

CEBT Summer Conference 2023





Your Team



Marc Neely
President & CEO
Colorado/Wyoming



Eric Palmquist
Vice President Public Sector,
Labor & Trust, Account
Management



Mark Olson
Vice President, Key Accounts



Jennifer Dudei
Strategic Account Executive

CEBT- July 2023

- **National / Enterprise Priorities for UHG – Marc Neely**
 - 5 Pillars
- **UHC Colorado – Marc Neely**
 - High Performing Networks
 - Legislative/Regulatory highlights
 - UHC ‘In the Community’
- **CEBT Utilization Review – Mark Olson**
 - Trend Analysis
 - Gene Therapy
- **CEBT Plan Performance – Jen Dudei**
 - Claims processed
 - Performance Guarantees
 - Behavioral Health

UnitedHealth Group Strategic Growth Areas



Value-Based Comprehensive Care Delivery

Accelerating the transition of health care to a more value-based system.

Value over Volume
Integrated Home & Community Care
Virtual Care First



Health Benefits

Delivering affordable, simple experiences and high-quality access to care.

Innovative benefits tailored to individuals
Single digital consumer platform



Health Technology

Removing the friction and improving transparency between payers, providers and consumers.

Optum Payment Network
Intelligent clinical workflows
More transparency



Health Financial Services

Reduce administrative burden and improve care experiences through innovative payment and cash flow solutions.

Optum Payment Network
More financing



Pharmacy Services

Integrating our medical, pharmacy and behavioral capabilities to provide whole-person care.

Direct-to-consumer offerings regardless of benefit
Transparent pricing
Leading specialty capabilities

United Healthcare presence in Colorado

Our Mission: Helping people live healthier lives and helping make the health system work better for everyone

Our Values: Integrity, Compassion, Relationships, Innovation and Performance



1.3M

Colorado members:

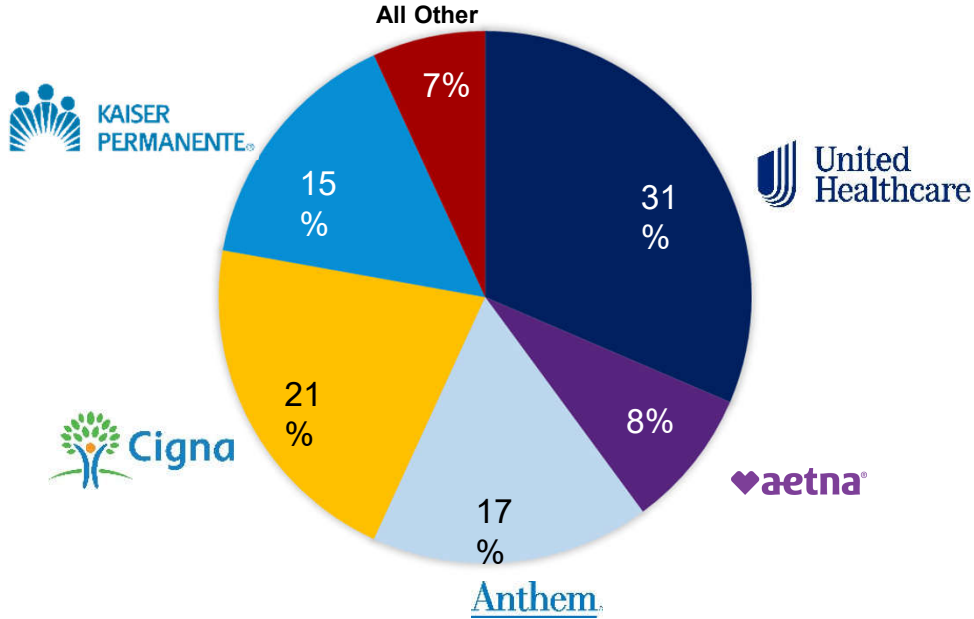
- 780K Commercial
- 300K Medicare & Retirement
- 265K Medicaid



\$446.6M

Financial investment:

- Over 4200 UHG associates located in Colorado
- Taxable Wages, State & Local Withholding
- Benefits, Income/Sales Taxes
- Real Property Spend, Municipal Bonds




PUBLIC SECTOR EXPERTISE

29% of our Key Account membership is **Public Sector** or 108K



Priorities for United Healthcare's Commercial Business

-  **Address Total Cost of Care**
-  **Improve the Experience**
-  **Offer Innovative Plan Design**
-  **Expand Care Delivery and Access**

**Smarter decisions,
better outcomes**

**Sophisticated,
proven solutions**

**A personalized,
integrated experience**

High Performing Healthcare Networks in Colorado

Reduce variability, waste and cost

Improve the Experience- access and cost

Offer Innovative, value-based benefit design

Expand Care Delivery and Access



SelectColorado

surest.
A UnitedHealthcare Company

Legislative / Regulatory- Colorado

- **CO Standard (Public) Option** – Potential for DOI/Polis Administration to seek to remove statutory limits/floors on hospital rates to enable more aggressive government rate setting to achieve mandated premium reductions for PO plans
- **Single Payer** - Progressive legislative Democrats, mandate a state funded feasibility and market impact study regarding launch of a Colorado single payer health system
- **Behavioral Health** - Ongoing state administrative efforts related to launch of the new state agency, Behavioral Health Administration (BHA). Numerous efforts to mandate coverage, utilization management, and rates for BH services regardless of recognized BH provider shortage and broader BH infrastructure
- **Primary Care Reform**- Ongoing attempt by Commissioner Conway/DOI and Dir. Bimestefer/HCPF to mandate payer participation in uniform, State-defined alternative payment model / value based care programs
- **Medical Liability (Medical Malpractice) Tort Reform** -Attempt by organized group of trial attorneys to significantly raise, or eliminate, med-mal liability caps, recent successes significantly increasing caps in CA and NV



Legislative / Regulatory- Federal

- **Prescription Drug Price Negotiations** -PhRMA is bringing legal challenges to recent federal reforms that authorized the federal government / Medicare to negotiate drug prices with manufacturers
- **Public Option** - Potential for public option to become a campaign platform item on the national Democratic (President Biden) agenda in 2024





Recent Examples of UHC in the Community

Since 2017, UnitedHealth Group has contributed nearly **\$38 million** to over 40 local organizations.*

Employees have volunteered **127K hours** giving back to their Colorado communities.



Addressing Behavioral Health and Impacting the Youth of Colorado	Disparities in the Community and in Healthcare	Partnership with local Non-Profits
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Close partnership with SoS to impact youth suicide prevention and resiliency programs in K-12 schools. \$120K Grant to DCSD's Foundation \$500K grant from RMHP Foundation to SoS



Each year, we donate new bikes and helmets to a 5th grade class and new winter coats to all students at a local elementary. We hold an assembly for each donation, with a player from the Denver Broncos to talk about developing healthy habits, playing outside and learning to love sports and exercise



In April 2023, we invested \$60,000 with partner Impact on Education, the Boulder Valley School District Foundation, to organize a town hall event on youth mental health on how to remove the stigma and best communicate with children of all ages about their personal mental health challenges



In December 2022, we invested \$25,000 to provide holiday meals and funding to underserved families with students at Samuels elementary. Every student at Samuels also received a holiday present from UHC



Close partnership with Denver Public School in supporting the FACE center Community Hubs that provide vital resources to underserved families such as job placement, social emotional support, literacy, parenting support, childcare and basic needs assistance. \$125K ongoing investment

Organization	Description of Activities	Grant Amount
We Don't Waste	Food rescue organization – expand mobile food markets in food desert areas in Denver.	\$300K
WellPower	Expand youth and teen mental health first aid training through a partnership with Denver Public Schools.	\$300K
Denver Area Youth Services	Expand home-based behavioral health services to address children's mental health challenges	\$150K
Focus Points Family Resource Center (FPFRC)	Support Denver Public Schools' community hub at FPFRC, which provides a range of SDOH services for underserved families	\$100K



