UnitedHealth Group's COVID-19 Response

Coronavirus (COVID-19) is profoundly impacting the health of people around the world, as well as our global economies. The safety and health of the people we serve, our team members, their families, our stakeholders, broader communities and the reliability of our health care systems consume our resources and our focus.

Care of Our Team Members

- We are employing and paying full wages to our entire workforce.
- Team members who have COVID-19, or are subject to a quarantine, are paid fully and not required to take paid time off. All costs of COVID-19 are covered fully with no cost sharing.
- Compensation for our front-line clinical workforce serving in high incidence communities was increased.
- We launched UnitedCARES a high-touch support program for team members who have, or had, a family member diagnosed with COVID-19.
- We offered emergency backup childcare reimbursements and transportation assistance allowance for those who rely on public transportation as their primary means to commute to work.
- Business continuity plans and clinical safety protocols are engaged fully and effective in keeping team members safe while serving the needs of our members, patients, customers and government partners without disruption.
- Within days, 90% of our nonclinical workforce was transitioned to a work at home status while maintaining all service levels.
- More than 80 processes and protocols were developed to guide our Care Delivery Organizations for COVID-19 scenarios, CDC protocols, and state and county regulations.

Serving Our Customers, Members and Patients

- Provided $1.5 billion in direct customer and consumer support through premium credits, cost-sharing waivers and other efforts.
- Accelerated nearly $2 billion of payments to care providers to provide needed liquidity for the health system.
- Waived all cost sharing for COVID-19 diagnosis and treatment.
- Provided unlimited telehealth visits at no cost.
- Removed all COVID-19 prior authorizations.
- Expanded assistance for socially isolated members, coordinating access to medications, supplies, food, care and support programs.
- Provided early refills, prolonged authorizations and increased home delivery options of medication to ensure no shortages, extended hours at our behavioral health pharmacies to ensure medication adherence for those with mental health and substance use disorders.
- Facilitated coverage transitions to ensure current members maintain health insurance.
- Allowed grace periods for employers and individuals to pay premiums.
- Deployed triage tools, including a symptom checker with next best action recommendations for our highest risk members. The tools provide the most up-to-date information about prevention, coverage, care and support needed to rapidly assess symptoms, schedule telehealth visits, talk with a nurse, refill or schedule home delivery for prescriptions and access emotional support 24 hours a day.
- Deployed 700 Advance Practice Clinicians to serve members and patients on telehealth lines.
- Quickly shifted more than 14,000 OptumCare physicians to telehealth visits that would otherwise be canceled due to COVID-19 safety concerns. These visits are essential to ensure chronically ill patients remain well cared for.
- Opened a special enrollment period to allow commercial customers to add employees who previously declined health benefit coverage.
- California, Indiana and Jacksonville, Fla. hired Optum to expand COVID-19 testing, with an emphasis on reaching underserved communities. OptumServe is also supporting UHG's STOP COVID-19 effort by providing testing in Orleans Parish, La. We have provided more than 550,000 tests to date through a combined 140 community-based testing sites.

- Optum hired to partner with New York City Health + Hospital (NYCH+H) to support the City's COVID-19 monitoring program, which includes hiring, training and deploying ~ 3,000 contact tracers from all 5 boroughs, including from communities hardest hit by the pandemic.
- We are helping behavioral health providers and their patients stay connected by allowing and expanding the use of telephonic visits and video chat services, increasing the number of providers using our proprietary online behavioral health platform by 45% to more than 10,000.
- Developed the OptumRx Prescription Relief Program to provide a cash discount on prescription drugs and support medication adherence for members who have lost pharmacy benefit coverage because of furloughs or job loss.
- Facilitated bringing infusion services to the home to ensure patients continued receiving life-sustaining infusions traditionally administered in the hospital or hospital clinic settings.

Serving Society
- Selected by HHS to assist in processing and distributing $100 billion CARES Act funding to care delivery providers.
- Joined forces with Microsoft to launch ProtectWell™, an innovative return-to-workplace protocol that enables employers to bring employees back to the workplace in a safer environment.
- Developed and tested a new FDA approved self-administered COVID-19 swab protocol that has led to meaningfully improved testing efficiency, safety and protection of health care workers, and reduced consumption of personal protection equipment.
- Led a study resulting in FDA approval for the use of alternative swab materials and commonly available saline for COVID-19 testing, providing more options for sample collection.
- Partnering with the Morehouse School of Medicine to study the effect of sickle cell trait, which is prevalent in 8%-10% of African Americans, on COVID-19.
- Partnered with Boston Scientific, Medtronic and the University of Minnesota to develop and deploy 3,000 "light ventilators" to address critical shortages in the nation's supply of ventilators.
- Donated $5 million to accelerate and expand Mayo Clinic's groundbreaking investigational study of convalescent plasma treatments for COVID-19 patients nationwide.
- Opened free access to our mental health mobile app and 24/7 emotional support phone lines to help all Americans cope with mental health impacts during the COVID-19 pandemic.
- Provided mental health professionals with a free Sanvello Clinician Dashboard to support COVID-19 response.
- Provided more than $100 million in support to date to those affected by COVID-19, including hot spot relief efforts, health workforce safety, seniors and individuals experiencing homelessness and food insecurity.
- To help ease the burden and aid in recovery from the effects of the pandemic, UnitedHealthcare is donating $12.3 million through Empowering Health grants to community-based organizations across 21 states. More than half of the grants will help organizations increase their capacity to fight COVID-19 and support impacted communities.
- To address health disparities, we're piloting a scalable mobile and local testing program that works with local partners to provide testing and wrap-around services including food, health and safety kits and education designed to meet the unique needs of disadvantaged communities in Los Angeles, Philadelphia and Orleans Parish.
- Allocated three senior executives to major scientific discovery and relief efforts; one to assist the World Health Organization in the development of a global strategy for vaccine discovery and distribution, and two to provide leadership in developing and deploying New Jersey's field based hospital system.
- Organized our cafeteria and food service teams to make meals for those in need – more than 75,000 meals per week – in Minneapolis-St. Paul, Greensboro, Hartford and Las Vegas.
- Announced that we will not request, nor do we intend to retain, any government assistance.