

QUALITY

We promote science-based decision-making because it is the surest way to achieve meaningful gains in health care quality — as well as affordability and access — for all Americans.

18 years How long UnitedHealth Group has championed a Centers of Excellence approach to developing specialized networks with proven expertise in meeting complex care needs.

125,000 clinical quality reports The number of evidence-based guideline reports sent to individual physicians in 2004, which provide them with data comparing their clinical practices to peers across 14 nationally established benchmark measures. Patients who may not have received a recommended screening or treatment are also identified, so the physicians can act immediately to improve clinical quality.

18 terabytes The amount of information in the Ingenix Galaxy database, a storehouse of statistically relevant, longitudinal medical, laboratory and pharmacy data elements that enables physicians, care providers, insurers and payers to evaluate and improve clinical performance.

5 million clinical resource books The number of free copies of *Clinical Evidence*, the prestigious international source of the best available evidence for effective care from BMJ Publishing Group (British Medical Journal), that have been sent during the past five years to America's physicians, nurses and health officials through the financial support of United Health Foundation, which is solely funded by UnitedHealth Group.

100% NCQA/JCAHO accreditation All UnitedHealth Group health plans are accredited by the National Committee for Quality Assurance (NCQA) or the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), nationally known, independent, nonprofit organizations that evaluate health plans based on quality and consumer protection standards.

No. 1 UnitedHealth Group's ranking in *Fortune* magazine's 2005 list of the most admired health care companies.



46,000,000

Individuals

The number of people who, through UnitedHealth Group, have access to nationally recognized Centers of Excellence in the areas of transplantation, congenital heart disease, kidney dialysis, reproductive services and complex cancer care.

AFFORDABILITY

In an era of double-digit annual increases in health care costs, UnitedHealth Group measures achievement by our success in easing the financial burden on individuals and employers.

\$60 billion and growing Total volume of annual health care spending represented by our businesses as they pursue the highest quality and most cost-effective relationships with the medical delivery and life sciences system.

880,000 financially engaged individuals The number of people taking a more active role in their health care buying decisions as users of new consumer-driven, account-based health benefit products offered by UnitedHealth Group businesses.

10% to 50% discounts The range of savings a typical consumer with traditional health benefits can realize by using UnitedHealth Group's discount buying program, UnitedHealth AlliesSM, for out-of-pocket health and well-being expenses.

\$330 million saved Annual savings in prescription drug expenses realized by UnitedHealth Group customers when compared to national cost trends.

51% of physicians The percentage of physicians who, responding to peer-to-peer feedback discussions through the UnitedHealth Group physician data-sharing program, modified their clinical practice patterns to align with nationally recognized, evidence-based care standards. Focusing their resources on services with demonstrated effectiveness, while reducing variations in practice, reduces costs and improves quality.



2,500,000

Seniors

The number of seniors who significantly lower their pharmaceutical costs through leading prescription drug discount card programs provided by Ovations.

ACCESSIBILITY

Organizing health and well-being services into usable networks with meaningful financial savings, facilitating the optimal use of resources, designing affordable benefit plans: All of these activities contribute to making health care more accessible.

5,000 clinical professionals The number of trained clinical experts employed by UnitedHealth Group who are directly involved in helping people access and use quality care services.

175,000 ancillary care providers The number of dentists, behavioral health professionals, vision specialists, chiropractors, physical therapists and complementary care providers organized into accessible programs for customers through various UnitedHealth Group businesses.

17 years How long UnitedHealth Group has been coordinating access to health care services for elderly and chronically ill individuals through the Evercare program. Today, it operates one of the largest networks of geriatric care teams in America, serving seniors in both community and home care settings.

20% of new subscribers The percentage of people who purchase HSA (health savings account) policies from Golden Rule and who were previously uninsured. The HSA plans offer an affordable coverage option for individuals and families: 30% of the HSA plan buyers earn less than \$50,000; 63% are over age 40; and 58% buy family coverage.

13 states The number of states where AmeriChoice is providing affordable, high-quality health care services to 1.3 million beneficiaries of Medicaid programs and other state-sponsored health care programs.

15 million patients The number of low-income Americans who receive essential health care services from nonprofit community health centers. United Health Foundation is helping address this need through financial support for state-of-the-art nonprofit community health centers in Washington, D.C., Miami and New York City, and school-based health care centers throughout New Mexico.



The number of uninsured people eligible for a first-of-its-kind flexible and affordable health benefits program through the partnership between UnitedHealth Group and 60 major companies in the HR Policy Association.



3,000,000

Workers and early retirees

USABILITY

By making services easier to use, we achieve dramatic improvements in the customer experience while lowering costs.

18 million cards The number of electronic ID cards in circulation that enable real-time verification of benefits eligibility for UnitedHealth Group customers. Stored-value cards also were introduced that let consumers pay for qualified health care expenses directly from health savings accounts, health reimbursement accounts and flexible spending accounts.

700,000 physicians The number of doctors licensed in the United States, all of whom can use UnitedHealthcare Online[®] to send transactions electronically, regardless of their affiliation. By offering free connectivity tools to all physicians and other health care providers, UnitedHealth Group promotes easier, more efficient services with lower administrative costs, facilitating 121 million provider transactions via the Internet and electronic channels on an annualized basis.

230,000 people The number of individuals covered by health savings accounts opened since they were introduced by UnitedHealth Group businesses. Health savings accounts offer tax advantages to the individual, are personal rather than employer assets, and are portable from job to job.

85% electronic transactions An efficient, artificially intelligent operating environment enables UnitedHealth Group to avoid manual processing for 85% of claim and customer care transactions, thus improving accuracy, expediting service and lowering cost.

22 million people The number of individuals who can view UnitedHealth PremiumSM designations for leading physicians and hospitals in three specialty areas of medicine: cardiac care, cancer care and orthopedic care. The new program identifies quality specialists and facilities based on evidence-based treatment standards, clinical guidelines and independent, expert physician advice.

19 seconds The average time currently required for UnitedHealth Group to answer a customer phone call. In 2004, 19 million customer calls were answered personally.

300,000,000

Annualized transactions — Internet and electronic channels 2005 projected

Dedicated Internet service portals
give consumers, physicians,
employers and brokers convenient
access to information and service
capabilities, while lowering
administrative costs.

218,100,000

128,800,000

38,100,000

4,000,000

Less than
100,000



2000

2001

2002

2003

2004