



UnitedHealthcare Level Funded

2024 Portfolio Review

California Small Business Market

September 2023

United
Healthcare



UnitedHealthcare Level Funded Overview

Why UnitedHealthcare Level Funded?



Fixed Monthly Payment



Lower Premium Taxes



12/60 Stop Loss Policy (incurred)



Potential Year End Surplus Refund*



\$0 Kid <19 Network Copays



Monthly Claims & Utilization Reports



UHC Rewards**



HealthiestYou Virtual Visits

*Available when actual claims liability is less than maximum claims liability

**UHC Premium Reward in all states except, DE, KS, MO, NJ, PA or WI, which offer UHC Core Reward program



12/60 Stop Loss Period



Why is 12/60 incurred important?

- ✓ Protection
- ✓ No coverage gap on backend
- ✓ Employers have no further exposure
- ✓ Claim payments apply to the plan year they were incurred

Based on a review of our claims data*

- 3,762 total claims processed month 30
- Total payments \$1,030,517.92
- Highest payment \$93,958.41

With 12/12, 12/24, or 12/30 paid contacts:

Limited Protection

Employer exposed to potential coverage gap

Employer responsible for claims paid after month 12, 24 or 30

Employer exposure to higher-than-expected claims costs on current plan year

*Based on all claim payments made through 4/23/21



Nationally Marketed

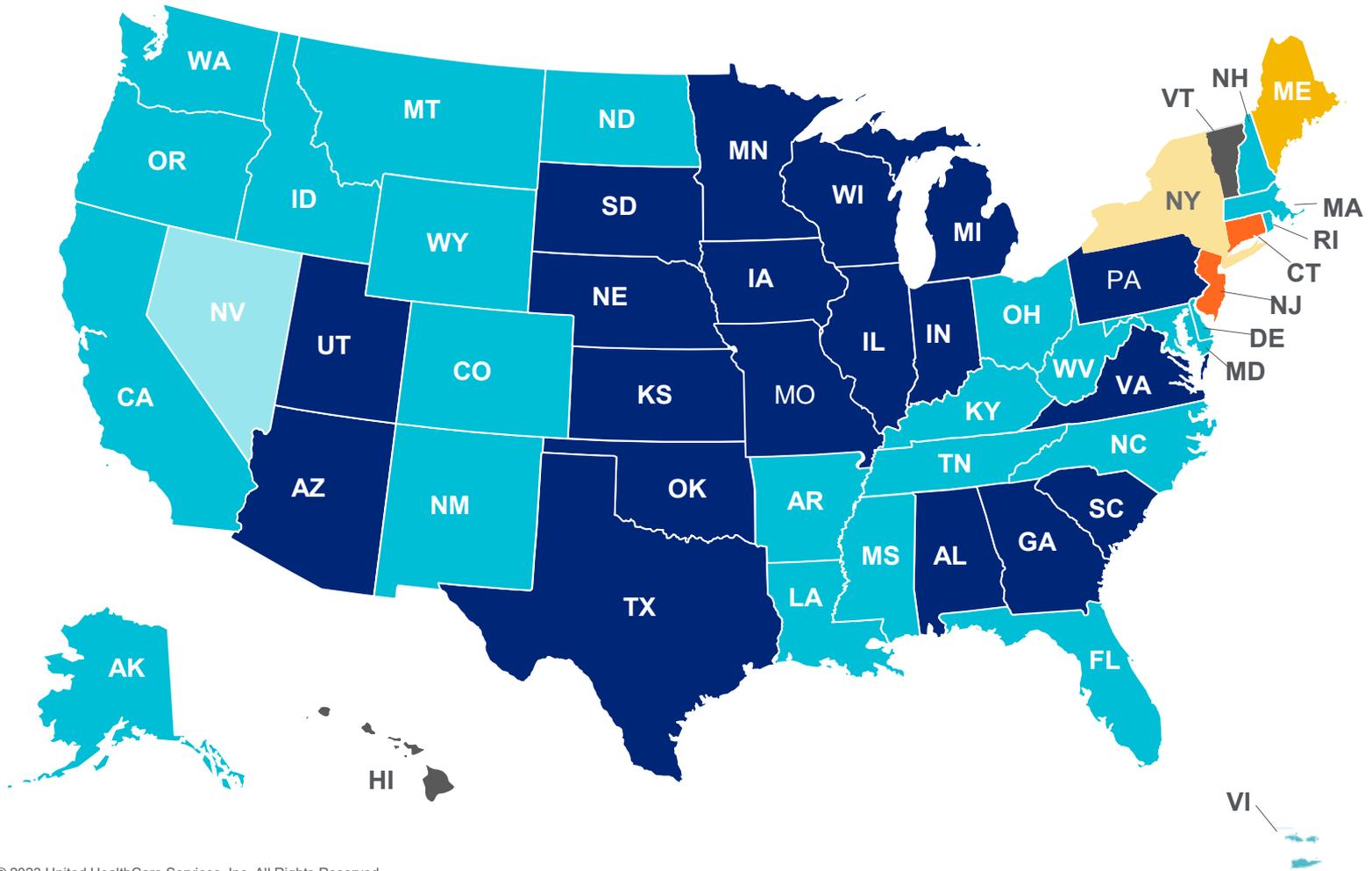
● Not Marketed HI/VT/DC

UnitedHealthcare Level Funded

Oxford Level Funded

- 2-300 eligible
- 5-300 eligible *New Hampshire effective 11/1/23
- 10-300 eligible
- 11-300 eligible
- 100-300 eligible

