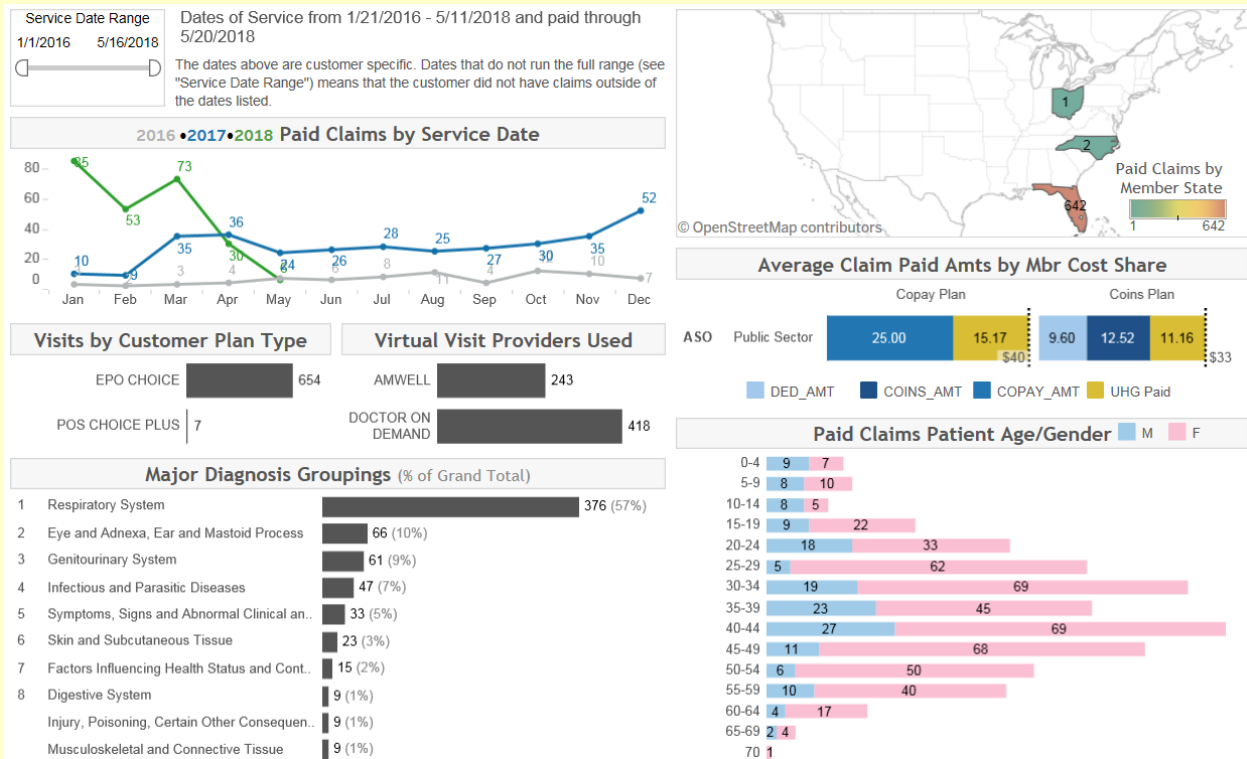




UnitedHealthcare's mission is to help people live healthier lives through integrity, compassion, relationships, innovation, and performance.

Virtual Visits

The School District of Palm Beach County began using Virtual Visits in 2016, though saw a huge increase in 2017 with additional promotion and a Virtual Visit Campaign. Members have found Virtual Visits to be convenient, seamless, and cost effective. This past Flu Season made Virtual Visits extremely appealing as members could have a Virtual Visit any time of day throughout the week with little to no wait time. Once the provider provides a diagnosis, a prescription is sent electronically to the pharmacy of choice. Members are quickly on their way to a full recovery!



Diabetes Health Plan plus (DHPP) 2017

The Diabetes Health Plan Plus (DHPP) is a condition based program designed to help employees with high blood pressure and cholesterol, prediabetes or diabetes manage their condition through prevention and care.

The Program is designed to encourage compliance with Evidenced Based Clinical guidelines by reducing financial and clinical barriers.

Helping those with high blood pressure/high cholesterol, prediabetes or diabetes:

- ✓ Remove barriers to care.
- ✓ Follow evidence-based medicine guidelines.
- ✓ Follow their doctor's care plan, using the provided tools and resources to better manage their condition.
- ✓ Control their medical costs.

Help reduce financial and clinical barriers.



For diabetes, prediabetes and/or high blood pressure and high cholesterol-related visits.



For Tiers 1 and 2 diabetes-related medications and supplies**

UnitedHealthcare Clinical Nurse Liaison ***Gail Diedrick*** supports members on the DHP and shares valuable information and tips on how to manage their conditions.