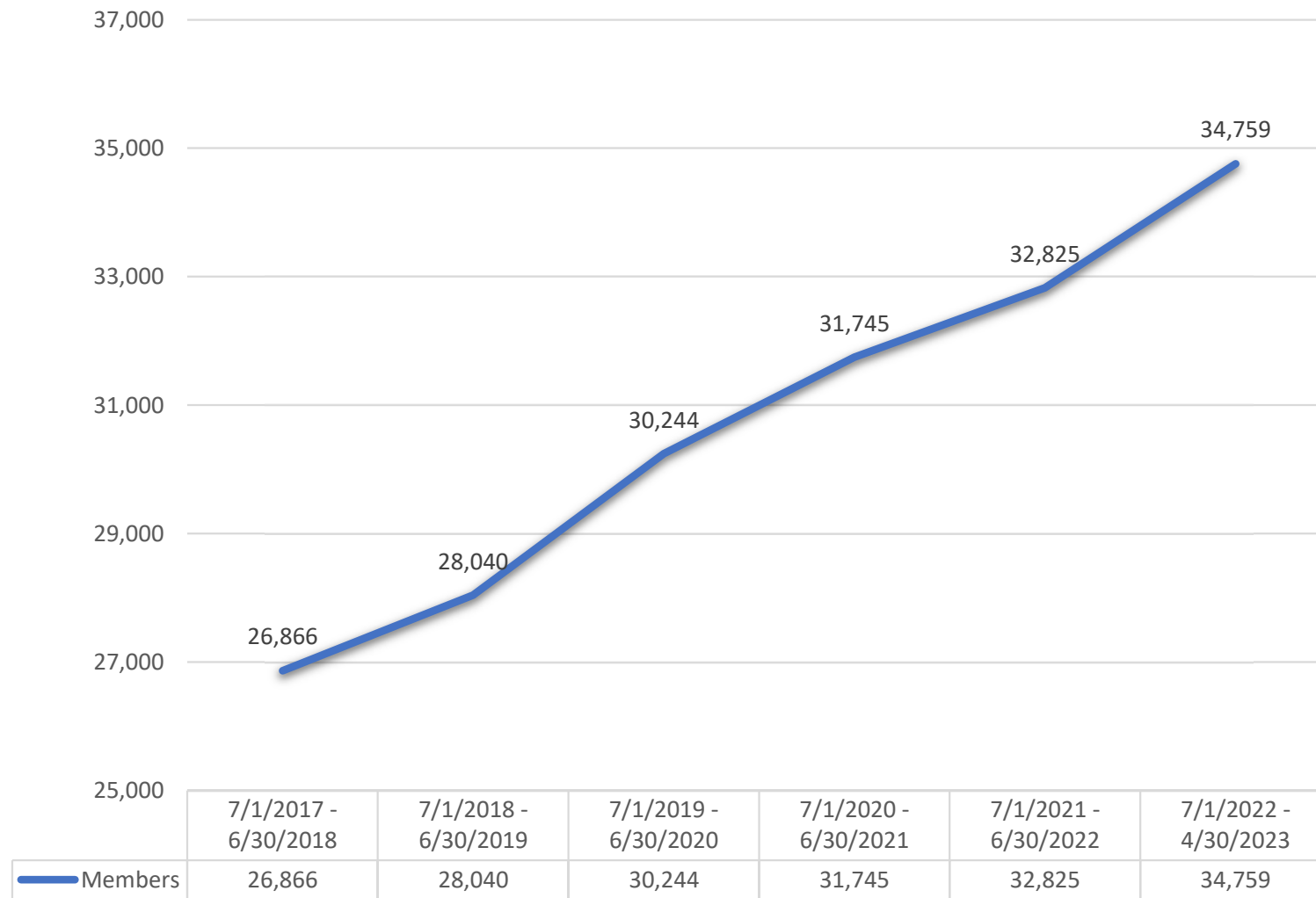


CEBT Utilization Review

7/14/2023

United
Healthcare

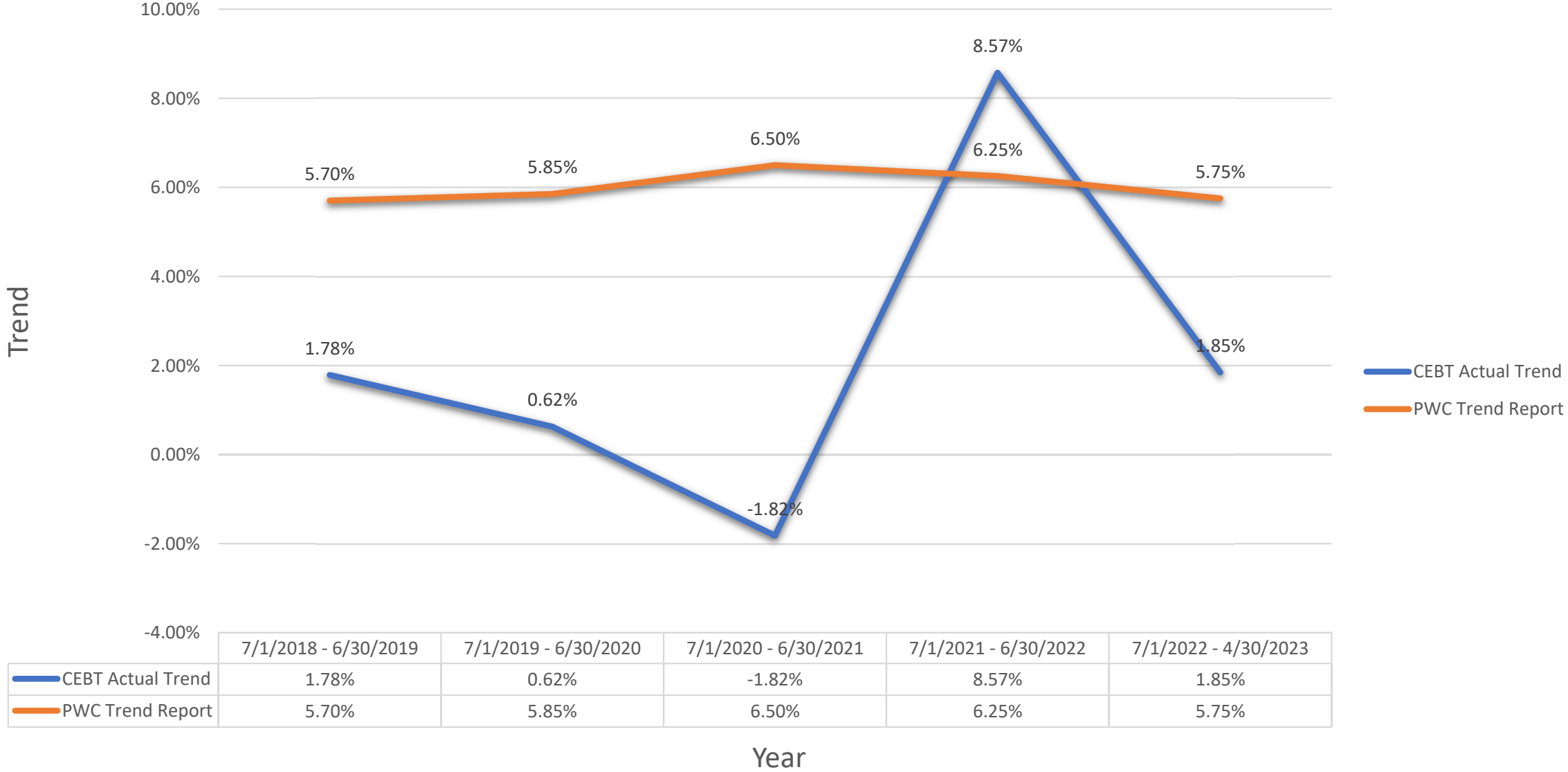
CEBT Membership Analysis



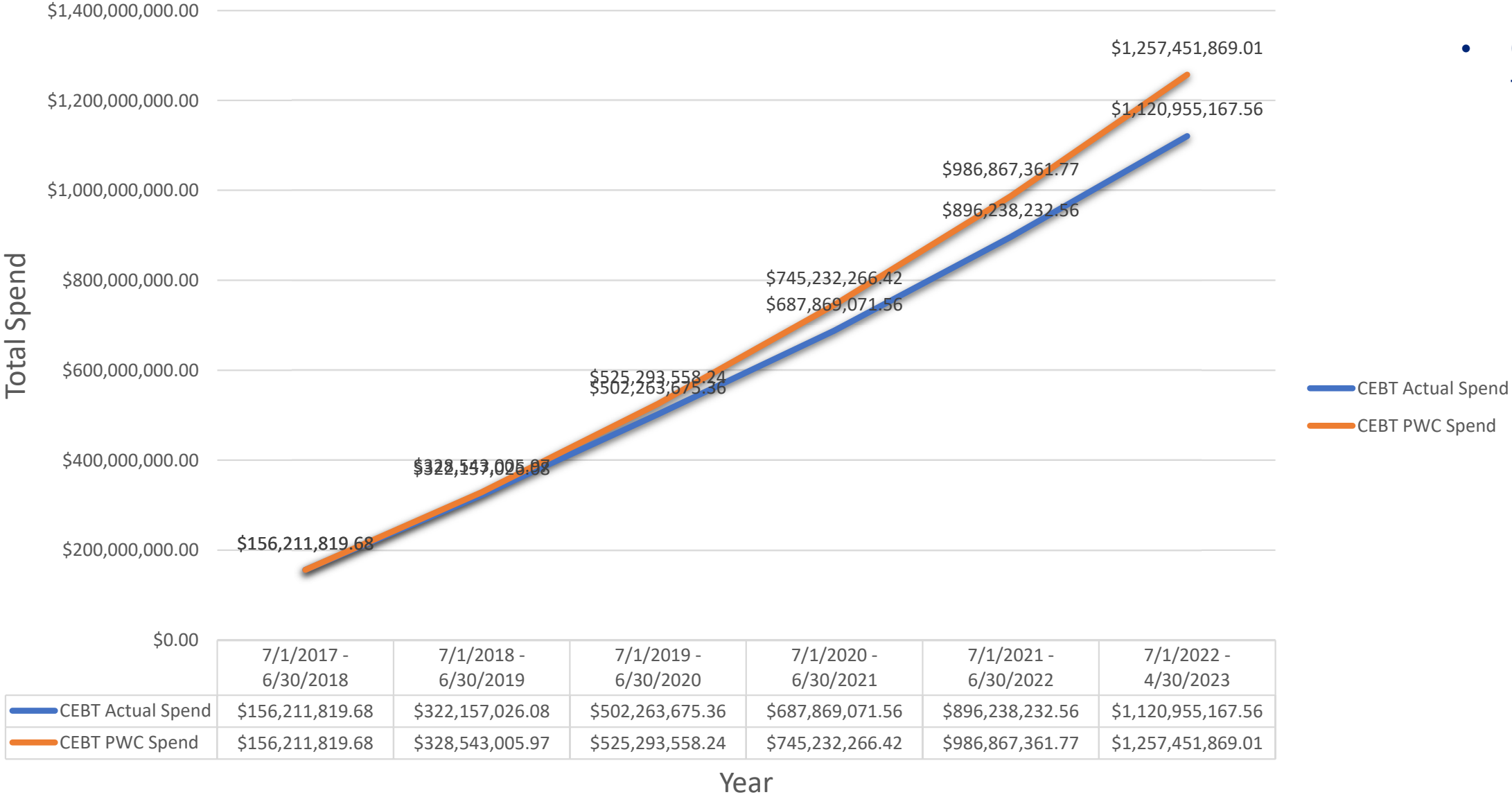
	2017	2018	2019	2020	2021	2022
1 Weld	3,206	3,403	3,535	3,829	3,860	4,169
2 Larimer	2,915	3,001	3,109	3,210	3,168	3,447
3 Eagle	1,819	1,977	2,020	2,138	2,216	2,316
4 El Paso	1,793	1,846	1,910	1,985	2,013	2,092
5 Jefferson	1,083	1,165	1,252	1,315	1,319	1,321
6 Morgan	276	279	273	273	263	691
7 Adams	532	534	575	601	578	655
8 Douglas	603	531	585	624	616	649
9 Grand	492	523	562	614	342	582