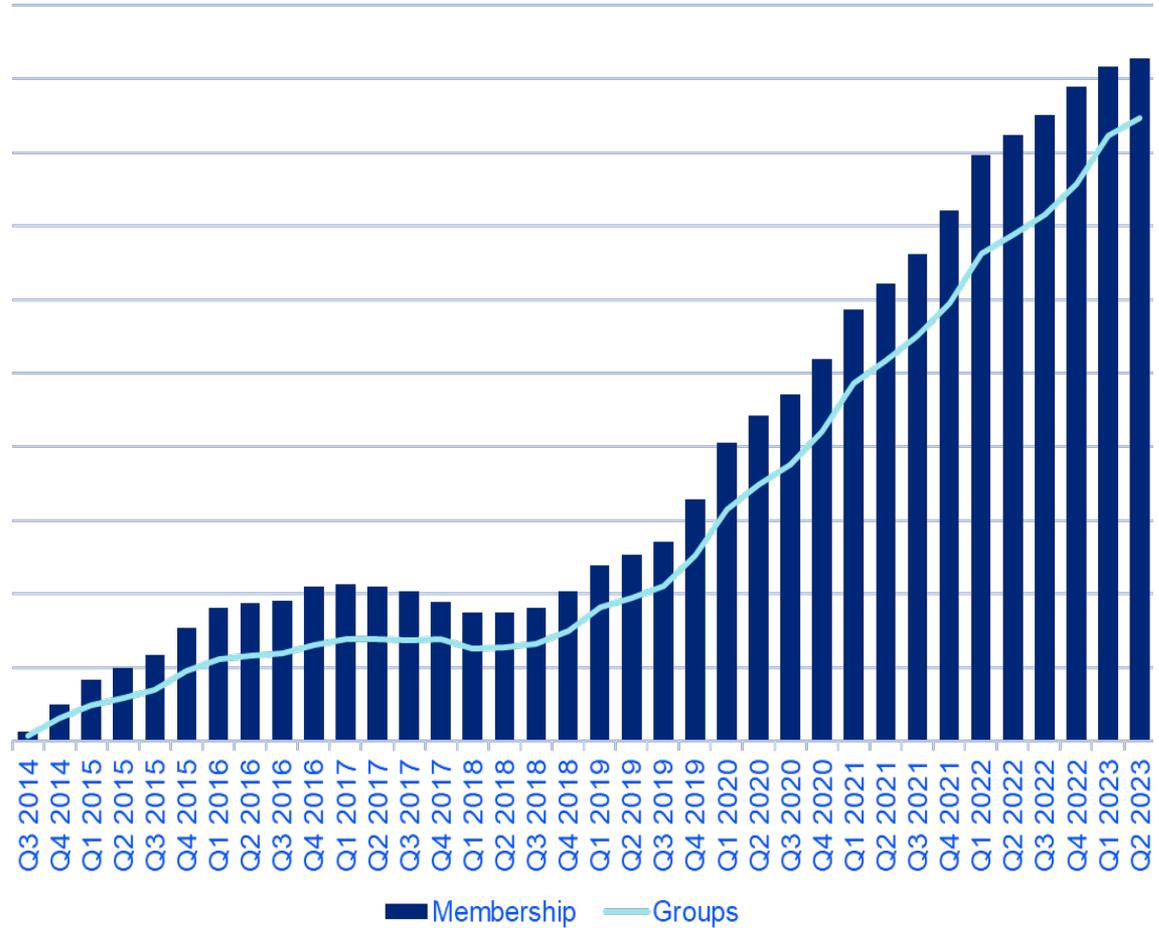
● 2-300 eligible



Membership

- Strong membership growth fueled through investments:
 - New Business Discounts ⁽⁵⁻⁵⁰⁾
 - Implementation Credits
 - Guaranteed Admin Credits ⁽⁵¹⁺⁾
- 2-4 segment market expansion in 21 states
- 87% of membership in 2-50 market segment
- 13% of membership in 51-300 market segment
- Strong growth trajectory due to price, competitiveness, transparency and strong value adds

Medical Membership



Year End Surplus Refund

2022 Surplus Refund Summary

(January 2022 through December 2022)

National

Average % Receiving Surplus Refund

37.0%

Average Surplus Refund

8.4k

- Group must be active month 15 to be eligible
- Reconciliation occurs after month 15
- 50% of any surplus* refund issued month 17 or 18
- 50% of surplus refund retained as deferred fee**



*Minus IBNR Customer Reserve

**Varies by state; not applicable in all states



HealthiestYou 2022 Nationwide Utilization



General Medical

Consultations
52,806

Utilization
10.7%

Net Claims Savings
\$27,576,388

Top Diagnoses

Upper Respiratory
Infection
Sinusitis
Pharyngitis
Urinary Tract Infection



Mental Health

Consultations
18,356

Utilization
18.5%

Net Claims Savings
\$3,534,060

Top Diagnoses

Anxiety
Depression
Post Traumatic Stress Disorder



Dermatology

Consultations
3,983

Utilization
3.2%

Net Claims Savings
\$785,000

Top Diagnoses

Acne
Dermatitis
Rash

*Based on 2022 HealthiestYou Annualized Utilization data for All Savers/Level funded clients January-December 2022

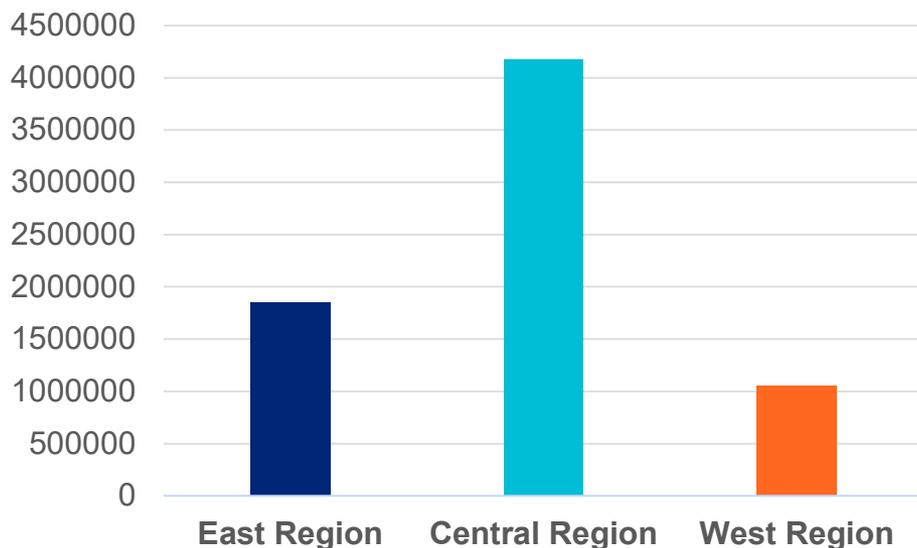


UnitedHealthcare Motion[®] Reimbursements

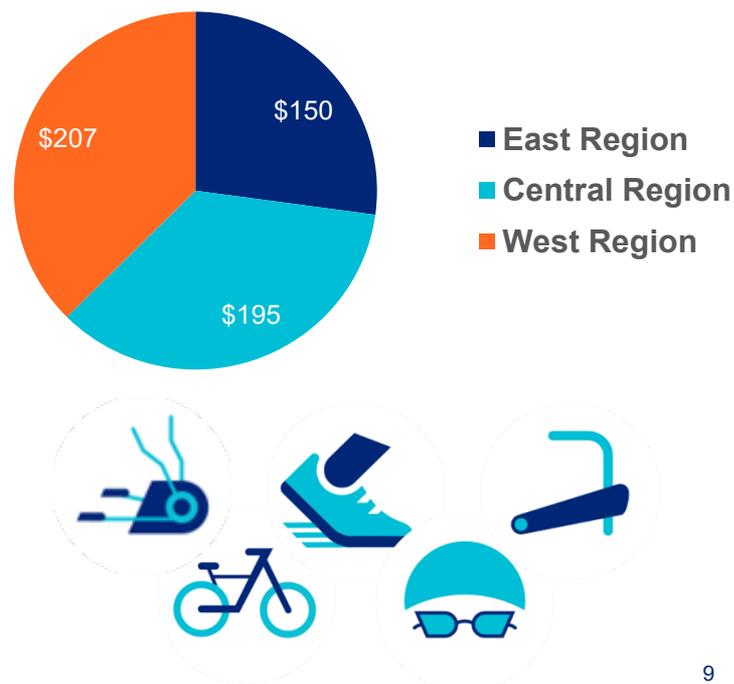


Over 7 million dollars in motion reimbursements issued nationwide in 2022

Motion Reimbursements by Region



Average Reimbursement



*Based UnitedHealthcare Motion data from 1/1/22 through 12/31/2022





2023 Changes

New for 2023



Market Expansions

Effective 6/1/23

- Arizona launched in 2-4 market segment

Effective 9/1/23

- Nevada expands into the 10-50 market segment
- Surplus share in NV changed to 50%