Contact information for Gail Diedrick:

Office: (561) 434-7417

Mobile: (561) 294-4539

Email: gail_a_diedrick@uhc.com

Advocate4Me

We know that managing your health plan benefits and your health is not always easy. That is why we have a team of people dedicated to helping you. Advocate4Me is UnitedHealthcare's innovative customer service solution; a one stop shop for a member's questions about his/her healthcare. From understanding claims to estimating costs ahead of time, Advocates are here to help.

You may want to know:

- ✚ Is this treatment covered?
- ✚ How much will I have to pay for a test my doctor wants me to get?
- ✚ What does this charge mean on my bill? And why is it this amount?
- ✚ Can you help explain my benefits and what I need to do?
- ✚ If I need to find a new doctor, can you help me?

Advocates are just a call or email away!

Advocate4Me@uhc.com or (888) 380-0389.

Opioid Epidemic Strategy


The School District of Palm Beach County and UnitedHealthcare have taken the Opioid Epidemic head on over the past few years. The strategies implemented as of January 1, 2017 have shown great results. There has been a decrease of **18%** of members utilizing Long Acting Opioids, with a **26%** decrease in the number of days a member is on the long acting opioid with an overall decrease in usage of **49.7%**. Two of the key indicators of abuse are the number of doctors that people are getting their prescriptions from (doctor shopping) and the number of pharmacies that they are getting them filled at (pharmacy shopping). For 2017, 94% of the prescriptions were writing by 1 or 2 doctors and 97% of the prescriptions were filled at less than 2 pharmacies.

A multi-tiered approach has also been established for those needing assistance:

- **Substance Abuse Hotline** – allows members to quickly access clinicians via phone for instant support in starting/continuing their treatment
- **Medication-Assisted Treatment (MAT)** – is available for members seeking treatment. This has shown a much higher success rate than members trying to quit without any assistance
- **Preferred Substance Abuse Disorder Network** – providers that have a proven track record of better outcomes
- **Peer Support** – to help those working through their addiction. Typically we see 30-63% fewer inpatient bed days, and 24-47% less in medical expenses
- **Virtual Visits for Behavioral Health and Substance Abuse** – helps meet members as soon as they are looking for help and get them into the first session


Additionally, we have created a partnership with the State Attorney’s office in Palm Beach County to further assist in this epidemic within our community.

Results: Opioid Management Plan



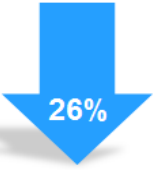
Opioid Management Strategies implemented January 1, 2017 are having a significant impact.

Following the implementation of utilization management strategies for long-acting opioids and the exclusion of the market-leading brand, UHC has seen significant improvement in utilization including:



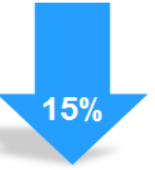
18%

Members utilizing a long-acting opioid¹



26%

Number of days a patient utilizing a long-acting opioid has treatment¹



15%

The average dose per day for long-acting opioids¹

Based on CDC Guidelines², a new **cDUR cumulative opioid edit**, limiting the combined use of opioids will go into effect:

- 180 Morphine Equivalent Dosing (MED)

1/1/2018 Updates:

- X Arymo ER
- X Opana ER
- MN Revised Medical Necessity
- 3>2 Xtampza ER

1. UnitedHealthcare PDL Analytics Team, 2017

2. CDC Guideline for Prescribing Opioids for Chronic Pain—United States, 2016. <https://www.cdc.gov/mmwr/volumes/65/rr/r6501e1.htm>