10 Routt	306	338	368	440	490	520
11 Arapahoe	401	387	423	444	426	453
12 Prowers	172	159	157	365	396	410
13 Las Animas	76	113	340	327	337	349
14 Boulder	299	309	320	343	316	339
15 Kit Carson	257	246	228	221	215	329
16 Summit	233	247	251	265	273	279
17 Yuma	410	420	441	419	437	259
18 Denver	148	160	179	200	210	223
19 Teller	131	136	143	142	211	216
20 Otero	243	238	230	227	212	208



CEBT Trend Analysis



CEBT Cost Analysis

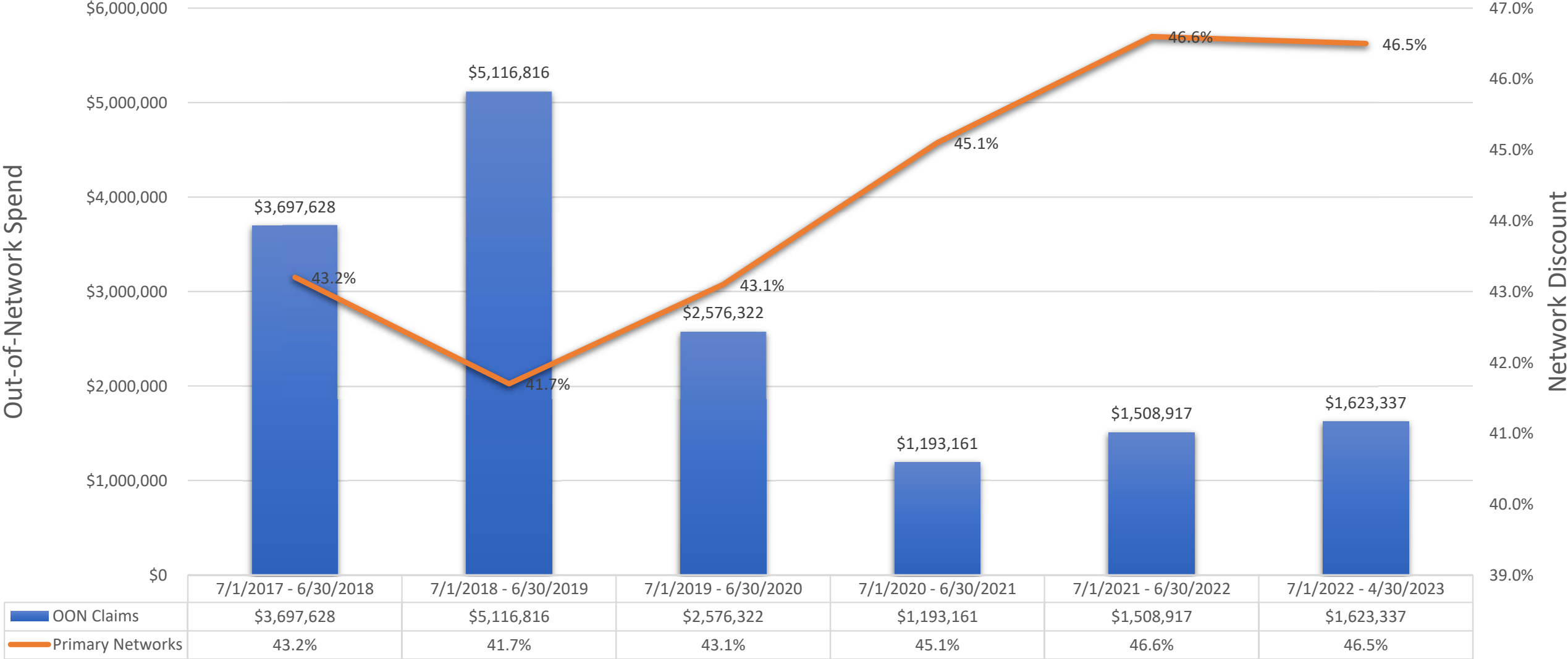


- CEBT actual trend contributed to 12.2% in savings over the PWC trend analysis
 - \$136,496,702 Savings



