



UnitedHealth Premium[®] program frequently asked questions

To recognize that not all health care is created equal, UnitedHealthcare created the UnitedHealth Premium program. The program, available through UMR, evaluates and recognizes doctors who meet national industry standards for quality and local market benchmarks for cost

The quality criteria come from evidence-based medicine standards and national guidelines published by clinical societies and input from leading physicians practicing in specialty areas. The cost-efficiency criteria are based on patient care provided over an entire procedural episode of care, including use of diagnostic testing, the procedure itself and follow-up care. Total treatment costs are compared to market standards. Doctors who meet both quality and cost-efficiency guidelines receive two stars, and those who meet quality guidelines receive one star.

Just look for the stars on umr.com to find the doctor who is right for you. ★ ★

Why should I use a UnitedHealth Premium doctor or facility?

Where you seek care is your personal choice. No two doctors are exactly alike and you probably consider many factors in making your choice. UMR provides tools that can help you make an informed decision about where you receive care.

Here are some of the ways the program can benefit you:

Providing valuable information to help you make an informed choice – You can make a more informed choice about your care by consulting a list of doctors and facilities that follow national evidence-based quality of care guidelines.

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Convenience...

UMR makes it easy for you to find a UnitedHealth Premium doctor or facility either online or over the phone.

Offering convenient resources – UMR makes it easy for you to find a UnitedHealth Premium doctor or facility either online or over the phone.

Web site – www.umar.com

This site can help you find a UnitedHealth Premium doctor or facility

Toll-free Customer Care line

Our Customer Care professionals are available toll-free through the number located on the back of your health plan ID card.

NurseLineSM

Our NurseLine offers advice from experienced registered nurses who can answer questions about your health concerns and help you find a UnitedHealth Premium doctor or facility.

How do I locate a UnitedHealth Premium doctor or facility?

You can find a UnitedHealth Premium doctor or facility through our member Web site, umar.com, by clicking on “Find Physician or Facility” under links and tools on the right-hand side of the screen. Just look for the stars to see which doctors and facilities meet quality and cost-efficiency guidelines. You can also call the toll-free Customer Care number located on the back of your health plan ID card.

What kind of recognition can a physician receive under the UnitedHealth Premium designation program?

There are several possible displays for a physician’s designation. Designations are displayed in the physician search results on umar.com.

**** Quality and cost-efficiency criteria**

met: To receive the quality and cost-efficiency designation (two stars), physicians must meet guidelines for providing quality and cost-efficient care. To receive the quality designation, physicians must meet national, evidence-based medical society, and national industry standards for quality care. For the cost-efficiency designation, physicians must meet local market benchmarks for the cost-efficient use of resources in delivering care.

*** Quality criteria met:** To receive the quality designation (one star), physicians must meet national, evidence-based medical society, and national industry standards for quality care.

*** Quality criteria met (not enough data to assess cost efficiency):** A physician has met national industry standards for quality care, but did not have enough health plan claims data (i.e., a minimum of 10 medical or surgical cases) to be evaluated for cost efficiency.

Not enough data to assess: A physician did not have enough health plan claims data to be evaluated for the UnitedHealth Premium program. Sufficient data for the quality assessment is defined as a minimum of 5 unique patients and 20 quality measure opportunities across all conditions or procedures. To receive the cost-efficiency designation, a minimum of 10 medical or surgical cases is required.

Not evaluated: If a physician did not receive a star designation, it may be because the UnitedHealth Premium program does not currently evaluate physicians in this specialty, or the physician’s UnitedHealth Premium evaluation is in process.

Not displayed upon physician request:

A physician may have requested that his/her designation not be displayed on this website.

If the space next to a physician's name is blank, the physician did not meet the criteria for designation under the UnitedHealth Premium program.

If a doctor or facility does not have a Premium designation, it 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 who are part of the UnitedHealthcare network must meet credentialing requirements.

What specialties are included in the UnitedHealth Premium designation program?

The UnitedHealth Premium designation program currently covers 21 specialty areas of medicine.

Primary Care Specialty Areas

Family Medicine
Internal Medicine
Obstetrics and Gynecology
Pediatrics

Other Specialty Areas

Allergy
Cardiology
Cardiology – Electrophysiology
Cardiology – Interventional
Endocrinology
*Infectious Disease
Nephrology
Neurology
Neurosurgery – Spine
Orthopaedics – General
Orthopaedics – Hand
Orthopaedics – Foot/Ankle
Orthopaedics – Hip/Knee
Orthopaedics – Shoulder/Elbow
Orthopaedics – Spine
Pulmonology
Rheumatology

What is the difference between the “Premium Quality and Cost Efficiency” and the “Specialty” columns shown in the physician search results on umr.com?

The “Premium Quality and Cost Efficiency” column displays the specialty area that the UnitedHealth Premium program used in its evaluation process. Sometimes, these two columns display a different specialty. The “Specialty” column may provide a more detailed listing of the physician's specialty or specialties.

How are specialty centers evaluated for the UnitedHealth Premium program?

UnitedHealth Premium designates specialty centers for cardiac, total joint and spine, neonatology, congenital heart disease and infertility.

Specialty center scores are based on national medical standards for quality of care. If the specialty center meets the program's quality criteria, it will receive one, two or three stars. It will then be evaluated for cost efficiency and will be identified as “higher efficiency,” “average efficiency,” or “lower efficiency,” in addition to its quality designation.

Are hospitals evaluated for quality or cost efficiency?

As part of the Hospital Comparison Program, a quality evaluation is performed for hospitals on up to 50 inpatient conditions and procedures. Quality information for hospitals and conditions is shown on a three-star scale.

Cost information is reported using one of three descriptions: “lower than average,” “average” or “higher than average.”

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Is cost a part of the UnitedHealth Premium program criteria in addition to quality?

Yes, the UnitedHealth Premium program evaluates doctors and facilities based on quality and cost-efficiency guidelines. However, quality is the primary consideration. In order for a doctor to receive a cost-efficiency designation, the doctor must first have received the quality designation.

Within the program, cost-efficiency criteria are based on the care provided to a patient during the entire treatment for a condition and include the appropriate use of diagnostic testing, prescribed medications, any related procedures and follow-up care and the associated costs. Measurement also factors in surgical redo rates and any complication-related expenses.

Is the UnitedHealth Premium program available in my area?

As of March 2011, the UnitedHealth Premium program has information on doctors in over 145 markets across 41 states. To find out if the Premium program is available in your area, go to umr.com and look for the stars, or call Customer Care at the number on the back of your health plan ID card.

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

For more information on the features of the UnitedHealth Premium program, visit umr.com and click on "Find Physician or Facility" under

links and tools on the right-hand side of the screen. You can also contact a Customer Care professional at the toll-free number on your medical ID card.

The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at umr.com. You should always consult umr.com for the most current information. Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing the physicians from whom you receive care. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians. Physician evaluations have a risk of error and should not be the sole basis for selecting a physician. Please see the physician directory on umr.com for detailed program information and methodologies.

Only individual physicians and facilities that meet UnitedHealth Premium designation criteria, or physicians in designated specialties who are part of medical groups that meet UnitedHealth Premium criteria for group practices and who have sufficient claims data for analysis, may be designated. All physicians and facilities that contract with UnitedHealthcare have met credentialing requirements. Regardless of designation, plan enrollees have access to all physicians and facilities in the UnitedHealthcare network. Specialties for which there are no quality guidelines currently established in the program are excluded from evaluation and are noted as such.



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