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15

Rally Missions

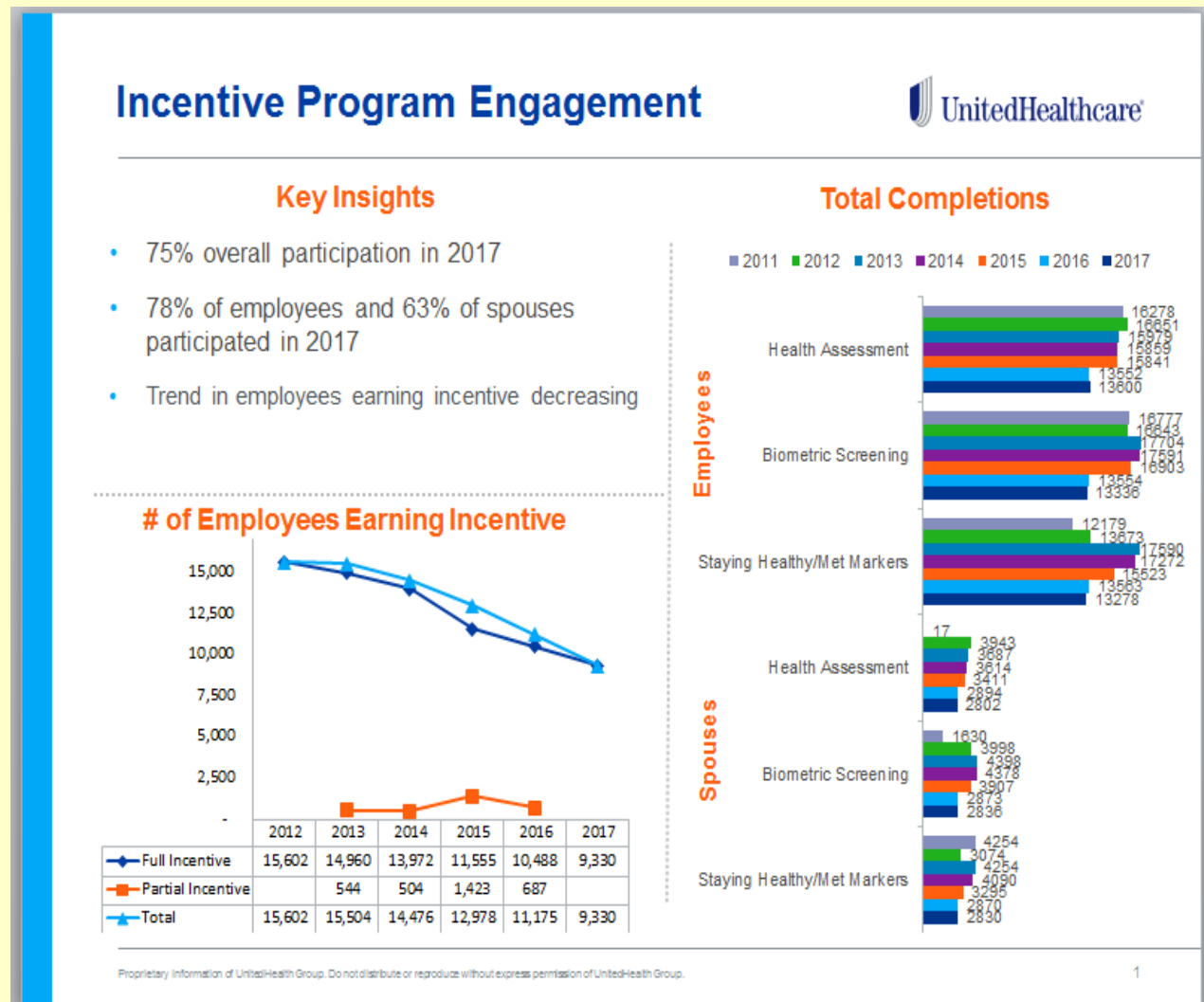


Rally is UnitedHealthcare’s online, interactive experience that is designed to make it easy to help you understand healthy behaviors and take any needed steps to help you live a healthier life. Rally shows you how to make simple changes to your daily routine, set smart goals and stay on target. You will get personalized recommendations on how to move more, eat better and feel happier — *and have fun doing it.*

Two new mission categories entered the program this 2017-2018 school year: Financial Wellness and Dental Care. These missions offer users daily tips and tricks to keep finances in check and dental health in mind. Completing 3 Rally Missions can be chosen as an option to complete missed biometric markers in the District’s Health Rewards program.

Health Rewards

Health Rewards is an innovative incentive program designed to help School District members adopt healthy behaviors as a way of life. Completion of specific health activities allows members to earn Health Rewards. Whatever stage of a member's health, Health Rewards may help him/her get healthy, stay healthy or live life with a chronic illness. Employees can earn up to **\$600** annually in premium incentives from the District.



Real Appeal 2017

Employee Wellness and UnitedHealthcare have continued to promote Real Appeal. As a group, employees from The School District of Palm Beach County have lost more than **14,000** pounds. Employees, spouses/domestic partners, and dependents (18 or older) with UnitedHealthcare medical insurance and a BMI of 23 or higher can enroll at no additional cost. Real Appeal also qualifies as a reasonable alternative for the School District's Health Rewards program, encouraging behavior changes for long lasting changes in order to live healthier lives. The School District's members have experienced mind blowing success stories! Some members have enjoyed the 52 week program so much, they have chosen to repeat the program again for continued support.