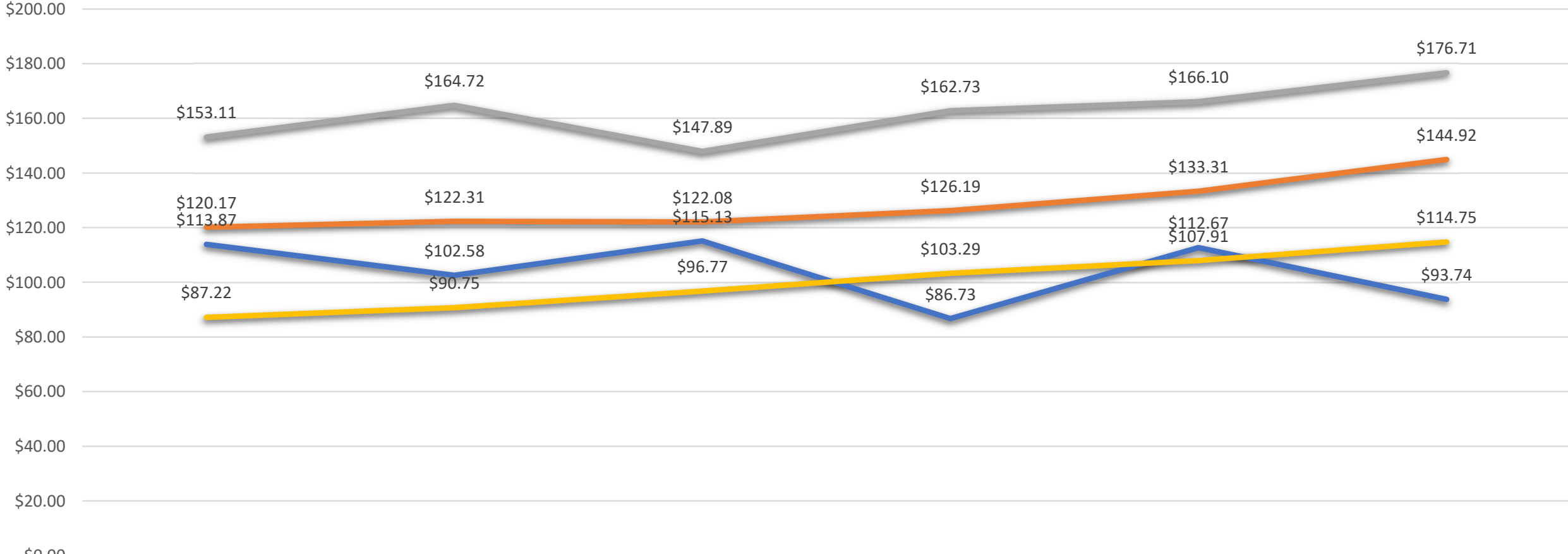
CEBT Trend Drivers

Network Analysis



CEBT Trend Drivers Cont.

Payment by Claim Category



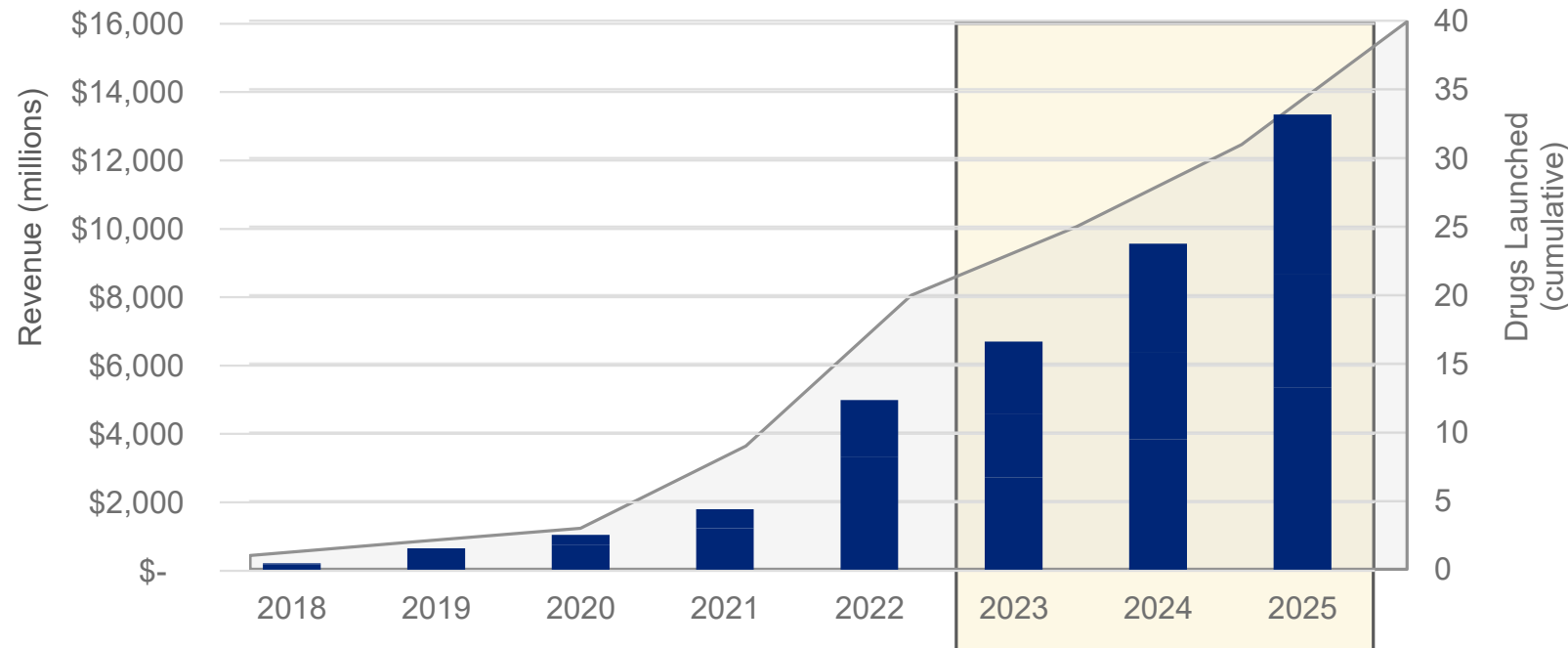
	7/1/2017 - 6/30/2018	7/1/2018 - 6/30/2019	7/1/2019 - 6/30/2020	7/1/2020 - 6/30/2021	7/1/2021 - 6/30/2022	7/1/2022 - 4/30/2023
Inpatient	\$113.87	\$102.58	\$115.13	\$86.73	\$112.67	\$93.74
Outpatient	\$120.17	\$122.31	\$122.08	\$126.19	\$133.31	\$144.92
Physician	\$153.11	\$164.72	\$147.89	\$162.73	\$166.10	\$176.71
Rx	\$87.22	\$90.75	\$96.77	\$103.29	\$107.91	\$114.75

— Inpatient — Outpatient — Physician — Rx



Gene therapies on the market

Single-Dose Cell & Gene Therapy US Spend Forecast



New drug prices are estimated to range from \$2-3 million

FDA APPROVED THERAPIES

Luxturna[®] (inherited retinal disease)