Effective 10/1/23

- Louisiana launches in 2-4 market segment
- North Carolina down to 5 enrolled

Effective 11/1/23

- UnitedHealthcare Level Funded launches in New Hampshire



Network/Plans

Effective 9/1/23

- 100+ Plan Flexibility (Nationwide)
- SelectColorado (CO) tiered benefits
- Select Tiering (LA and MS)
- Doctors LX EPO Plans (CO)
- Major Health Partners (IN)
- Charter (GA 51-300 only)
- CORE Essential (GA)
- Navigate plans sunset (NM)





New for 2024

Pharmacy Network



Majority of states move to Broad network 1/1/24 (no anchors)

Exceptions:

- CO & WY
- Metro Oxford (NJ/NY)

Note: These markets will remain on Standard Select with an anchor pharmacy

Renewals:

- Existing groups will not move to the Broad network unless there is a force roll, or the employer makes a plan change.
- If more than one plan, important that all plans change so the group has the same pharmacy network



Benefit Enhancements



Benefit Enhancements (Effective for new & renewing business on or after 1/1/24)

- **Gender Dysphoria**

Removed (4) exclusions from Summary Plan Description

- Breast enlargement, including augmentation mammoplasty and breast implants
- Thyroid cartilage reduction; reduction thyroid chondroplasty; trachea shave (removal or reduction of Adam's Apple)
- Voice modification surgery
- Voice lessons and voice therapy

- **Over-the-counter (OTC) Hearing Aids** (Effective 1/1/24 for new & existing members)



Virtual Visits



\$0 Virtual Visits* for anyone on an HSA plan

- New Business effective 1/1/24
- Existing Business upon renewal on or after 1/1/24
 - All existing business on an HSA plan will be mapped to the same plan or close plan to receive \$0 Virtual Visits
- Impacts member cost share for:
 - HealthiestYou Virtual Visits
 - Other virtual visit provider groups available to level funded members include, Amwell, Doctors on Demand, Teledoc Health and Walmart Health Virtual Care

*Change applies to HealthiestYou and other virtual visit provider groups at myuhc.com



New Traditional & HSA Plan Designs

Zero deductible plans (MAX)

- No network deductible
- 100% network coinsurance
- In-Patient per occurrence copay of \$750 then 100%
- Emergency Room per occurrence copay of \$250 then 100%
- Minor Lab/Xray 100%
- Multiple networks available
- PDL option applies

Copay Only Plan (040100)

- No network deductible
- 100% network coinsurance
- Copays
 - \$40 Primary Care Physician
 - \$100 Specialist
 - \$100 Urgent Care
 - \$525 Emergency Room
- In-Patient per occurrence copay of \$1,500
- Outpatient Surgery per occurrence copay of \$1,500
- Minor Lab/Xray 100%
- Multiple networks available
- PDL option applies

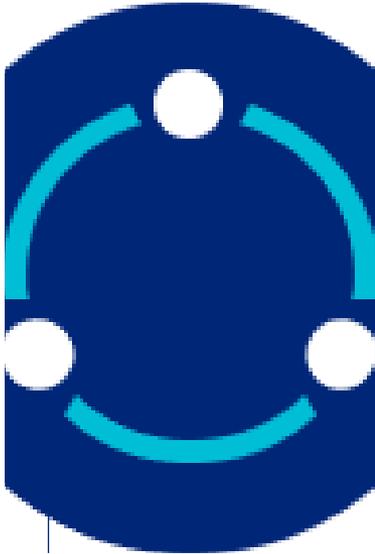
HSA copay after deductible with CORE Plus (CP) Preventive Drug List

- 100% & 80% coinsurance plans
- Copays After Deductible
 - \$25 Primary Care Physician (PCP)
 - \$75 Specialist
 - \$50 Urgent Care
- Emergency Room subject to deductible + coinsurance
- Multiple networks available
- PDL option applies

*Plan availability varies by state.



Networks



New Networks effective 1/1/24

- Nexus ACO (IN, IL, OR, TX, WA, WI)
- Select Plus (MT)

Wellness



UHC Rewards

- Effective 1/1/24 for New Business
- Existing business effective upon renewal on or after 1/1/24
 - Premium (all current motion states)
 - Core (all current non-motion states*)



2024 Portfolio Timeline

Timeline Portfolio Launch



Plan Grids
(sortable &
pdf versions)
available early
September

Updated
Marketing
Materials
available early
September

Quote Ready
9/1/23 for
New Business
& Renewals

Effective
Dates 1/1/24
and beyond

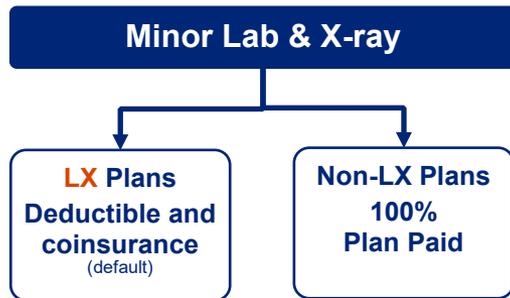




Options

Benefit Options

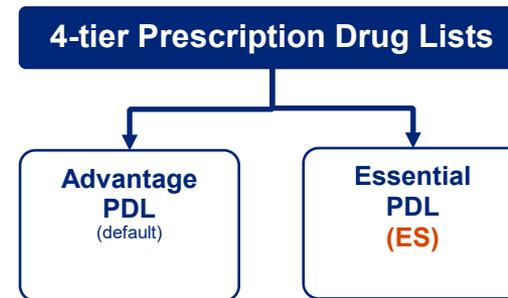
1 Employer can choose Minor Lab and Xray benefit under our Traditional Plan Category (POS/EPO)



- Option selected applies toward ALL plans in the Traditional Plan Category (POS/EPO) except: New “MAX” plans and Copay only plan **040100**
- LX** plan **CANNOT** be paired with a non-LX plan

LX/non-LX Pairing Examples		
<u>Can be paired</u>	<u>Can be paired</u>	<u>Cannot be paired</u>
E1000i80 LX 21	E1000i8021	E1000i80 LX 21
P3000i100 LX 22	P3000i10022	P3000i10022

2 Employer can choose one of two 4-tier Prescription Drug Lists



- Option selected applies toward ALL plans categories except: **Primary Focus**
- ES** plan **CANNOT** be paired with a non-ES plan

PDL Pairing Examples		
<u>Can be paired</u>	<u>Can be paired</u>	<u>Cannot be paired</u>
E3500i50 LXES 21	HP2000 ES 22	PREMP50020190 ES 21
HE4250 ES 21	Focus E1000i8021	P3500i70 LX 21



15-Month Rate Guarantee

New Business and Funding Conversions



- MUST be selected at time of install
- MUST be reflected in SAMx or Benefiter
- Employer must complete 12-mo or 15-mo attestation form
- Option selected cannot be modified post install



Acknowledgment for 15-month rate guarantee

I acknowledge that I understand and agree with the following arrangements related to our 15-month rate guarantee and the impact to the excess loss policy period we are entering into with UnitedHealthcare Insurance Company ("UHIC") or affiliated stop loss carriers. I confirm that I understand that a renewal date change is available only for a calendar year deductible plan.

