



UnitedHealth Group

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FUTURE OF HEALTH CARE

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## MEDICAID & COMMUNITY PROGRAMS

By expanding health care to low- and middle-income populations, we support the country's most vulnerable people and help address the health care needs of those with chronic diseases, such as...

## OUR STORY

At UnitedHealth Group, innovation is deeply embedded in our DNA; it's both discipline and vision, letting us serve our customers in exceptional ways while helping lead our industry into the future.

The breadth of our innovation is no accident; we devote the collective resources of our companies—technology and information systems, thought leadership, and dedicated employees—to continuously testing new, targeted ways to raise the bar in health care.



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HELPING THE SYSTEM WORK BETTER



IMPROVING AFFORDABILITY



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DETAILS

# DIABETES PREVENTION AND CONTROL ALLIANCE<sup>SM</sup>

"WHAT DOES IT MEAN FOR ME?  
THAT I'LL STILL BE HUGGING MY KIDS IN 30 YEARS."

**NAME:** Donovan Brown  
**WHO HE IS:** Technical Supervisor, Father, Colts fan  
**FAVORITE THING:** Sunday tailgates  
**HEALTH STAGE:** Diagnosed with pre-diabetes  
**HOW HE'S FEELING:** "With three daughters, that "pre-" means everything to me."

Characters and scenarios described are for example only, and do not represent actual persons or situations.



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### CONTROL ALLIANCE<sup>SM</sup>

# DIABETES PREVENTION AND CONTROL ALLIANCE (DPCA)<sup>SM</sup>

With DPCA, UnitedHealth Group set out to change people's lives, by changing the rules of diabetes care. It was the first insurer to partner with community programs—starting with the YMCA-US (the Y<sup>TM</sup>) and Walgreens<sup>®</sup> pharmacies to help people better control, or even prevent, their diabetes. Encouraging people to get tested, for instance, is a key part of the DPCA mission, since many people who have diabetes or pre-diabetes don't even know it. DPCA was first to create a true pay-for-performance model, rewarding vendor partners like the Y and Walgreens as enrollees keep up their participation and show improved health outcomes. And it was ahead of its time in offering this program to other insurers—because "first" should be the start of something, not an end in itself.

It's been clinically proven by the YMCA, the Centers for Disease Control (CDC), the National Institutes of Health (NIH) and others. In controlled



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## CONTROL ALLIANCE<sup>SM</sup>

# DID YOU KNOW?

**Type 2 diabetes is the most common form of diabetes.**

Source: US National Library of Medicine, National Institutes of Health (NIH)

**A study conducted over a 3-year period showed that people at high risk for diabetes can reduce their risk of developing the disease by 58% through lifestyle interventions.**

Source: Centers for Disease Control and Prevention 2007 National Diabetes Fact Sheet



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See how DPCA takes on diabetes



Get more of the facts about diabetes and obesity



Watch the New York Times feature



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# PHYSICIAN PILOT OFFICE

“CHANGING MY PROCESS AFTER 10 YEARS SCARED ME, I WON'T LIE, BUT NOW I FEEL LIKE A SUPERHERO. I'M HELPING PATIENTS GET BETTER CARE.”

**NAME:** Loni Newbury

**WHO SHE IS:** Billing Manager, Doctor's wife, Backbone of the family practice

**LEAST FAVORITE THING:** "Post-its. They used to practically paper the office."

**BUSINESS STAGE:** Pilot Office, 3 months in

**WHAT SHE'S THINKING:** "My superhero oath? I will never misplace a chart again!"

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"CHANGING MY PROCESS AFTER 10 YEARS SAVED ME. I WON'T LIE, BUT NOW I FEEL LIKE A SUPERHERO. I'M HELPING PATIENTS GET BETTER CARE."

NAME: LYN HENNING  
WHO SHE IS: Selling Agent  
LEAST FAVORITE THING:  
BUSINESS STAGE: 1001  
WHAT SHE'S THINKING:  
[Empty]

# PHYSICIAN PILOT OFFICE: CREATING A BLUEPRINT FOR BETTER CARE

The facts: hundreds of thousands of family physicians and other small practices still rely on paper to track patient care, rather than an Electronic Health Record (EHR) system. Why: the cost of the systems and fear of workflow disruptions that would leave less time to focus on patients. So Ingenix set out to prove the opposite. In a joint effort with the American Medical Association (AMA), it created the Physician Pilot Office program, which brought Ingenix CareTracker™ systems into participating practices — at no cost — in exchange for the chance to document, and learn from, their implementation experience. The result: a blueprint for EHR adoption that lets doctors concentrate less on process, and more on patients.



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"CHANGING MY PROCESS FROM ANALOG TO DIGITAL, I WON'T LIE, BUT NOW I FEEL LIKE I'VE FOUND A WAY TO IMPROVE MY BUSINESS."

NAME: [Name] WHO SHE IS: [Role] LEAST FAVORITE: [Business Stage] WHAT SHE'S THINKING: [Thought]

### DETAILS

# DID YOU KNOW?

**The first known medical record was developed by Hippocrates, in the fifth century B.C.**  
source: <http://www.nccr.nih.gov/publications/informatics/ehr.pdf>

**EMRs can reduce several types of errors, including those related to prescription drugs, to preventive care, and to tests and procedures.**  
source: <http://www.acpinternist.org/archives/2004/08/emr.htm>



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