

# There's a bright future ahead!

We continue to strive toward the ultimate goal of helping people live healthier lives. That is why UnitedHealthcare's alliance with The School District of Palm Beach County is so important to support the health and well-being of their employees. This placemat is a snapshot of the positive outcomes and innovative tools highlighting our success over the past year.



## 2012 Biometric KIOSK Assessments



Kiosk activities rotated throughout five District locations during the year.

Kiosk Assessments	2011	2012
Blood pressure readings	3,898	▲ 7,089
Weight measurements	787	▲ 3,161
Body Mass Index (BMI) calculations	2,396	▲ 801
Body fat analyses	174	137
Pulse oximetry readings	473	▲ 569

To help employees improve their eating habits and manage their weight, we introduced several programs throughout the District. **Lose and Win**, **Apple A Day** and **Wonder Fit**, just to name a few, were successful programs that focused on nutrition, physical activity and positive thinking.

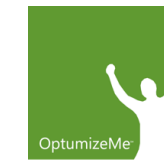
### Innovation Paves the Way for a Healthier Lifestyle

Our vision and dedication to our members are the driving force behind what we do. The tools available to our members are some of the most innovative and state-of-the-art products in the market today, including:

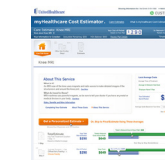
- UnitedHealthcare Health4Me™
- OptumizeMe®
- myHealthcare Cost Estimator
- Live and Work Well
- myuhc.com®



Health4Me



OptumizeMe



myHCE

liveandworkwell  
myuhc.com

## Health Assessment Results 2012

### Demographics:

- 65.6% females: This is a slight decrease from 2011, meaning 9.8% more males completed the Health Assessment in 2012
- 47.5: average age of participant
- 20,089 employees completed the Health Assessment, compared to only 16,586 in 2011

**Average District wellness score of 88.4, compared to Health Management Research Center average of 84.9**

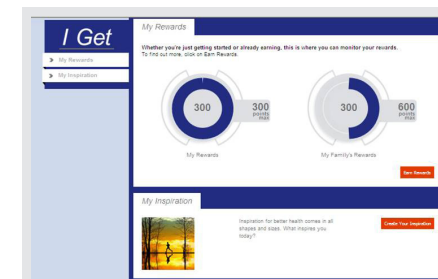
### Members who would participate in a program to help enhance overall health:

- Yes (51.3%)
- I'm not sure (32.8%)
- No or no response (15.9%)

## Track Wellness Reward Points online!

### Earn Rewards valued at up to \$600 for healthy behaviors

UnitedHealthcare Health Rewards<sup>SM</sup> is an innovative incentive program designed to help employees adopt healthy behavior as a way of life. Completion of specific health activities allows them to earn Wellness Rewards. Whatever stage of their health, Wellness Rewards may help them get healthy, stay healthy or deal with an illness.



My Rewards uhc.com

**Employees can earn up to \$600 annually in premium incentives from the District.**

For official rules and guidelines, please log in to SDPBC's website and click on the Wellness tab.

## Wellness Rewards Update

	2011	2012
Biometric screenings completed by employees	20,195	▲ 22,057
Preventive physicals completed by employees	13,504	▲ 16,307
Preventive physicals completed by spouses	NA	3,914

### Medical Trends:

The District's average five-year medical trend is 6%, which is 4% below the industry norm. The District's age/gender risk is 1.8% above the peer group, yet our covered PMPM is 3% below the peer group.

	Prior	Current	Change	Variance from Peer	Variance from Norm
Members	36,037	35,846	▼ -0.5%		
Age / Gender Risk	1.216	1.217	▲ .1%	1.5%	12.3%
Net Paid PMPM	\$309	\$298	▼ -3.6%	-9.1%	3.8%
Non-High Cost	\$217	\$212	▼ -1.9%	-6.9%	11.6



## Well Deserved Award



The School District of Palm Beach County is the proud recipient of a 2012 UnitedHealthcare Well Deserved Award.

The Well Deserved Award program is designed to recognize and promote highly engaged Public Sector and Key Accounts customers that have been working with UnitedHealthcare Health Strategies Consultants and using UnitedHealthcare wellness solutions for their worksite wellness programs. As a winner, the District demonstrated the highest level of commitment to worksite wellness while leveraging wellness programs, tools and resources.

## Did you know?

There are three on-site UnitedHealthcare representatives who are available to assist members. Stacey Brooks (561) 357-7564 and Gaby Coolican (561) 434-8092 are available to answer questions about claims and benefits.