The initial term of the excess loss policy will be a period of 3 months and therefore will fall under the early termination clause of the Administrative Services Agreement Section 6.5, which reads:

If this Agreement or the Stop Loss Policy terminates during the Term of the Agreement or before the end of the third calendar month following the close of the Term of the Agreement, United shall conduct a reconciliation after the 24th calendar month following the close of that Term of the Agreement (the "Reconciliation Date") and also calculate a reserve (the "Customer IBNR Reserve") for claims incurred during the Term of the Agreement but not paid prior to the Reconciliation Date. United will reconcile the amount of the cumulative Maximum Monthly Claim Liability payments paid to United for the Term of the Agreement over (i) the amount of claims incurred during the Term of the Agreement and paid before the Reconciliation Date, less any specific stop loss insurance reimbursements, and (ii) the Customer IBNR Reserve. The Customer IBNR Reserve shall be equal to 100 percent of claim payments made during the 3 months prior to the Reconciliation Date, and in no event shall the Customer IBNR Reserve be less than \$0. Any amount in excess of the Customer IBNR shall be payable to United as a Deferred Service Fee in accordance with the applicable provision in Section 5.4.

The Individual Stop Loss and Aggregate Stop Loss coverage with UHIC or affiliated stop loss carriers will be in effect for an initial 3-month term, and will renew for a 12-month term immediately following the initial shortened term. The stop loss limits will reset on the first day of the 12-month term.

By signing below, I confirm and acknowledge full understanding of the above changes to our stop loss policy period resulting from our 15-month rate guarantee.

