



## Maximizing value by closing gaps in care

Personal Health Support (PHS) is a clinical care management solution created to help employees proactively address their health and reduce health care costs. Using a proprietary analytical model across 100+ conditions, it's designed to:

- Identify employees with the highest cost savings potential: those with clinical needs who may benefit the most from – and are more likely to engage with – outreach
- Engage identified employees with tailored support via an enhanced clinical team, functioning as a case management solution – at no added cost to them
- Empower employees to get the most from their benefits, including access to network providers and available health care programs
- Help employees get the right care at the right time, which may lower claims costs and out-of-pocket costs for both employers and employees

**Average per member  
per month savings projections:**

**\$5.55–14.05**

National Account members only<sup>1</sup>

**\$3.80–11.05**




Key Account members only<sup>2</sup>

## How employees are selected for outreach

We consider key factors that other solutions ignore.

- **Monetary value of gap closure** – Total savings opportunity for closing gaps in care
- **Likelihood to engage** – Likelihood that employee engages with outreach
- **Likelihood to close** – Likelihood that gaps in care are closed

All employees are continuously reviewed for potential outreach by savings opportunity and likelihood to engage and close in care management.

Here's an example:*		Monetary value of gap closure	×	Likelihood to engage	×	Likelihood to close	=	Value opportunity
	<b>John:</b> diabetes and coronary artery disease	\$372		.50		.90		\$167
	<b>Maria:</b> mild depression and asthma	\$4,227		.90		.75		 \$2,853

**Maria** was identified for outreach based on her total value opportunity of **\$2,853**. In a traditional model, John would have been selected, while Maria wouldn't be considered because her diagnoses aren't deemed high risk. This difference makes Personal Health Support unique over traditional care management models.

Learn more

For more information, contact your broker or UnitedHealthcare representative

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\*Example is for illustrative purposes only. Outcomes are not guaranteed. Individual results will vary.

<sup>1</sup> Medical cost savings per member per month. Average savings according to 2020 UnitedHealthcare book of business. Actual results will vary.

<sup>2</sup> Medical cost savings per member per month. Compares 3 configuration options of Personal Health Support. Average savings across UnitedHealthcare book of business. Actual results will vary.

Program has been evaluated for health disparities, and no race, ethnicity or language disparities were found in the identification algorithm. Example above is for illustrative purposes only. Outcomes are not guaranteed. Individual results will vary.

Employee benefits including group health plan benefits may be taxable benefits unless they fit into specific exception categories. Please consult with your tax specialist to determine taxability of these offerings.

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