnitedHealthcare Choice Plus Network outside of New York, New Jersey and Connecticut.

## 7. 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.

## 8. In addition to quality, is cost part of the UnitedHealth Premium designation program?

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.

## 9. When will the UnitedHealth Premium designation program be available?

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

## 10. Do hospitals or facilities in the UnitedHealth Premium designation program participate in an Oxford or UnitedHealthcare provider network?

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

## 11. Do members need a referral to see a physician in the Premium designation program?

Access to a primary care physician never requires a referral. If your plan does not require a referral to see a specialist, then no referral is needed. If your plan does require a referral to see a specialist, then members should obtain a referral from their primary care physician before accessing care from a specialist.

## 12. 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, including:

- 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, that 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 participate in our network must meet required credentialing standards to provide care to our members.

## 13. Where can I find more information about the UnitedHealth Premium designation program?

Please visit [www.oxfordhealth.com](http://www.oxfordhealth.com) and log in to your account by clicking Employers.

- To search for a physician or facility in the UnitedHealth Premium designation program, please click the Search tab.
- For more information about the program, please click the Tools & Resources tab and click the UnitedHealth Premium Designation Program link.

You can also call Oxford Client Services at 1-888-201-4216.

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

The UnitedHealth Premium<sup>®</sup> 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<sup>®</sup> designation program, including details on the methodology used, geographic availability, and program limitations, please see [myuhc.com](http://myuhc.com)<sup>®</sup>.

Insurance coverage provided by or through United HealthCare Insurance Company or its affiliates. Administrative services provided by United HealthCare Insurance Company, United HealthCare Services, Inc. or their affiliates.

Oxford HMO products are underwritten by Oxford Health Plans(NY), Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. and Oxford insurance products are underwritten by Oxford Health Insurance, Inc.

