You might be surprised to know that hospitals and physicians aren’t all the same, and that can affect the care you receive. That’s why it’s important to choose carefully, especially when choosing specialty care. Getting care from a leading hospital or physician today may mean a more active, healthy life tomorrow. But, how do you choose?

Finding a leading physician or hospital can be difficult. That’s why UnitedHealthcare® developed the UnitedHealth Premium program. This program makes it easier for you to identify leading hospitals and physicians across three important specialty areas of medicine: cardiac, cancer and orthopedic care.

The UnitedHealth Premium program offers you many benefits:

- Information to help you make informed choices about your care.
- Confidence about choosing specialists and hospitals committed to quality.
- Easy access to information, online or by phone—so you can focus on your care.
- No referral needed because UnitedHealth Premium physicians are in the network.
How Physicians and Hospitals Are Designated

Physicians and hospitals are evaluated on two levels—quality and efficiency of care. Quality criteria are based on evidence-based medical standards, clinical guidelines and expert physician advice.

**Cardiac Hospital Quality Criteria:**
- Extensive staff experience
- Offer complete range of cardiac services
- Perform a minimum volume of cardiac procedures
- Offer quick response programs for emergency care

**Cardiac Specialist Quality Criteria:**
- Board certified
- Practice at a UnitedHealth Premium cardiac hospital
- Appropriate use of medication and diagnostic testing
- Complication rates and re-operation rates within acceptable limits

**Orthopedic Specialist Quality Criteria:**
- Board certified
- Use of conservative, non-operative care prior to surgery
- Appropriate use of diagnostic testing
- Complication rates and re-operation rates within acceptable limits

We also identify orthopedic surgeons and neurosurgeons by specialty, such as spine, foot/ankle or sports medicine.

**Cancer Specialist Quality Criteria:**
- Board certified in oncology or hematology
- Engages in shared decision-making with their patients, choosing a treatment plan that aligns with patient’s life goals and values
- Uses evidence-based guidelines
- Committed to seeing new patients within one to five days
- Knowledge of and access to clinical trials
- Clinical documentation prior to a treatment decision

**Efficiency Criteria**

Efficiency of care considers the appropriate use of diagnostic testing, prescribed medication, applicable procedures and follow-up care. Total treatment costs are compared to market standards.

If you need specialty care, you do have a choice. We encourage you to:

- Search under *Physicians and Facilities* on myuhc.com® to find a UnitedHealth Premium physician or hospital. Just look for these symbols next to your search results:
  - ⭐️⭐️ UnitedHealth Premium quality and efficiency physician or hospital
  - ⭐️ UnitedHealth Premium quality physician or hospital
- Call a Customer Care Professional at the number listed on your UnitedHealthcare ID card.
- Call NurseLine℠—this 24-hour service allows you to speak with experienced nurses who provide a wide range of health information.
- Consider a UnitedHealth Premium physician or hospital if you should need care.

UnitedHealthcare does not provide health care services nor practice medicine. The providers are solely responsible for medical judgments and treatments. Only those physicians who apply and meet the criteria can receive designation under the program. Physicians who are listed in the network, but are not designated as UnitedHealth Premium physicians, either have not applied to the program, or did not meet program criteria.

Visit us online at www.myuhc.com

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