\$850K one-time cost

Zolgensma[®] (spinal muscular atrophy)

\$2.1M one-time cost

Zynteglo[®] (beta thalassemia)

\$2.8M one-time cost

Skysona (child cerebral adrenoleukodystrophy)

\$3M one-time cost

Hemgenix (Hemophilia B)

\$3.5M one-time cost



Over 900 investigational new drug applications awaiting FDA review



As more therapies come to market, risk of a high-cost claim increases

CEBT Plan Performance

A glance at the numbers

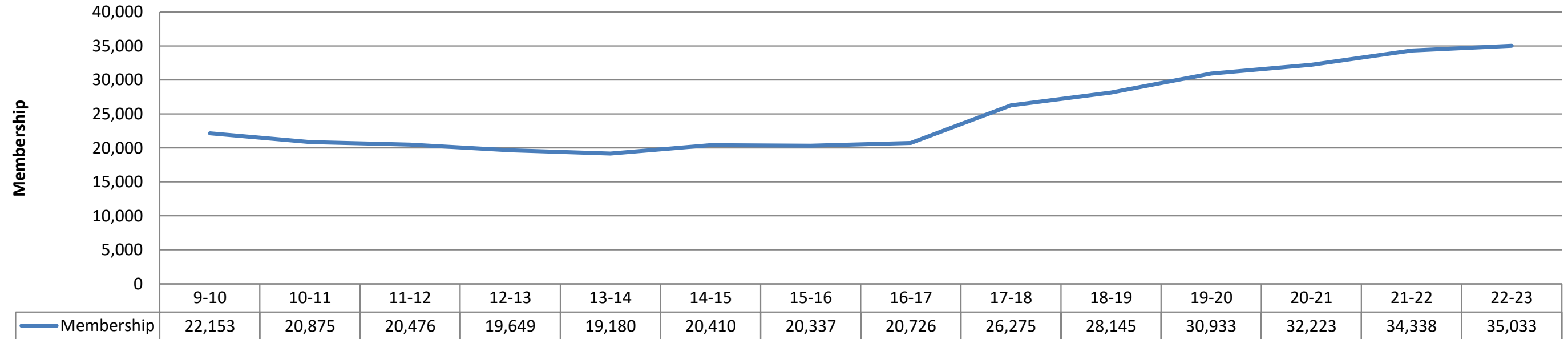


CEBT Over the Years



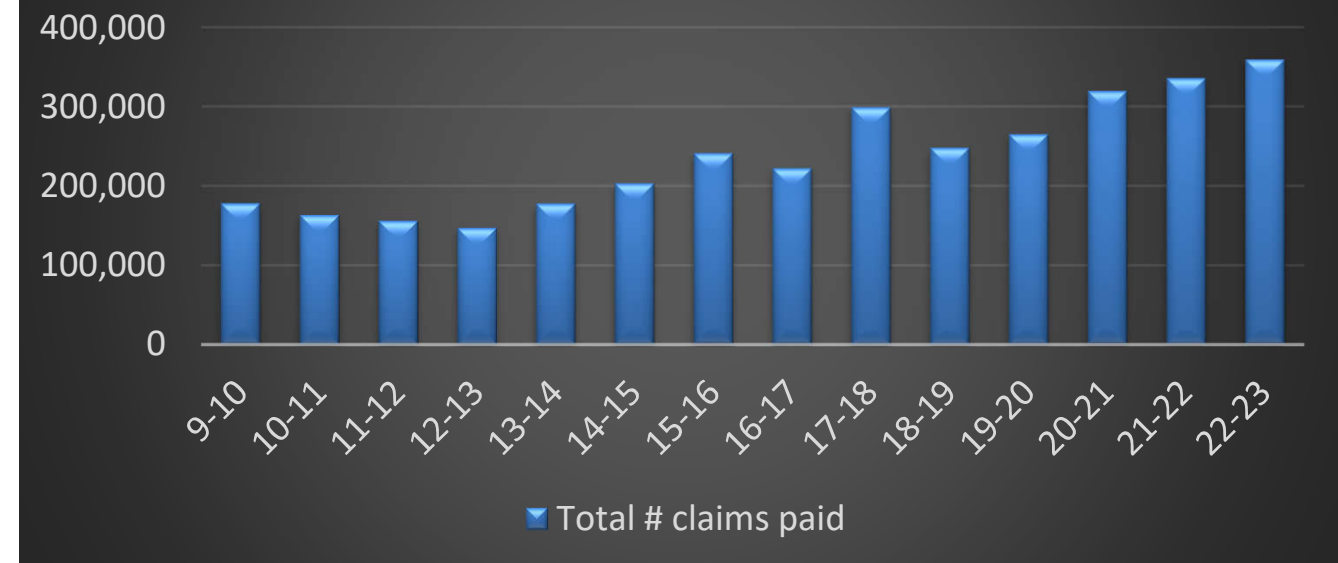
2009-2023

Membership



- 2021-2022 plan year there were 9.78 claims PMPY average paid per claim was \$424.81
- 2022-2023 plan year there were 10.26 claims PMPY average paid per claim was \$437.82