Legal Business Name: _____

By Authorized Signature: _____

Print Name and Title: _____

Date: _____

By Broker Signature: _____

Print Name: _____

Date: _____

*Market Segment 2-50 (5-100 in CA) eligible. Availability varies by state

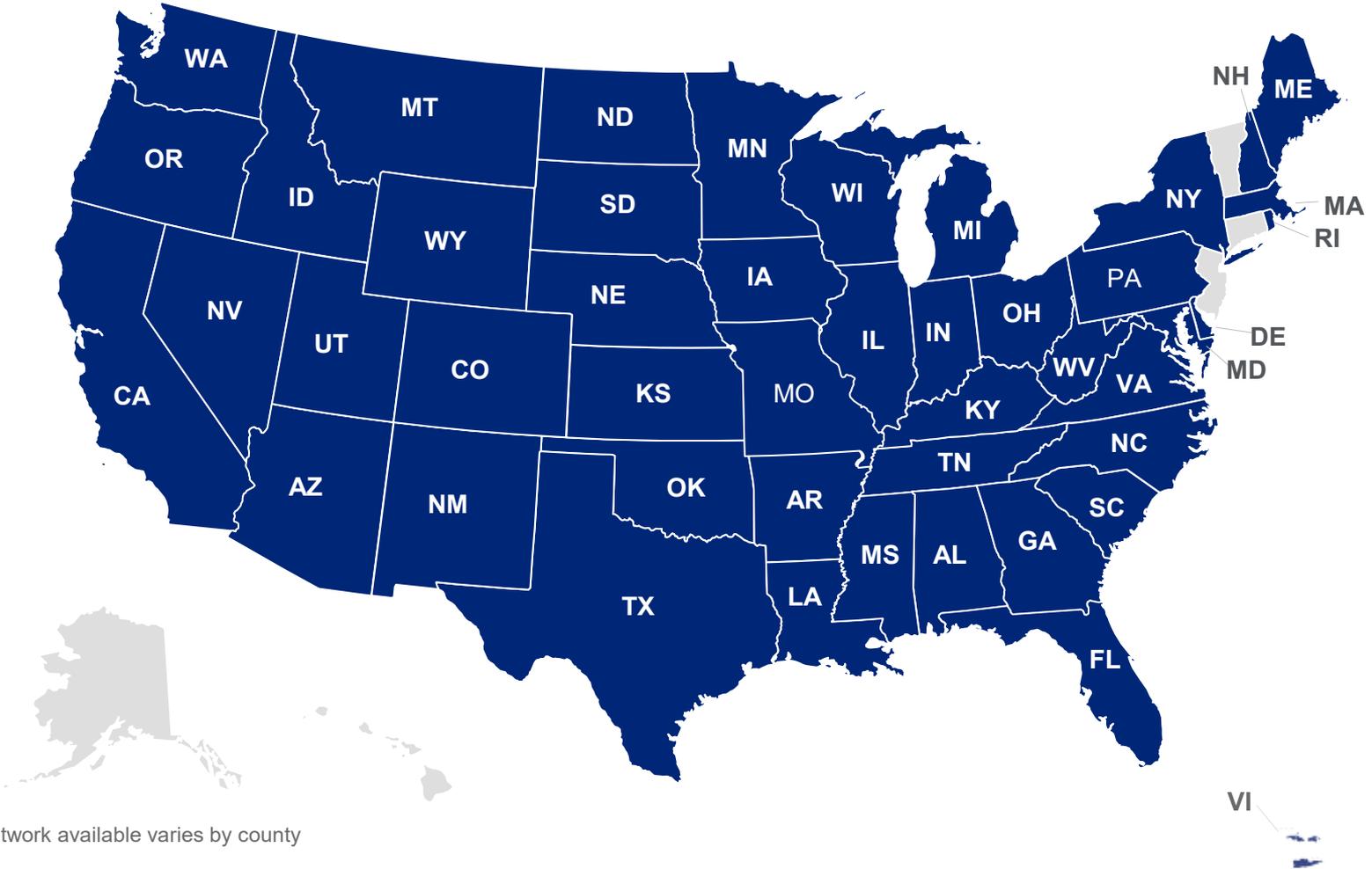




Networks

Level Funded Network Availability

■ Choice Plus/Choice

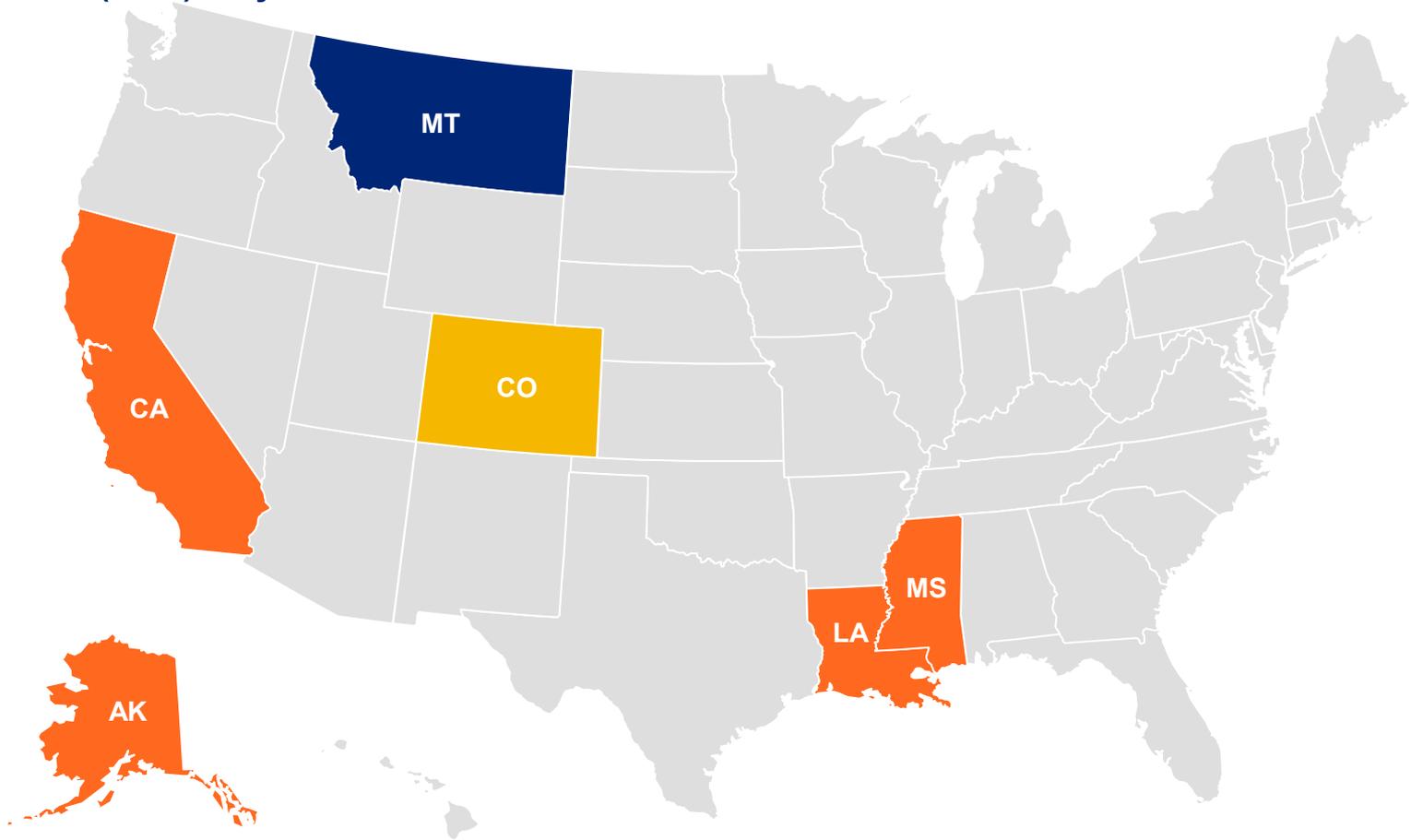


*Network available varies by county



Level Funded Network Availability

-  Select Plus/Select
-  Select Plus only
-  Select (EPO) only

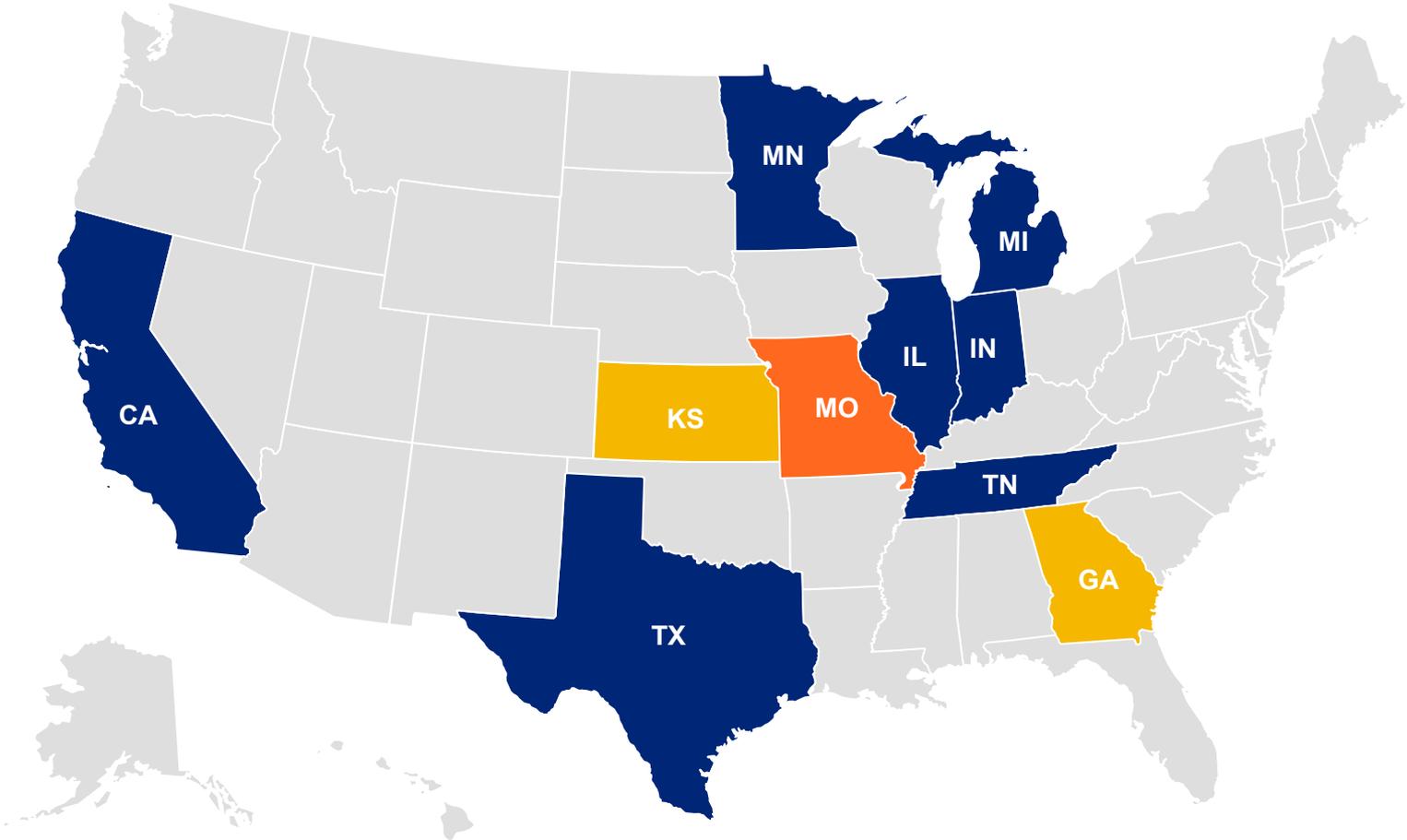


*Network available on Level Funded Select Tiering (LA/MS) and SelectColorado (CO) plan designs only