RealAppeal



- **Enrolled:** **2,891**
- **Enrolled At-Risk:** **87%**
Diabetes, Cardiovascular Disease or other related conditions
- **Total Pounds Loss:** **14,089**
- **Average Satisfaction Rating out of 5:** **4.86**

			2017										2018		
Total Registered	Total	PRIOR	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Registered	4,934	4,304	39	194	34	66	117	24	19	33	26	27	36	15	
Enrollment															
Scheduled	103	7	1	3	-	26	63	3	-	-	-	-	-	-	
Missed	1,836	1,656	10	69	13	5	-	11	7	20	17	11	14	3	
Disqualified	104	92	1	4	2	-	-	1	-	-	1	2	1	-	
Enrolled	2,891	2,549	27	118	19	35	54	9	12	13	8	14	21	12	
At-Risk	2,516	2,215	23	104	17	30	47	8	7	11	8	13	21	12	
Not At-Risk	375	334	4	14	2	5	7	1	5	2	-	1	-	-	

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15

Nurse at Work

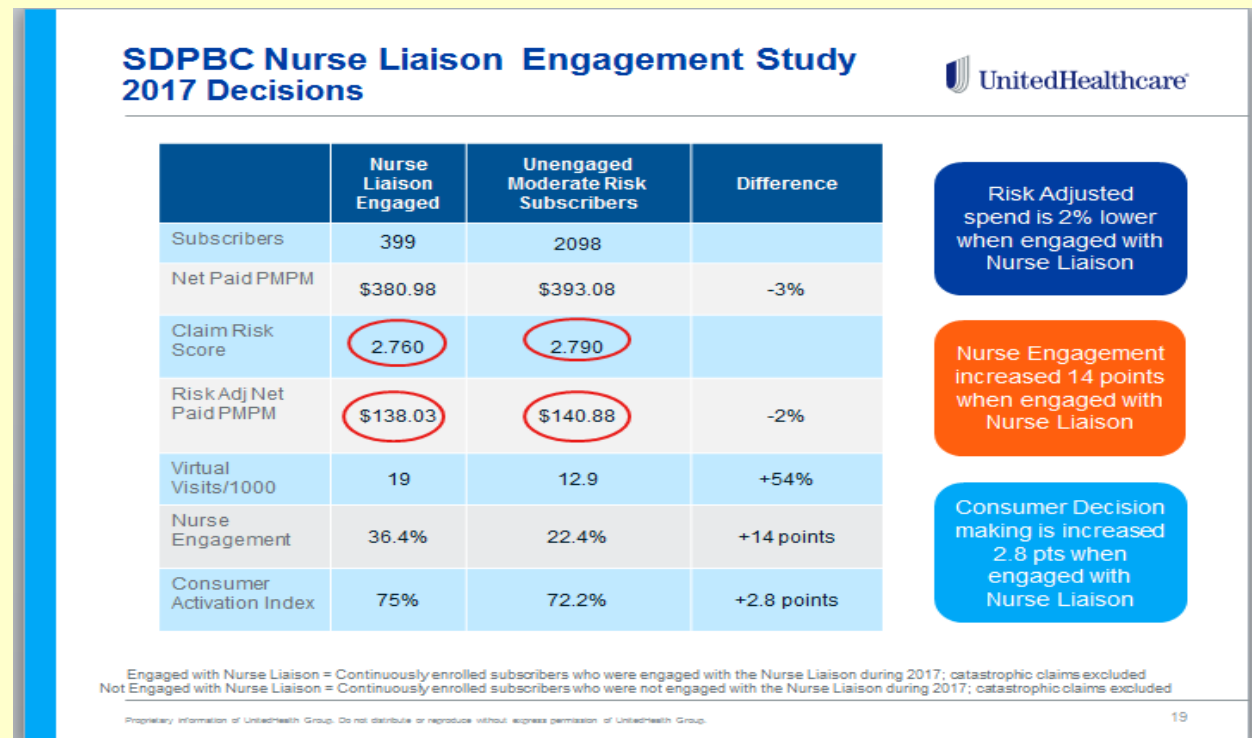
Your members nurse liaison **Gail Diedrick, RN, BSN**, promotes the use of clinical programs, disease management, diabetes health plan and care management. The Nurse at Work program provides a registered nurse to help identify and recommend medical-condition-specific programs. She can also help assist in managing chronic illnesses by encouraging participation in our many care- or disease-management programs. Gail also educates and helps guide members in the Diabetes Health Plan to ensure engagement, compliance, and healthier living.

Contact information for Gail Diedrick:

Office: (561) 434-7417

Mobile: (561) 294-4539

Email: gail_a_diedrick@uhc.com



On-Site Reps

The School District of Palm Beach County has dedicated on-site UnitedHealthcare representatives available to assist members. Phara Poulard (561) 434-8092 and Matthew Jarsen (561) 357-7564 are located in the Fulton-Holland Education Services Center building and are available during normal District hours. Matt and Phara offer a warm smile and voice to help members navigate through their healthcare questions.