

UnitedHealthcare Medicare & Retirement

UnitedHealthcare Medicare & Retirement serves 1 in 5 Medicare beneficiaries, or nearly 13.7 million consumers, through a portfolio of products, supporting seniors with personalized and affordable coverage and care. Our plans span Medicare Advantage, Medicare Part D, Medicare Supplement and group retiree services.

Our easy-to-use, affordable plans are supported by industry-leading customer service, delivering outstanding value to consumers and making UnitedHealthcare a trusted partner to our members.

The value of Medicare Advantage

Medicare Advantage continues to be a popular choice with seniors due to the quality, access and affordability of care delivered, which includes additional wellness, dental and hearing benefits. Compared to beneficiaries enrolled in Medicare fee-for-service, Medicare Advantage members experience 45% lower out-of-pocket costs and have a 43% lower rate of avoidable hospitalizations.

Medicare Advantage also serves an increasingly diverse, lower-income and clinically complex population. Seniors with chronic conditions are more likely to choose Medicare Advantage, and more than half of Medicare Advantage members have an annual income of less than \$25,000. Medicare Advantage enrollment among minority populations has more than doubled since 2013, and now makes up more than 30% of Medicare Advantage membership.

Our competitive strengths in value-based care, consumer innovation and clinical quality allow us to provide unparalleled access, savings, stability and peace of mind for seniors.

\$1.7T

Projected U.S. Medicare spending by 2030

>75M

People expected to be eligible for Medicare by 2030

~13%

CAGR in UnitedHealthcare Medicare Advantage membership since 2016

~13.7M

People served through UnitedHealthcare Medicare plans

~7.6M

People served through UnitedHealthcare Medicare & Retirement Medicare Advantage plans

45%

Lower costs for Medicare Advantage beneficiaries compared to those in Medicare fee-for-service

Providing consumer-friendly benefits

We focus on delivering value to seniors through products and benefits they rely on to support their health and well-being. We continue to remove copays and deductibles while offering some of the largest networks in the industry to ensure people can access the essential care they need.

In addition, seniors are increasingly looking for consumer-friendly digital resources to simplify and personalize their health care experience. That's why we continue to invest in differentiated capabilities and technology that increases ease of use, removes barriers to care and provides value-added simplicity, such as our popular UCard and URide offerings.

More than 6 million Medicare Advantage members are using UCard, the first all-in-one integrated card that combines the member ID with payment technology to help members get the most value from their benefits, pay for healthy food and utility bills, spend earned rewards and more.

>80M

**transactions by Medicare Advantage
UCard users in 2023**

In 2024, we are integrating new features, such as the ability for members to log in to their member portal as soon as they enroll in a plan and an expanded UCard retail network of nearly 60,000 retailers, to drive further engagement, member satisfaction and benefit use for members.

Advancing value-based care models

We focus on being good stewards of the Medicare program by fostering cost-effective, higher-quality health care for all Medicare beneficiaries. Our distinct competencies in value-based care, in-home care delivery and consumer-level health engagement help us continue to grow in a dynamic and competitive market.

UnitedHealthcare continues to accelerate the transition from fee-for-service to value-based care by focusing on care delivery capabilities to help engage members, promote primary care and facilitate care coordination. This approach, in combination with our focus on streamlining technology and reducing the administrative burden on providers, drives higher quality, better outcomes and superior experiences at lower costs.

Home care is essential to delivering a more equitable and accessible health system that reduces the cost of care and leads to a better consumer experience. HouseCalls has been the centerpiece of our home care model for years, with more than 2.5 million HouseCalls visits expected to be completed in 2023. By providing members with access to needed care in their homes, we are able to reduce costly ER visits and deliver a more convenient and comfortable experience. HouseCalls has also been central in identifying members with unmet social needs, so we can connect them to support services to enhance their health and well-being.

In partnership with Optum, we are building deeper clinical models designed to deliver specialized home-based medical care to some of our sickest and most vulnerable members. Our home-based clinical care management model serves our highest acuity members, managing more than eight chronic conditions with seven specialty providers, on average. Our physician-led model – inclusive of medical, behavioral, social, palliative and urgent care – helps decrease inpatient admissions and ER visits.