Level Funded Network Availability Map

-  CORE/Core Essential Networks
-  CORE only
-  Core Essential (EPO) only

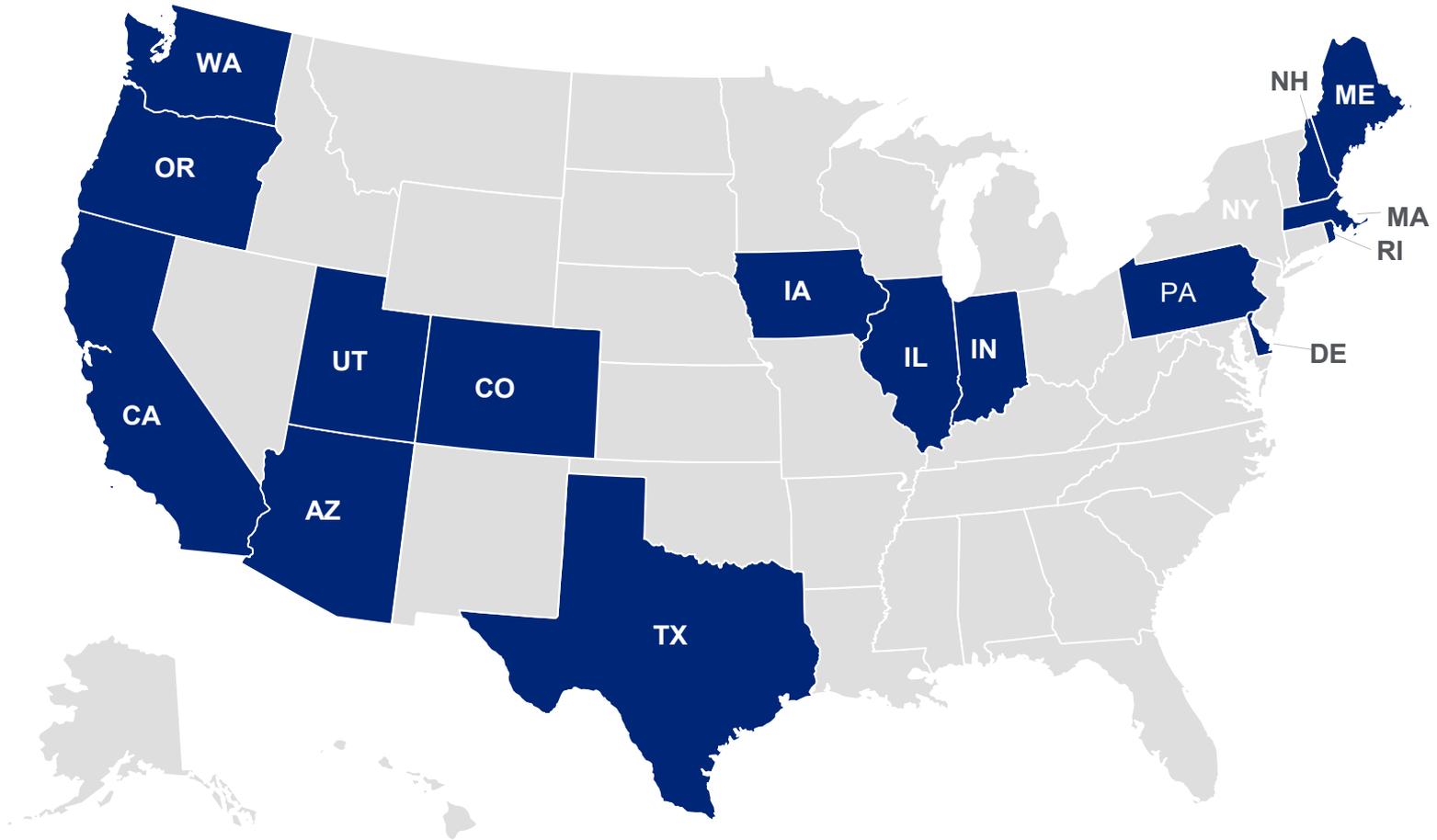


*Network available varies by county



Level Funded Network Availability Map

 **Navigate Network**



*Network available varies by county





2024 Portfolio

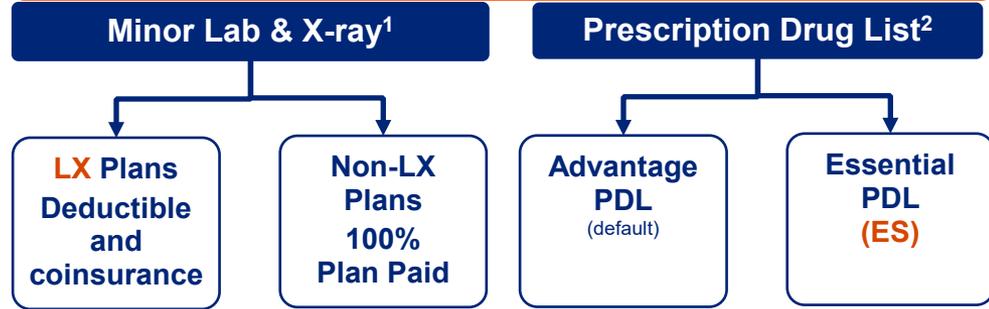
Traditional POS/EPO/Gatekeeper EPO

Plan Highlights

Individual Deductibles	Individual Out of Pocket	Coinsurance
\$0*	\$2,000	100%
\$250	\$3,000	
\$500	\$3,500	90%
\$1,000	\$4,000	
\$1,500	\$4,500	80%
\$2,000	\$5,000	
\$2,500	\$6,000	70%
\$3,000	\$6,500	
\$3,500	\$7,000	60%
\$4,000	\$7,350	
\$5,000	\$7,900	50%
\$6,000	\$8,000	
\$8,000	\$8,150	

*\$0 deductible plans include an In-Patient per occurrence deductible of \$750

Benefit Options



Available Networks



Copays

	PRIMARY CARE (PCP)	SPECIALIST	URGENT CARE	EMERGENCY ROOM
	\$0 Kid <19	\$0	\$0	\$250
	\$0	\$15	\$50	\$300
	\$15	\$75	\$75	\$525
	\$25	\$100	\$100	
	\$40			

*Plan and Network availability varies by county and state.

¹Option selected will apply toward all plans in the Traditional Plan Category (PPO/EPO); cannot pair non-LX with LX plans

²Prescription Drug List selected will apply toward all plans; cannot pair PDLs



HSA POS/EPO/Gatekeeper EPO

Plan Highlights

Individual Deductibles	Individual Out of Pocket Limit	Coinsurance Levels
\$1,600	\$2,500	100%
\$2,000	\$3,200	
\$2,500	\$3,500	
\$3,200	\$4,000	80%
\$3,500	\$4,250	
\$4,000	\$4,600	70%
\$4,250	\$5,000	
\$5,000	\$6,000	
\$6,000	\$6,350	50%
\$6,350	\$6,550	
	\$6,900	
	\$7,000	
	\$7,500	

● Non-Embedded Plan Designs

Benefit Option

Prescription Drug List¹

Advantage PDL
(default)

Essential PDL (ES)

Available Networks

POS

- Choice Plus
- CORE
- Select Plus

EPO

- Choice
- Core
- Essential
- Select

Gatekeeper EPO

- Navigate

HSA copays AFTER Deductible Plans

Primary Care Physician	Specialist	Urgent Care	Emergency Room
\$25	\$75	\$50	\$300

*Plan and Network availability varies by county and state.

¹ Prescription Drug List selected will apply toward all plans; cannot pair PDLs



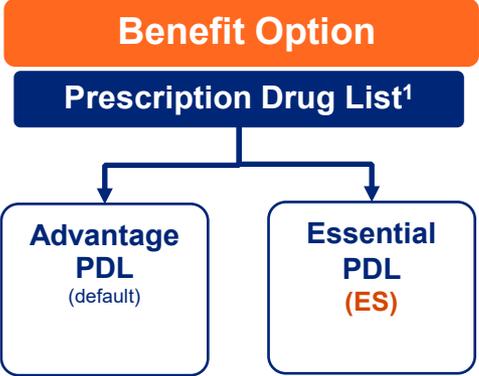
Personal Protect POS/EPO

Plan Highlights

Individual Deductibles	Individual Out of Pocket Limit	Coinsurance Level
\$3,000	\$3,000	100%
\$4,000	\$4,000	
\$5,000	\$5,000	
\$6,000	\$6,000	
\$7,000	\$7,000	
\$8,500	\$8,500	

Copays

Primary Care Physician	Specialist	Urgent Care
\$25	\$75	\$50



Available Networks



*Plan and Network availability varies by county and state.

