



# When members make informed medical decisions, everyone can save.

Decision Support is education that helps empower members to make informed choices about care and treatment options. At least one-third of the care delivered in the U.S. may be unnecessary,<sup>1</sup> dramatically affecting health outcomes and medical costs. Consumers can play a critical role in helping eliminate unnecessary care, but often lack the knowledge, experience, resources and support to make informed medical decisions.

With Decision Support, members have access to evidence-based, objective information and proactive guidance, helping make it easier to avoid unnecessary care which may lead to significant savings for both you and your employees.

## Examples of Decision Support savings.

Decision Support is designed to deliver value by reducing medical spend by an average of \$1,600 for each participant through treatment shifts and provider shifts.<sup>3</sup>

- **Treatment shift:** Approximately 34 percent of members choose a different treatment option than initially planned, resulting in an average savings of \$8,415 per lower treatment shift.<sup>3</sup> Their choice is based on their individual preferences and the clinical situation.
- **Provider shift:** Members moving from an out-of-network or network physician to a network UnitedHealthcare Premium® designated provider for care resulted in an average savings of \$931 per provider shift.<sup>3</sup>

## Conditions, treatments and tests.

Decision Support topics cover more than 50 conditions and 350 treatments and tests that can be major cost drivers for employers. These clinical areas are prevalent in our society and have high degrees of practice and outcome variation.

## Decision Support delivers results<sup>2</sup>:

- 84 percent of program participants stated that the information they received was communicated in a way that was easy to understand.
- 80 percent said that they were further educated and informed about their situation.
- 74 percent better understood their health care options.
- 83 percent felt all of their questions were answered.

## How Decision Support works.

Using powerful predictive modeling and decision support alerts, nurses and advocates are trained to help identify decision support opportunities when members are calling about benefits and claim information.

When members call with questions, they're already thinking about health care and are open to discussing related decisions. This approach makes it easier to receive support at a point in the decision-making process that's more relevant to them.

### Experienced nurses:

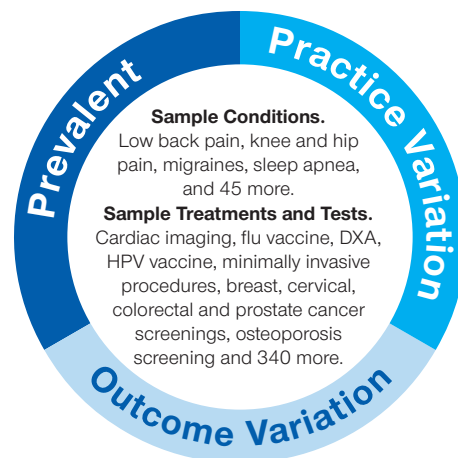
- View key decision support opportunities on their dashboard, listen for trigger words during the conversation and explore the member's needs and diagnoses.
- Consult the readily available reference material on treatments, tests and procedures then provide evidence-based, objective information.
- Connect members to network UnitedHealth Premium® providers.
- Email a personalized decision aid that summarizes the call and lists questions members can ask their health care providers.

## Advantages.

Decision Support helps equip members with information and resources to help them make informed decisions with their doctors. In a typical consultation, nurses and advocates provide an educational overview of the topic with key facts, then offer members potential care paths, treatment options and decision points to consider with their providers.

### Decision Support can help:

- Reduce unnecessary services and inefficient care.
- Improve the member's experience and satisfaction.
- Address the information gap between patients and providers.
- Give members more confidence in their health care decisions.



**Contact your UnitedHealthcare representative for more information.**



<sup>1</sup> National Business Coalition on Health, Action Brief, July 2012. <http://www.nationalalliancehealth.org/NBCH-Action-Briefs> Accessed 1/2017

<sup>2</sup> CNPS Q1 2016 Decision Support Results.

<sup>3</sup> UnitedHealthcare Claims Analysis, July 2014–June 2015. All figures are based on historical experience and are not guarantees of future performance. Actual results will vary.

For a complete description of the UnitedHealth Premium® program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please visit [myuhc.com](http://myuhc.com)®.

Savings for enrolled participants are case specific. Results will vary based on client-specific demographics and plan design. Decision Support nurses cannot diagnose problems or recommend specific treatment. They are not a substitute for a doctor's care. This service should not be used for emergency or urgent care situations.

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