Questions related to health and chronic condition management are directed to the nurse liaison, Gail Diedrick (561) 434-7417 and (561) 294-4539.

### She can assist with:

- Identifying and recommending medical condition specific programs.
- Educating and guiding employees in the Diabetes Health Plan to ensure engagement and compliance.
- Motivating and inspiring employees to adopt a healthier lifestyle that may promote optimal health and well-being.

### By the numbers:

- The Nurse Liaison has been in contact with almost 1,800 employees.
- Among the engaged, there have been 72 diabetics and 18 pre-diabetics.
- Transportation has been a major focus with 107 employee interactions.

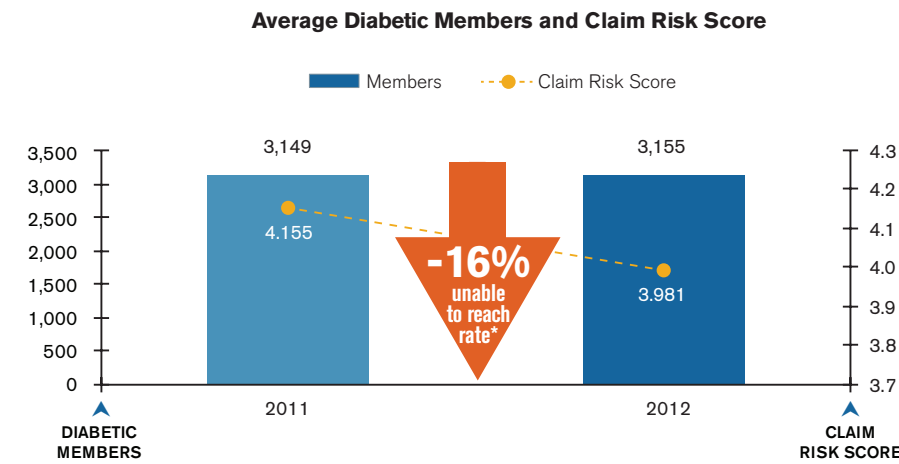
## Clinical Program Engagement

- Enrollees of Healthy Pregnancy Program based on assessment is 13.7%. Healthy moms, healthy babies!
- The average number of employees suffering with asthma is down from 1,274 in 2011 to 1,205 in 2012. This equates to 3.4% of members and 5.8% of costs.

## Diabetes Trends\*

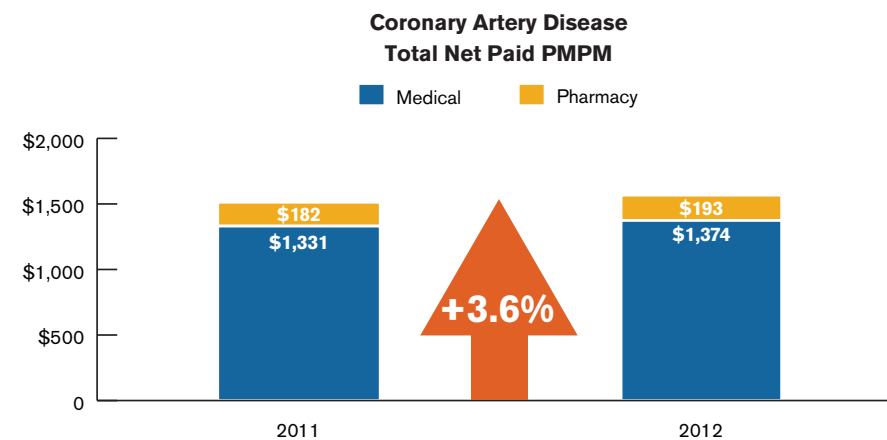
	2010	2011	2012
Admissions per 1,000	198.3	145.0	143.6
Bed days per 1,000	854.1	854.1	838.7
Average length of stay	5.99	5.99	5.8
Readmission rate	12.7%	12.7%	9.9
Emergency room visits per 1,000	196.4	196.4	236.8
Primary care visits PMPY	3.7	3.7	28.97

\* Based on the total population enrolled in the diabetes health plan.



