

# UnitedHealth Group's COVID-19 Response

UNITEDHEALTH GROUP®

Coronavirus (COVID-19) has profoundly impacted 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 employed and paid full wages to our entire workforce.
- Team members who contract COVID-19, or are subject to a quarantine, are paid fully and not required to take paid time off.
- 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.
- Business continuity plans and clinical safety protocols were engaged fully and effective in keeping team members safe while serving the needs of our members, patients, customers and government partners without disruption.
- 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 \$2 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 through the national public health emergency.
- Waived COVID-19 treatment costs for members.
- Provided cost-share waiver and site of service for telehealth visits for members.
- Provided automatic 90-day extensions for members.
- Removed COVID-19 prior authorizations for high-impacted areas.\*
- Expanded assistance for socially isolated members, coordinating access to medications, supplies, food, care and support programs, and partnered with the AARP Foundation to create a public education campaign about social isolation, its impact on mental and physical health, and resources to address it.
- 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 members maintained 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, 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 17,000 Optum Care physicians to telehealth visits that otherwise would have been canceled due to COVID-19 safety concerns.
- Opened a special enrollment period to allow customers to add employees who previously declined health benefit coverage.
- Expanded testing capacity for our clients to reach underserved communities in California, Indiana, New Jersey, North Carolina and Jacksonville, Florida, administering more than 3.8 million tests over hundreds of community-based sites.
- Partnered with New York City Health + Hospital (NYCH+H) to support the City's COVID-19 monitoring program, which included hiring, training and deploying contact tracers from all 5 boroughs, including from communities hardest hit by the pandemic.
- Supported the State of California's efforts to advance its COVID-19 Reporting System (CCRS), which is used to collect, store, analyze, and publish COVID-19 electronic lab reporting and case data for Californians.\*
- Over 39,000 behavioral health professionals in our virtual visit network can use our online behavioral health platform.\*
- Developed the OptumRx Prescription Relief Program to provide a cash discount on prescription drugs and support medication adherence for members who lost pharmacy benefit coverage because of furloughs or job loss.
- Facilitated bringing infusion services to the home to ensure patients continued to receive life-sustaining infusions traditionally administered in the hospital or hospital clinic settings.
- Created a vaccination program to help people stay informed on vaccines, including creating awareness of \$0 cost-share on vaccines on the national public health emergency, and providing resources to help people find vaccine information.
- Developed and deployed web-based tools in English and Spanish on MyUHC.com and Optum.com to assist individuals seeking vaccination information.\*
- Created a COVID-19 vaccination record to give members easy access to their vaccination information.\*

## Serving Society

- Selected by HHS to assist in processing and distributing \$105 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.
- Through our care practices, community-based pharmacies and health services operations, Optum administered COVID-19 vaccines to patients, employees and other community members.
- 86% of Optum's ISNP Program members have received their 1st dose of the vaccine.
- Through OptumLabs, we are operating monoclonal antibody infusion sites in Minnesota, Nevada, Colorado and New Jersey to treat COVID-19 patients with mild to moderate symptoms for free\*.
- 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.
- Partnered 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 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.
- Created the COVID-19 Vaccine Resource Locator to help people find vaccine eligibility and vaccination providers.\*
- Participating in the COVID-19 Vaccine Community Connectors pilot initiative, which enables vaccination of 2 million seniors age 65+ in at-risk, vulnerable and underserved communities.\*
- Utilizing a Social Determinants of Health (SDoH) indexing tool, Optum can identify counties across the U.S. that have the highest need for vaccination assistance.\*
- Both clinicians and employees volunteered to support vaccination sites in local communities, helping to schedule vaccine appointments, coordinating vaccination events and administering vaccine shots.\*
- 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.
- Worked with local partners to deliver more than 67,000 individual episodes of service, including free testing, health education, food and medical referrals to address health disparities and meet the unique needs of disadvantaged communities through our STOP COVID effort in Los Angeles, California; Chester City, Pennsylvania.; Prince George's County, Maryland.; Washington, D.C.; Miami, Florida; Liberal and Kansas City, Kansas; Atlanta, Georgia; and Orleans Parish, Louisiana.
- Bringing together the full breadth of UHG, we conducted a pragmatic study of Lilly's monoclonal antibody therapy, bamlanivimab: leveraging digital tools, real-world data, and on-demand clinical support to create a personalized and seamless study experience and increase access to an important therapy.
- 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 donated over \$12 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.
- 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, Minnesota; Greensboro, North Carolina; Hartford, Connecticut; and Las Vegas, Nevada.
- We did not request nor retain any government assistance.