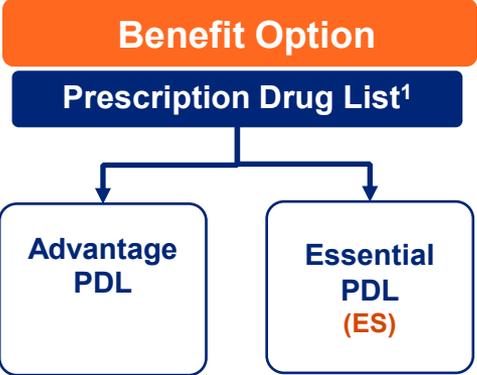
¹Prescription Drug List selected will apply toward all plans; cannot pair PDLs



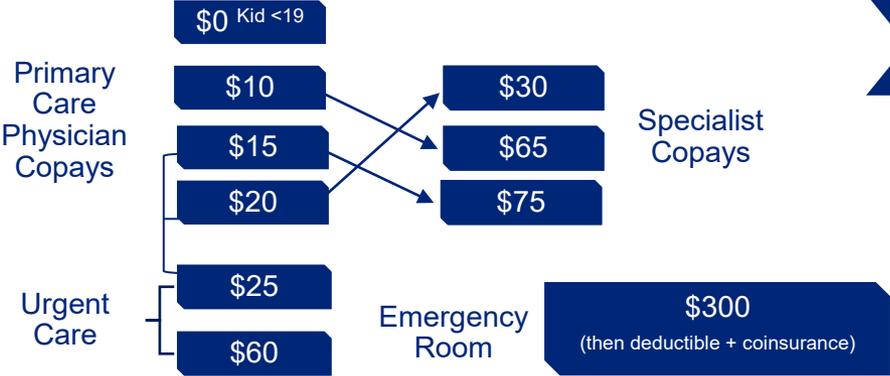
Premier PROformance POS/EPO

Plan Highlights

Individual Deductibles	Individual Out of Pocket Maximum	Coinsurance Levels
\$500	\$4,000	90%
\$1,000		
\$1,500	\$5,000	80%
\$2,000		
\$2,500	\$6,000	70%
\$3,000		
\$4,000	\$8,150	60%
\$5,000		
\$5,500		



Copays



Available Networks



*Plan and Network availability varies by county and state.

¹ Prescription Drug List selected will apply toward all plans; cannot pair PDLs



Primary Focus POS/EPO

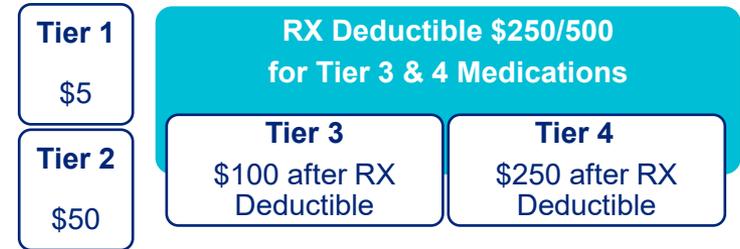
Plan Highlights

Individual Deductibles	Individual Out of Pocket Limit	Coinsurance Levels
\$1,000	\$6,500	80%
\$2,000	\$7,900	
\$3,000	8,150	
\$5,000		50%

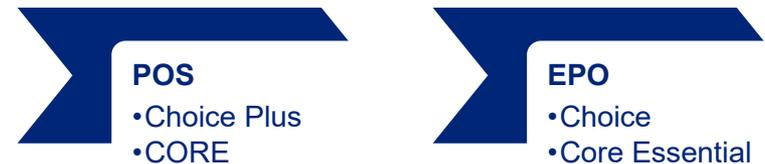
Copays

Primary Care Physician	Specialist	Urgent Care	Emergency Room
\$0	\$100	\$50	\$250 (then Ded/Coins)

Advantage 4-tier Prescription Drug List



Available Networks



*Plan and Network availability varies by county and state.





Specialty

Packaged Savings® 5-100 Eligible

Earn credits toward administrative costs each month by bundling UnitedHealthcare Level Funded medical plan with dental, vision or basic life from UnitedHealthcare.



Purchase a Level Funded medical plan and:	Receive the following credits per month:
Dental	\$3 per enrolled medical employee
Vision	\$2 per enrolled medical employee
Life*	\$1 per enrolled medical employee
The more you bundle, the more you save	
Dental, vision, life* and short-term disability/long-term disability**	\$7 per enrolled medical employee
Dental, vision and life*	\$6 per enrolled medical employee
Dental and vision	\$5 per enrolled medical employee
Dental and life*	\$4 per enrolled medical employee
Vision and life*	\$3 per enrolled medical employee
Life* and long-term disability***	\$2 per enrolled medical employee
Life* and short-term disability**	\$2 per enrolled medical employee

*Requires a minimum of \$25,000 benefit.

**Long-term disability does not qualify alone; it must be packaged with life or short-term disability.

*Supplemental Life and other Financial Protection products sold separately through UnitedHealthcare.





Value Adds

Wellness Programs and Real Appeal



HealthiestYou

\$0 Virtual Visits/Expert Medical
(non-HSA plans)



UHC Rewards

Rewards members for
reaching daily
goals/completing one-time
activities



Real Appeal

Virtual Weight-Loss Program



HealthiestYou™ Virtual Visits



Doctor Visits

- Consult with a Doctor 24x7
- Diagnose, prescribe, inform



Behavioral Health

- Confidential counseling 7 days a week by phone or video



Dermatology

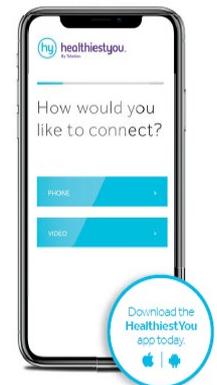
- Request a consult on the HealthiestYou App
- Communicate with Board Certified Dermatologists
- View results online within 2 business days



Back Care

- Guided videos in HealthiestYou App
- Expert support through certified coaches
- Stay on track with personalized progress monitoring

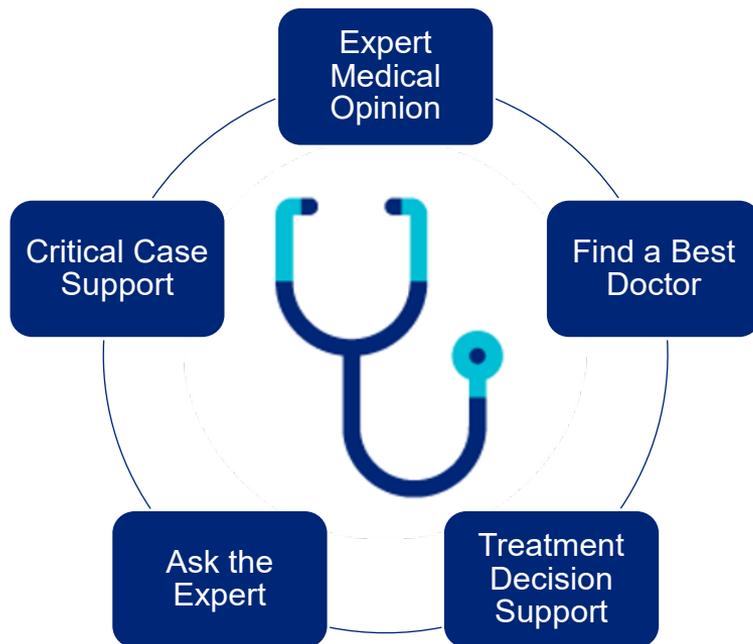
24/7 Virtual care available via app, web or phone
Available to all dependents in a member household —
even those not currently covered on the plan all at \$0 cost



HealthiestYou™ Expert Medical Services

All at NO additional cost!