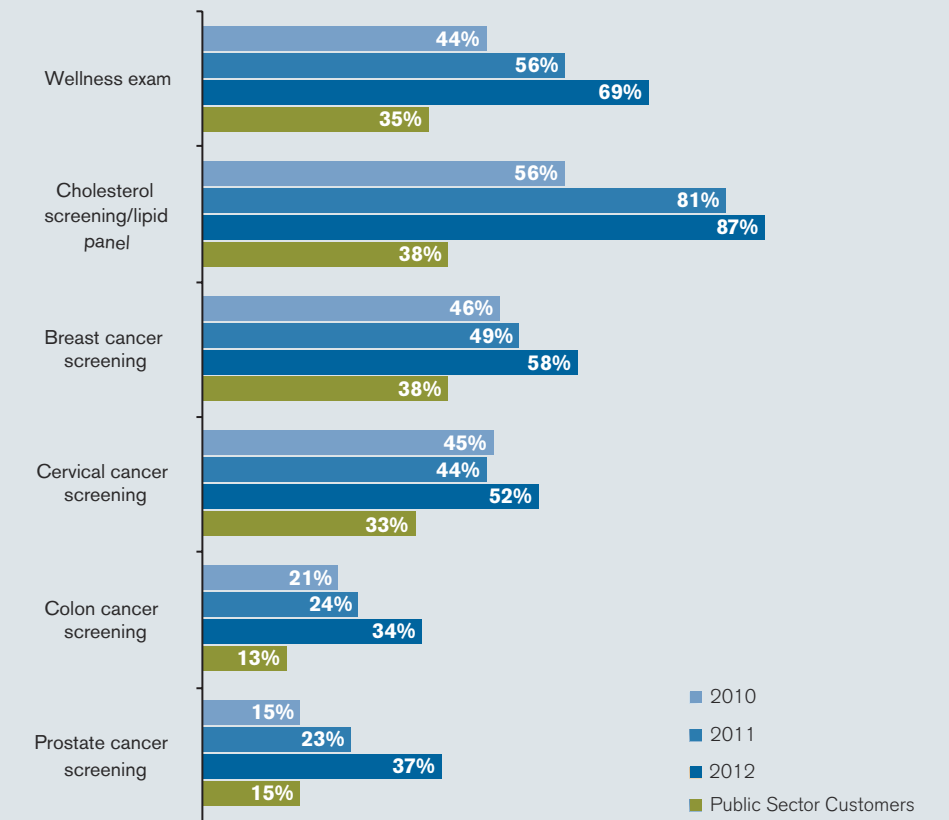
\* The unable to reach rate for high risk disease management is down 16% from 51% in 2011.

Through targeted initiatives and focus on the Diabetes Health Plan, **total net paid costs were reduced in the past two years by \$4.2 million.**



- The number of members with Coronary Artery Disease fell to 1,051 in 2012. That is a considerable decrease from 1,262 members in 2011.
- 47% unable to reach rate for high disease management, down from 58%.
- 5% reduction in claim risk score from 6.115 to 5.809 in 2012. As members continue to be engaged in managing their conditions, we may continue to see a reduction in health risk and future claim costs.

## Preventive Care for Target Populations within the District



More than 1,200 employees called the UnitedHealthcare NurseLine<sup>SM</sup> for assistance. This health care advocacy solution connects members with a single point of contact – a health care professional – who guides them to resources, and provides information on care and treatment options.



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All UnitedHealthcare members can access a cost estimator online tool at myuhc.com. Depending on your specific benefit plan and the ZIP code that is entered, either the myHealthcare Cost Estimator or the Treatment Cost Estimator will be available. A mobile version of myHealthcare Cost Estimator is available in the Health4Me mobile app, and additional ZIP codes and procedures will be added soon. This tool is not intended to be a guarantee of your costs or benefits. Your actual costs and/or benefits may vary. When accessing the tool, please refer to the Terms and Conditions of Use and Why Your Costs May Vary sections for further information regarding cost estimates. Refer to your health plan coverage document for information regarding your specific benefits.

Participation in the Health Assessment is strictly voluntary. Any health information collected as part of the assessment will be kept confidential in accordance with the Notice of Privacy Practices; be used only for health and wellness recommendations or for payment, treatment or health care operations; and be shared with your health plan, but not with your employer.

The Healthy Pregnancy Program follows national practice standards from the Institute for Clinical Systems Improvement. The Healthy Pregnancy Program can not diagnose problems or recommend specific treatment. The information provided is not a substitute for your doctor's care.

NurseLine<sup>SM</sup> is for informational purposes only. Nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time. The information provided through these programs is for educational purposes only as a part of your health plan and is not a substitute for your doctor's care. Please discuss with your doctor how the information provided is right for you. Your personal health information is kept private in accordance with your plan's privacy policy.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

Health Plan coverage provided by or through UnitedHealthcare of Florida, Inc.