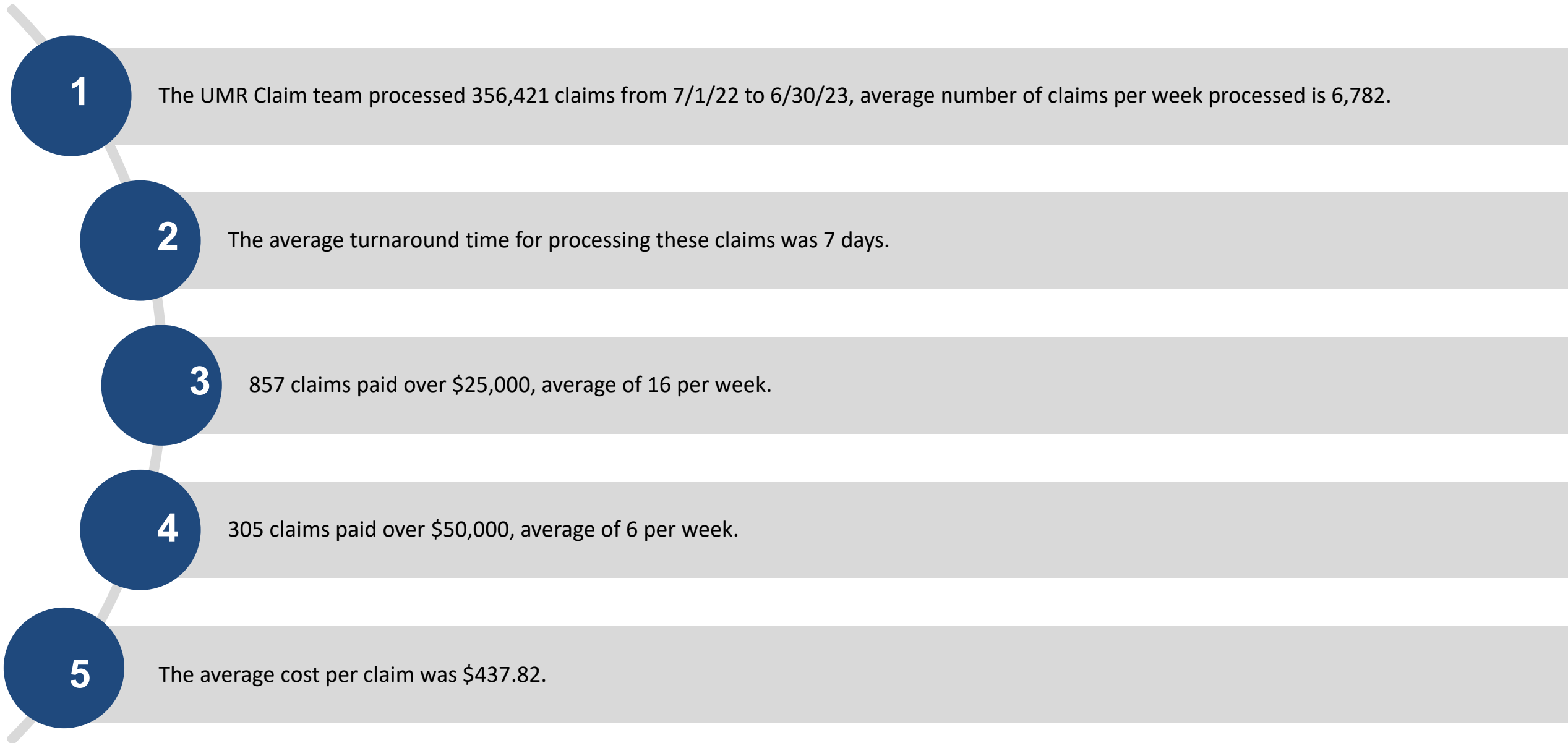
Total # claims paid



Medical Claims Processing



Summary of medical claims processed 7/1/2022 to 6/30/2023



Performance Guarantee Results



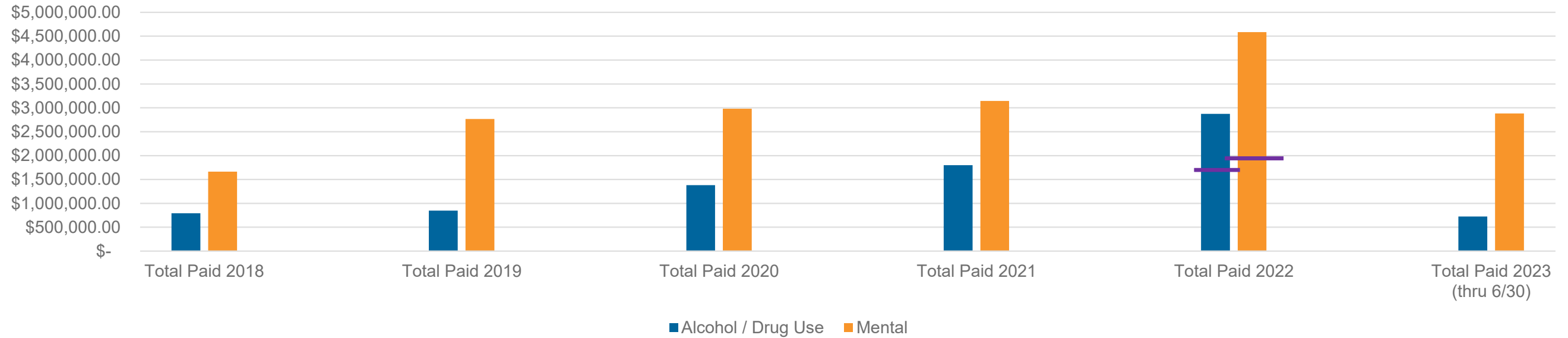
CEBT – Jan 1st thru June 30th 2023

Metric	Target	Actual	Current Variance
Financial Accuracy	99%	100%	+1%
Payment Accuracy	98%	99.9%	+1.9%
Procedural Accuracy	98%	99.7%	+1.7%
Claim TAT w/in 10 Days	94%	98.2%	+4.2%
Claim TAT w/in 30 days	99%	99.6%	+0.6%
Adjustment TAT w/in 5 Days	95%	98.6%	+3.6%
Email TAT (in Calendar Days)	>5	2.8 Days	>2.2 Days

CEBT - Behavioral Health Trend



Behavioral Health 2018-current




- Behavioral Health Services have increased year over year
- Alcohol/Drug Use claims were trending upward at a steady pace, have slowed in 2023

