Building the case for virtual care.

UnitedHealthcare is continually aiming to help achieve better cost control, better health and a better health care experience. Virtual care has already played an important role in these efforts—and the demand for these services continues to grow.

Health Care Improvement

In striving to transform the health care system, virtual care is one of several areas of innovation that may help improve health care for everyone.

70% of consumers say the U.S. health care system is in a “state of crisis,” with cost and access being the most urgent problems.1

49% of employers are pursuing strategies that drive transformation in health care delivery:2
- Virtual and digital care solutions
- Navigation and concierge services
- Alternative payment and delivery models

Consumer Expectations

Care delivery expectations are changing, and younger generations are becoming more dissatisfied with traditional methods.

Consumers make care decisions based on 3 factors: affordability, convenience and reputation.

75% of consumers used at least 1 remote care method (live phone, email, text, live video, virtual care) in 2018.3

68% increase from 2017.3

Virtual care use is highest among 3 groups: millennials, chronic needs patients and rural residents.3,4,5

Employer Priorities

Employers want to meet the needs of “on-demand consumers” by increasing convenience, choice, personalization and simplicity.2,5

51% of employers said “implementing more virtual care solutions” was a top initiative in 2019.2

500% growth in employer adoption of telehealth between 2013 and 2018.2

52% of employers believe virtual care will play a significant role in how health care is delivered in the future.2

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Putting technology to work.

UnitedHealthcare’s virtual care solutions are designed to help create a seamless experience for employees and providers, making quality and affordable care more accessible, convenient and simple.

UnitedHealthcare collaborates with certain providers who have shown a commitment to value-based care to deliver virtual care to their patients, no matter where the patient is located. These visits are handled like an office appointment—the copayment or coinsurance is the same and physicians are paid the same.

Four main areas of care:

1. **Urgent Care**
   - Virtual Visits provide employees with on-demand access to care without the need to leave their home or workplace. Virtual Visits are integrated with myuhc.com and the UnitedHealthcare app for a convenient experience.
   - 50 states plus the District of Columbia provide these services.
   - Licensed doctors in each state can write prescriptions.
   - Secure portal for payment.
   - $34 Average medical cost avoidance savings per Virtual Visit.

2. **Primary Care**
   - Virtual primary care gives physicians and patients an alternate venue for routine visits, as well as a chance to build an ongoing relationship. In addition, virtual primary care physicians are licensed to prescribe medication, schedule follow-up visits and make referrals to see specialists.
   - 90% of physicians see benefits for telehealth.
   - 82% of providers plan to expand their digital health services with telehealth.
   - 45% of 18–29-year-olds have no primary care physician, revealing an opportunity to help improve continuity of care and patient outcomes through virtual care.

3. **Utilization rates doubled in 2017 and 2018.**

4. **Will see continued growth as more consumers become comfortable using these services.**

* Certain prescriptions may not be available, and other restrictions may apply.
Specialized Care

Employees in need of certain medically focused care can also benefit from virtual care. Currently, this includes behavioral health—but there’s opportunity to add other areas in the future using data and analytics.

Proven outcomes through our LifeSolutions program, an integrated medical-behavioral solution with calls from a LifeCoach:

- **40%** improvement in depression scores.\(^{10}\)
- **3 fewer days** missed from work.\(^{10}\)
- **26%** less cost of care.\(^{10}\)

High rates of engagement with apps:

- Nearly **5x** more interaction than traditional therapy alone with the Sanvello® self-help app.\(^{11}\)

Continuous Care

Virtual care may be ideal for remote monitoring of employees with chronic or complex health needs. Diabetes and congestive heart failure are 2 conditions that can currently be monitored, with the potential to monitor more in the future.

Employees can sync Bluetooth® devices to:

- Track progress.
- Leverage real-time data and analytics.
- Send/receive messages to their RN care coach.
- Share progress with their physician.
- Address ongoing care over longer periods of time.

- **97%** overall program satisfaction.\(^{12}\)
- **$2.68** per employee per month reduction in medical costs.\(^{13}\)
Taking a deeper look at the future of virtual care.

By helping to simplify access to convenient care and health information, we may help improve the health care experience for employees. One of the ways we aim to achieve this is through potential continued expansion and enhancement of our virtual care solutions.

- **Focus on** simplifying and improving access to care and information.
- **Deploy** digital features to enhance the experience.
- **Offer** virtual primary care in limited markets to select plan types.

**Expand:**
- Expand to additional business and markets.
- Bolster virtual primary care with local health systems.
- Add specialized areas of care.

**Expand and Enhance:**
- Continue expansion of virtual primary care to additional business and markets.
- Grow virtual primary care with additional local health systems.
- Offer additional specialized areas of care.

To learn more, contact your UnitedHealthcare representative.