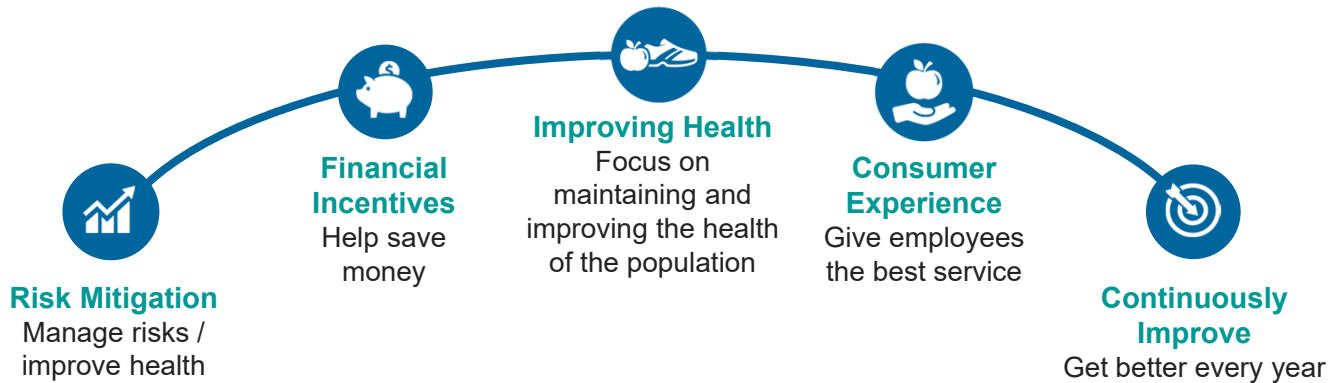




# Long-term collaboration and results

Since 2010, UMR and Health Action Council have collaborated in order to deliver a solution that provides dedicated advocacy and clinical support, better outcomes and unique analytics.

Our collaboration with Health Action Council is inspired by employers for employers and is based on our guiding principles:



## 24%\*

### SDoH Cost Differential

Health Action Council and UMR conducted a cohort analysis of members that have at least one Social Determinants of Health (SDoH) risk. This cohort analysis showed that members living with at least one SDoH risk have 24 percent higher costs than those without these risks. These results are driving our focus on additional clinical outreach for those living with SDoH barriers.

### Health Action Council advantages:

- ✓ ER Redirection Campaigns
- ✓ Plan Advisor team
- ✓ BAM reporting
- ✓ Growth and Loyalty Credits

\* Cohort analysis of Jan –Dec 2021 claim data with Jan 2022 run out, members with 1-4 SDoH risks versus all other members.

<b>79</b> 2022 Consumer NPS <sup>2</sup>	<b>94%</b> Call to Action % <sup>2</sup>	<b>1.9%</b> Paid trend since 2010	<b>36%</b> At least one SDoH risk <sup>1</sup>	<b>7.5%</b> Premium Steerage <sup>1</sup>
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1- Health Action Council Plan 2022 experience  
2- Health Action Council designated Plan Advisor team results for 2022



# Value of Health Action Council Participation

## Our holistic approach

We are committed to delivering a solution that provides the necessary resources that may help to lower costs in both the short and long term. Shown below are the potential advantages to participating with UMR through our Health Action Council relationship:



### **Best Price Guarantee**

Our contract with Health Action Council includes a Best Price Guarantee which means an employer cannot get a lower price from UMR for the same superior services.



### **Growth Credit**

An annual Growth Credit is calculated each year based on the aggregate enrollment and can range from \$0 - \$10 PEPY for a new customer. In 2022, we paid more than \$1.7 million in Growth Credits to Health Action Council members.



### **Loyalty Credit**

The longer your tenure, the higher your Loyalty Credit. This credit is available for each three-year renewal with UMR and ranges from \$5 - \$15 per employee per year (PEPY).



### **Enhanced Resources**

Our UMR solutions with Health Action Council include designated Plan Advisor, GenerationYou and Reference Based Pricing teams that become dedicated at 50,000 members. In 2022, the Plan Advisor team had a consumer Net Promoter Score of 79.



### **Preferred Pricing**

Participation includes preferred pricing for medical escalators, Plan Advisor, disease management bundle, claims fiduciary, Real Appeal® and 2nd.MD.



### **Membership Advantages<sup>1</sup>**

By joining Health Action Council, your dues gain you access to advantages that go beyond this group purchasing solution. Educational sessions provide insight on current trends and relevant health care topics. Plan sponsors benefit from networking, valuable tools and health improvement resources.



**Visit the Health Action Council microsite to learn more**

<https://eims.uhc.com/healthactioncouncil>



1- Employers are required to become a member of Health Action Council to be eligible for these advantages. Membership fees range from \$1,000 to \$10,000 per year.