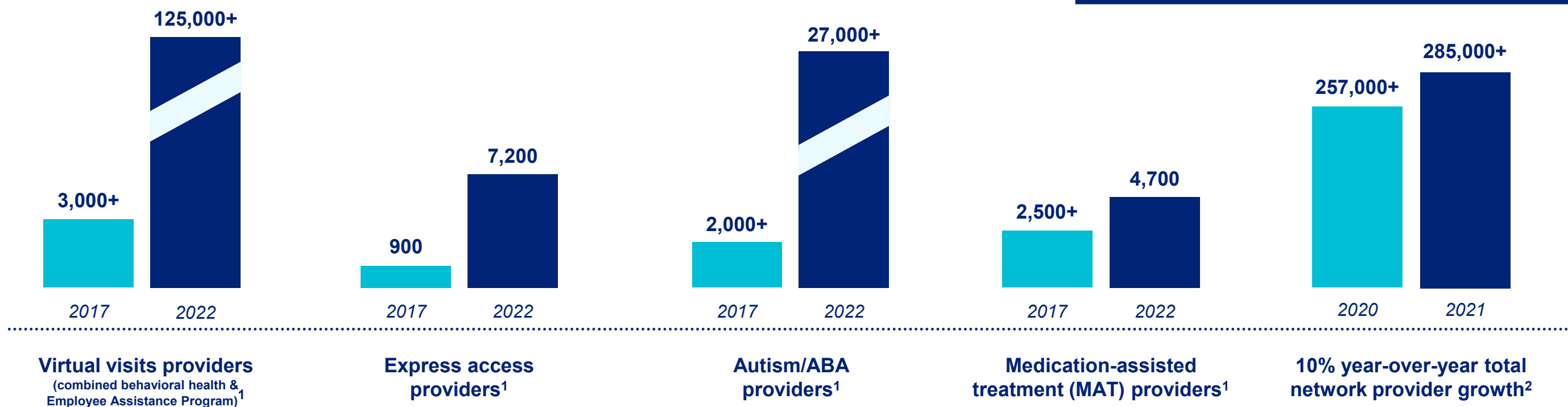
Growing our network

Network growth over five years

2021 expansion

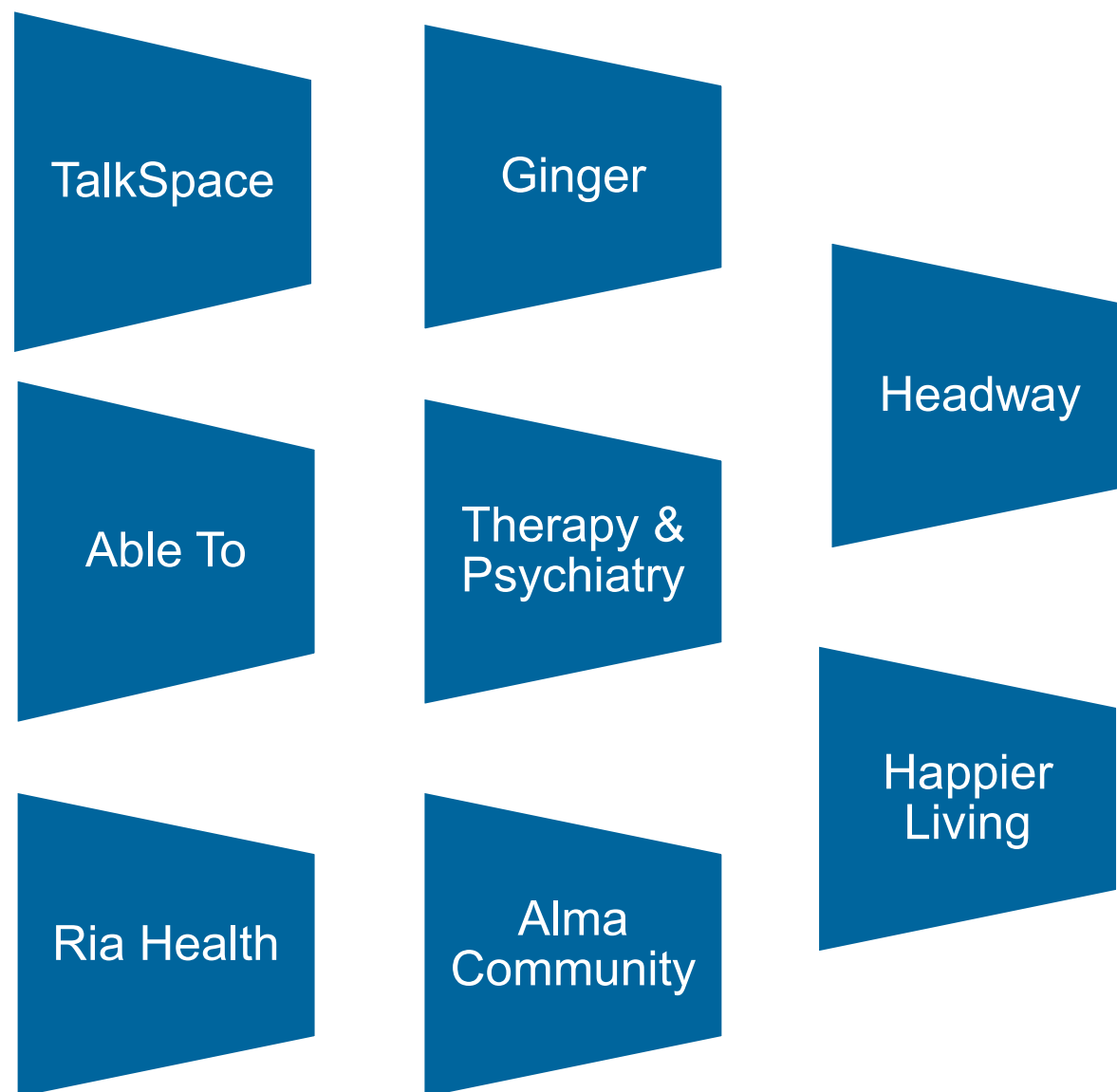


105% year-over-year growth in our virtual provider network²



¹ SURE Network Summary Dashboard, Commercial and UBH General Networks Q3 2022; (September 29, 2022), DuBois, October 7, 2022. ² Optum internal analysis of in-network providers from 2020 to 2021. Accessed May 2022.





- All Virtual In-Network Providers
- Receive treatment in any of the 50 states
- Treatment from licensed professional at the members fingertips
- In-app coaches
- Ria Health specializes in alcohol abuse disorder



Thank you CEBT!

-Your UMR/UnitedHealthcare Team



Appendix





CEBT (76412150)

CARE Dashboard: 7/1/2022 - 6/30/2023

Utilization Management

- ▶ Touched Members: **6,047**
- ▶ Managed Members: **6,047**
- ▶ Total Authorizations: **10,076**
- ▶ Auths - % Denied: **5.2%**
- ▶ Total Savings: **\$3,904,043**

Auths by Treatment Setting	
Outpatient	8,863
Inpatient	792
Home	311
Residential	49
Inpatient Rehab-BH	26
All Others	35

Maternity CARE

- ▶ Touched Members: **304**
- ▶ Eligible Members: **300**
- ▶ Managed Members: **36**
- ▶ Program Deliveries: **21**
- ▶ Total Savings: **\$502,444**

Complex Condition CARE

- ▶ Touched Members: **469**
- ▶ Managed Members: **338**
- ▶ Total # of Cases: **398**
- ▶ Total Savings: **\$1,649,986**

Cases by Category	
Comprehensive CM	107
Oncology	102
Cost	70
Behavioral Health	35
BHSUD Discharge Support	32
All Others	52

Ongoing Condition CARE

Emerging CARE

Wellness CARE

All CARE Programs Combined

Eligibility & Demographics

- ▶ # of Employees: **20,600**
- ▶ # of Members: **34,873**
- ▶ % Mems Age 45+: **37.1%**
- ▶ % Mems Female: **56.7%**

% of Pop w/ Any CARE Activity

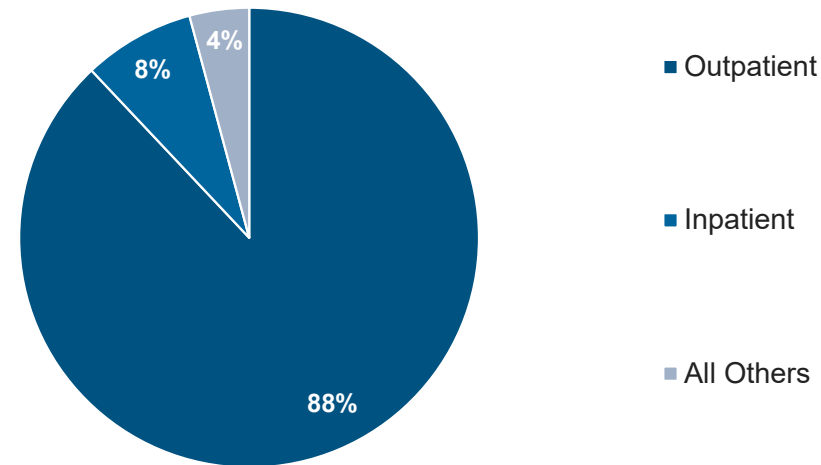
- ▶ Touched Members: **6,326**
(15.1% of population)
- ▶ Managed Members: **6,100**
(14.6% of population)
- ▶ Total Savings: **\$6,056,473**



CEBT (76412150)

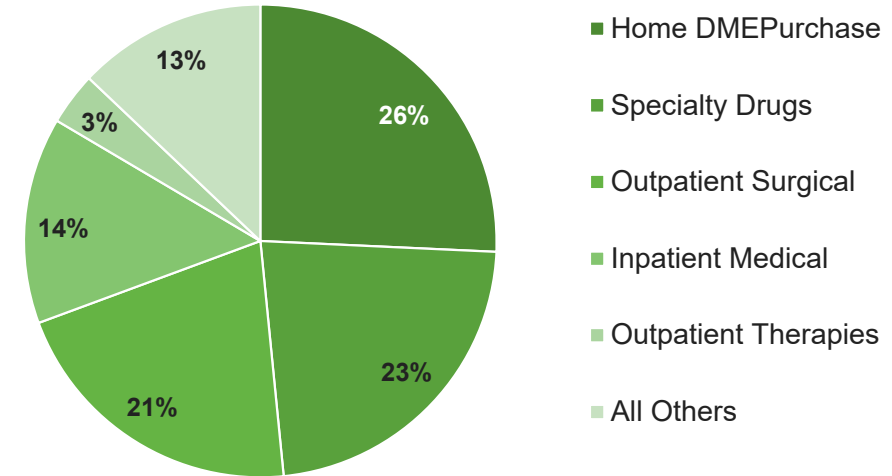
Utilization Management Breakouts: 7/1/2022 - 6/30/2023

Authorizations by Treatment Setting



Treatment Setting	Authorizations	# Denied
Outpatient	8,863	320
Inpatient	792	128
Home	311	49
Residential	49	14
Inpatient Rehab-BH	26	3
Inpatient Rehabilitation	18	7
Skilled Nursing Facility	12	4
Inpatient Detox	3	0
Observation	1	0
Office	1	0
Total	10,076	525

