

DIGITAL Health Care

As a part of UnitedHealth Group's mission to help people live healthier lives and to help make the health care system work better for everyone, we are committed to enabling a digital health care system that is consumer-centric, integrated, simple, and safe.

Driving Digital Health Care

The future of digital health care holds tremendous potential. Meaningful change is highly possible with modern, information-enabled health systems. The combination of big data, advanced analytics, consumer-generated information, artificial intelligence, and sophisticated engagement techniques creates a holistic view of an individual's health, providing complete information to:



CONSUMERS

to be informed and engaged



PROVIDERS

at the point of care



Digital health care solutions are estimated to save the U.S. health care system

\$230 Billion
over 5 years

UnitedHealth Group is helping to advance the next generation of digital health care, including by:

- Applying our core competencies in clinical delivery, technology, and data and analytics to integrate care coordination, engage consumers in their daily lives, and help patients and providers choose the best clinical approach at the site of care that improves outcomes and lowers costs;
- Investing in practical solutions by applying a sophisticated medical ontology and scientific best practices in health care to clinical and claims data – identifying the next best action for consumers and their doctors to improve outcomes and health system performance; and
- Building a digital health care workforce deeply committed to consumer and health care provider needs with expertise in engagement techniques to achieve results.



UnitedHealth Group invests more than

\$10 Billion each year

in technology, innovation, research and development, and open-sourced innovation

From Data to Consumer & Provider Insights

In order to better serve consumers, UnitedHealth Group is integrating data from multiple sources with advanced technologies and analytics – leading to new insights and a more intelligent, high-performing health system. Examples include:

Consumer Health Data	Individual Health ID	Predictive Analytics
Curating personalized, actionable, comprehensive, and timely data about an individual's health, to empower consumers to digitally share this information with their providers and take the next best health care action.	Providing consumers with a secure single sign-on experience that leads to an integrated, personalized platform with benefits, services, and tools regardless of where their data is stored.	Applying artificial intelligence and advanced data visualization to pinpoint specific moments in time to see what causal relationships are prevalent. These insights inform outreach programs to help consumers address current and potential health risks.

Consumer-Driven Digital Health Care

UnitedHealth Group's digital health care solutions, programs, and partnerships enable a streamlined, highly personalized consumer experience that puts individuals at the center of their care. By leveraging artificial intelligence through virtual assistants, UnitedHealth Group provides real-time information, answers to health care questions, and actionable health alerts for consumers.



Rally

A personalized digital platform, engaging over 6.2 Million people:

- User-dictated engagement and missions
- Health assessment tool
- Social networking and online support communities
- Provider search, cost transparency, and wellness incentive awards

Monitoring of Marked-Risk Infants (MoMI)

A wearable smart baby monitor that collects biometrics data from high-risk, pre-term infants:

- Enhanced with health care claims, psychosocial, and other data to build analytic models and identify infants at risk of urgent health issues
- Improves clinical outcomes and decreases readmissions by early intervention

DexCom

An individualized glucose management program driven by wearable technology to help people with Type 2 diabetes manage their condition in real time. Participants:

- Learn customized skills to effectively control glucose levels
- Connect with coaches and make appropriate behavioral changes

UnitedHealthcare Motion

Provides consumers with access to activity trackers that enable them to earn awards for meeting daily walking goals. Participants have:

- Collectively walked more than 200 Billion steps
- Earned over \$27.6 Million in rewards

Real Appeal

A diabetes prevention program that combines proven science, virtual coaching, and direct-to-consumer principles to encourage health lifestyle habits:

- 100,000 people have enrolled – more than all other diabetes prevention programs combined
- Participants have lost more than 1 Million pounds in two years

Safe and Efficient: Data Security & Management

Protecting health care data and facilitating the safe access and transfer of information is fundamental to enabling a secure, efficient, and integrated health care system.

Safe

UnitedHealth Group is committed to strong, layered cybersecurity and data protection practices designed to safeguard the confidentiality and integrity of our information systems and assets.

Efficient

UnitedHealth Group uses state-of-the-art program integrity tools that incorporate advanced technologies, clinical support, and administrative services to drive business intelligence, enhance provider-payer collaboration, and lower costs – including fraud and abuse detection, payment verification, and integrated claims adjudication. Examples include:



24x7 Security Command Center

that includes cyber forensic and security incident response capabilities, frequently tested and hardened

Fraud & Abuse Detection



Over 10.5 Million individuals protected by the Fraud Abuse Detection System across 11 States

Payment Accuracy



\$160 Million in overpayment recoveries and cost avoidance by a state customer over 16 years

Integrated Claims Adjudication



Over \$5 Billion in savings generated for a large commercial client through connecting with more than 9 claims adjudication platforms

Developing the Digital Health Care Workforce

UnitedHealth Group is deeply committed to building and supporting the digital health care workforce of the future – investing in the development of a new generation of professionals who are trained to leverage the latest technologies to improve health care quality, access, outcomes, and affordability. Examples include:

University of North Carolina Chapel Hill

Providing biomedical and health informatics training to minority undergraduate students considering careers in the field.

University of Minnesota's Carlson School of Management Medical Industry Leadership Institute

Helping to develop new curricula for students, creating a synthetic training data "sandbox," and sponsoring "hackathons" and other events.

Data Science University

Convening our experts to support the career development of data scientists by providing training in computer science, predictive analytics, and subject matter expertise.