



UMR and UnitedHealth Premium® Program Frequently asked questions

The UnitedHealth Premium program, offered through UMR, evaluates physicians in various specialties using evidence based medicine and national standardized measures to help you locate quality and cost-efficient providers. It's easy to find a UnitedHealth Premium Care Physician. Just go to **umr.com** and click on Find a Doctor. Choose smart. Look for blue hearts.

Quality is evaluated on evidence-based medicine and national industry guidelines. Cost efficiency standards rely on local market benchmarks for the efficient use of resources in providing care. A doctor's Premium designation is shown on **umr.com** and in provider directories.





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1 What are the possible UnitedHealth Premium designations?

There are several possible Premium designations for a doctor. Doctors who have met the criteria for quality and/or cost efficiency could have one of these four UnitedHealth Premium designations.

PREMIUM CARE PHYSICIAN	QUALITY CARE PHYSICIAN	QUALITY NOT EVALUATED	DOES NOT MEET QUALITY
The physician meets the UnitedHealth Premium® program criteria for providing quality and cost-efficient care.	The physician meets the UnitedHealth Premium® program criteria for providing quality care.	The UnitedHealth Premium® program does not evaluate physicians in this specialty, the physician's evaluation is in process or the physician does not have enough health plan claims data to be evaluated for quality in the UnitedHealth Premium program.	The physician does not meet the UnitedHealth Premium® program criteria for providing quality care.
			

These designations are shown on **umr.com** and in provider directories.

The fact that a doctor does not have a quality designation does not mean that the doctor does not provide quality health services. All doctors who are part of the UnitedHealthcare network must meet our standard credentialing requirements (separate from the Premium program).

2 Why should I consider a doctor's UnitedHealth Premium designation?

Where you get care is your personal choice. No two doctors are exactly alike and you probably think about many factors when choosing a doctor. The UnitedHealth Premium designation can help you make more informed and confident health care decisions.

3 How do I find a UnitedHealth Premium doctor?

Website: On **umr.com**, you can easily search for a doctor or facility in your area. In addition to the doctor's Premium designation and contact information, this practical, powerful website offers access to your benefit and claims information, health and wellness information and a whole lot more.

Toll-free call: Call the number on your health plan ID card to speak with a customer care professional.

4 Why is there a specialty listed next to the doctor's UnitedHealth Premium designation in the physician search results on myuhc.com?

Some physicians practice more than one specialty. The UnitedHealth Premium Physician Designation shows the specialty that was used for the UnitedHealth Premium evaluation process. The "Specialty" column may provide a more complete listing of the physician's specialty or specialties.

5 How is cost measured as a part of the UnitedHealth Premium program?

The Premium program has a long history of addressing the variation in quality and cost of health care. The cost efficiency standards are based on the care provided to a patient during the entire treatment for a condition. It can include the appropriate use of diagnostic testing, prescribed medications, any related procedures and follow-up care and associated costs.

The evaluation also factors in surgical redo rates and any complication-related costs.

6 Is the UnitedHealth Premium program available in my area?

The UnitedHealth Premium program is available in 164 markets across 44 states. To find out if the Premium program is available in your area, visit **umr.com** or call the number on the back of your health plan ID card.

7 Where can I find more information about the UnitedHealth Premium program?

Go to **umr.com** and select the **Find a provider** tile on the lower left side of the home screen. You can also call the number on the back of your health plan ID card.

8 What specialties are included in the UnitedHealth Premium program?

Some physicians practice more than one specialty. The UnitedHealth Premium Physician Designation shows the specialty that was used for the UnitedHealth Premium evaluation process. The “Specialty” column may provide a more complete listing of the physician’s specialty or specialties

Allergy

Allergy
Allergy & Immunology

Cardiology

Cardiology
Cardiovascular Disease
Cardiac Diagnostic
Interventional Cardiology
Clinical Cardiac Electrophysiology

ENT*

Otolaryngology
Otology
Pediatric Otolaryngology
Head and Neck Surgery
Laryngology
Rhinology

Endocrinology

Endocrinology, Diabetes and
Metabolism
Diabetes

Family Medicine

Preventative Medicine
Family Practice
General Practice

Gastroenterology*

Digestive Diseases
Endoscopy
Hepatology-Liver Disease
Gastroenterology

General Surgery*

Abdominal Surgery
Proctology
Colon & Rectal Surgery*
Surgery

Internal Medicine

Internal Medicine

Nephrology*

Nephrology

Neurology

Neuromuscular Disease
Neurology
Neurology & Psychiatry

Neurosurgery, Orthopaedics & Spine

Orthopedic Surgery
Neurology Surgery
Shoulder Surgery
Knee Surgery
Back & Spine Surgery
Sports Medicine
Hand Surgery

Obstetrics & Gynecology

Gynecology
Obstetrics
Obstetrics & Gynecology

Pediatrics

Pediatrics
Pediatric Adolescent
Adolescent Medicine

Pulmonology

Pulmonary Medicine

Rheumatology

Rheumatology

Urology*

Urology

For more information, visit umr.com or call the phone number on your member ID card.

The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in UnitedHealthcare online physician directories at umr.com. You should always visit umr.com for the most current information. **Premium designations are a guide to choosing a physician and may be used as one of many factors you consider when choosing a physician. If you already have a physician, you may also wish to confer with him or her for advice on selecting other physicians.**

Physician evaluations have a risk of error and should not be the sole basis for selecting a physician. Please visit umr.com for detailed program information and methodologies.

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