Utilization Management Savings by Type



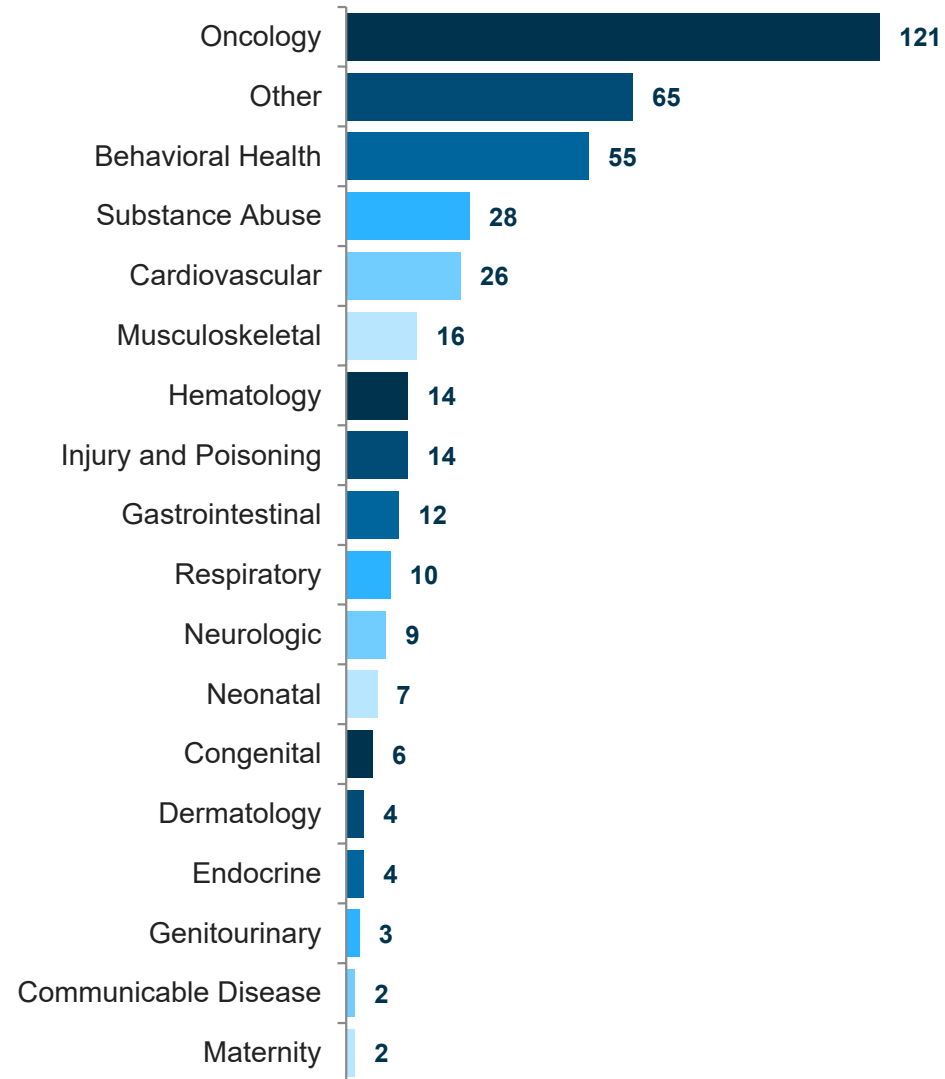
Type	Savings
Home DMEPurchase	\$1,005,100
Specialty Drugs	\$885,101
Outpatient Surgical	\$818,000
Inpatient Medical	\$551,518
Outpatient Therapies	\$140,025
Home HHVisits	\$137,060
All Others	\$367,239
Total	\$3,904,043



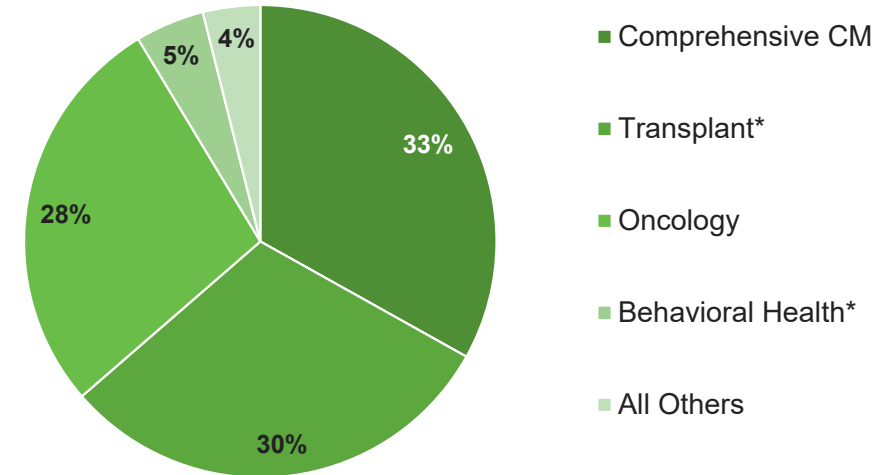
CEBT (76412150)

Complex Condition CARE Breakouts: 7/1/2022 - 6/30/2023

Cases by Condition



Complex Condition CARE Savings by Type



Complex Condition CARE Type	Savings
Comprehensive Case Management	\$546,411
Transplant*	\$503,399
Oncology	\$457,527
Behavioral Health*	\$77,923
Pediatric	\$51,135
NICU	\$9,433
High Risk Pregnancy	\$4,159
Total	\$1,649,986

* Transplant: May include savings from transplant discounts and negotiation, Behavioral Health: Does not include savings from the BHSUD program

➤ **Complex Condition CARE Survey Results: 83.3% Satisfied or Very Satisfied with Program**



CEBT (76412150)

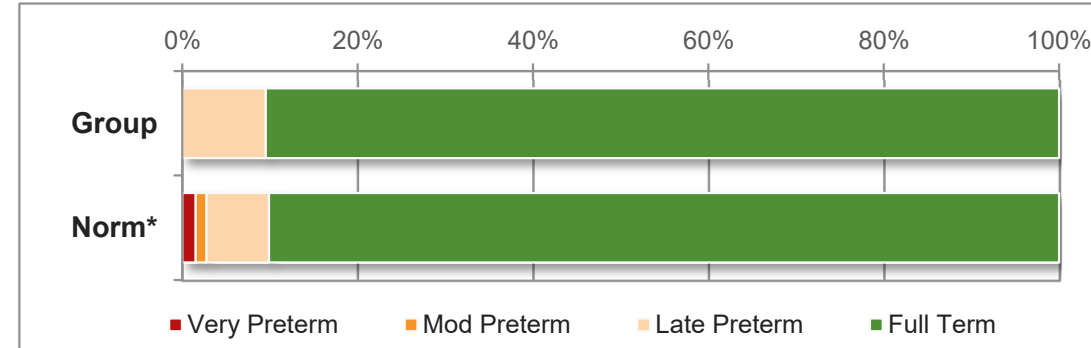
Maternity CARE Breakouts: 7/1/2022 - 6/30/2023

Maternity CARE Activity

Recruitment		
Letters	Recruitment mailings to identified members	309
Calls	Recruitment telephone calls to identified members	272
Emails	Recruitment Emails to identified members	0
Clinical		
Letters	Letters and educational mailings to participants	176
Calls	Telephone calls between a clinician and participant	122
Emails	Emails to participants working with the clinician	27
Incentives		
Cards	Reward Cards given as incentives for participation	14

➤ *Number of females in childbearing years is 8,605. Norm pregnancy rate is 11.4%, which indicates the potential for an average of 977 pregnancies.*

In Program Deliveries Breakout



In Program Delivery Measure	Number of Deliveries	% of Deliveries	UMR Maternity CARE Norm* %
Weeks of Gestation at Delivery			
Very Preterm (< 32 weeks)	0	0.00%	1.54%
Moderately Preterm (32 - 34)	0	0.00%	1.24%
Late Preterm (34 - 36)	2	9.52%	7.10%
Full Term (37+ weeks)	19	90.48%	89.96%
Average Weeks at Delivery	38.7		38.4
Delivery Type			
# of C-Sections	6	28.57%	32.86%
# of Multiple Deliveries	0	0.00%	2.19%

* Delivery Norms based on all groups with UMR Maternity CARE in the report period

➤ *Maternity CARE Survey Results: 100.0% Satisfied or Very Satisfied with Program*