Enabling covered members with complex medical conditions to receive an independent, expert evaluation of their diagnosis and treatment plan



\$12k

Average cost savings
per case

37%

Improved Diagnosis

71%

Improved treatment



*Statistics based on internal data and clinical analyses conducted by Teledoc Health in 2022

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UHC Rewards

Effective January 1, 2024

- UHC Level Funded New Business Groups and existing All Savers and UHC Level Funded employers and members will be migrating to UnitedHealthcare Rewards.
- Migration to Rewards will take place on the group's renewal date.
- Once migrated, all groups will lose access to their Rally coins and Motion experience.

	Rally coins	Simply Engaged	Motion	UHC Rewards Core & Premium
Health Survey	✓	✓		✓
Daily Fitness / FIT			✓	✓
Biometric Screening		✓		✓
Connect a smart tracker			✓	✓
Sleep tracking				✓
Select Paperless				✓
Coaching programs <i>Real Appeal / Quit For Life</i>	✓	✓		Future consideration





Migrating to UHC Rewards



Migration from Motion to UHC Rewards



30 days before renewal date,
members should:

1

Update Motion profile

To update preferred mailing address for reimbursement and HSA information, visit www.unitedhealthcaremotion.com

2

Sync final activity data on the Motion app

Sync Motion data daily leading up to the UHC Rewards case effective date

3

Activate UHC Rewards

Sign in or register on the UnitedHealthcare® app or at www.myuhc.com®



Get in



Get started



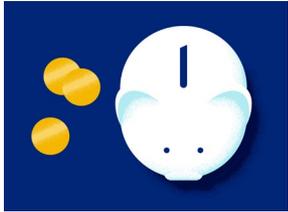
Get going



Get rewarded



Migration from Rally to UHC Rewards



**30 days before renewal date,
members should:**

1

Redeem coins

All Rally coins need to be redeemed by the last day of the plan year. If not, members will lose them.

2

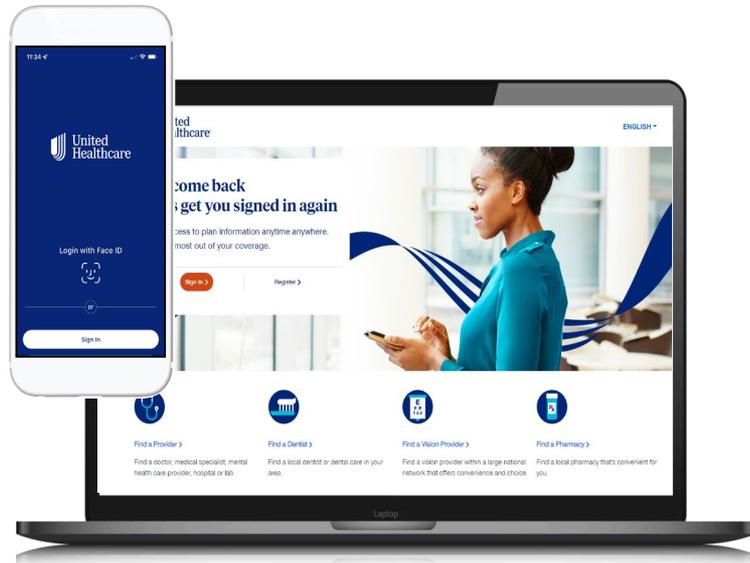
Activate UHC Rewards

Sign in or register on the UnitedHealthcare app or at myuhc.com.

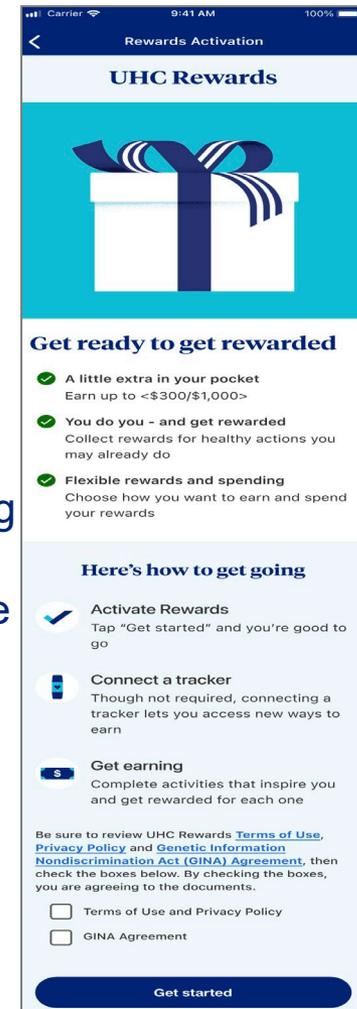


UHC Rewards

Members activate UHC Rewards through the UnitedHealthcare app or myuhc.com



Complete reward activities — earn rewards for reaching daily goals and completing one-time reward activities



UHC Rewards Actions & Earnings

Action	Description	Dollars earned	
		Core	Premium
Connect a tracker in the UnitedHealthcare app	Automatically track activities	\$25.00	\$65.00
Daily fitness – goal 1	Track 15+ active minutes or 5K+ steps per day	\$0.25	\$0.75
Daily fitness – goal 2	Track 30+ active minutes or 10K+ steps per day	\$0.50	\$1.25
Fitness challenge – weekly goal	Complete daily fitness goal 2 five out of seven days (Sunday to Saturday)	\$2.50	\$5.00
Sleep tracking	Track sleep for at least 14 days	\$5.00	\$10.00
Sleep challenge – weekly goal	Track 7 hours of sleep for five out seven days (Sunday to Saturday)	\$2.50	\$5.00
Complete health survey	Complete additional parts of the health survey	\$15.00	\$25.00
Get a biometric screening	Complete annual bloodwork and measurements	\$50.00	\$75.00
Go paperless	Switch to paperless communications	\$2.50	\$5.00
Flu Shot	Get an annual flu shot	\$10.00	\$30.00
Annual Wellness	Complete an annual checkup to support health and prevent illness	\$25.00	\$50.00
Maximum Annual Incentives		\$300	\$1000



UHC Reward Redemption Options

Redemption Options	Method of Reward Redemption	Level Funded	Fully Insured SB	Fully Insured KA
Optum Bank HSA	Deposit into an Optum Bank health savings account ^(HSA)	Yes	Yes	Yes
HIA (for HIA Eligible Plans)	Deposit into a Health Incentive Account (HIA) ^(non-HSA)	Yes	No	No
One Pass	Towards a One Pass gym subscription	No	Yes	Yes
Gift Card	Digital Visa gift card.	No	Yes	Yes
HRA via CAMS (ACIS)	Deposit into a Health Reimbursement Account ^(HRA)	No	No	Yes
Device Purchase	Toward tracker device/walk it off	No	Yes	Yes
3rd Party HSA	Deposit into a 3 rd party Health Savings Account ^(HSA)	N/A	N/A	N/A



Real Appeal®

Real Appeal is a personalized program created to support long-term transformation

A customized approach is designed to assist members on their weight management journey.

It may help them reduce health risks, change behavior and save on medical expenses. It's all backed by science and includes:



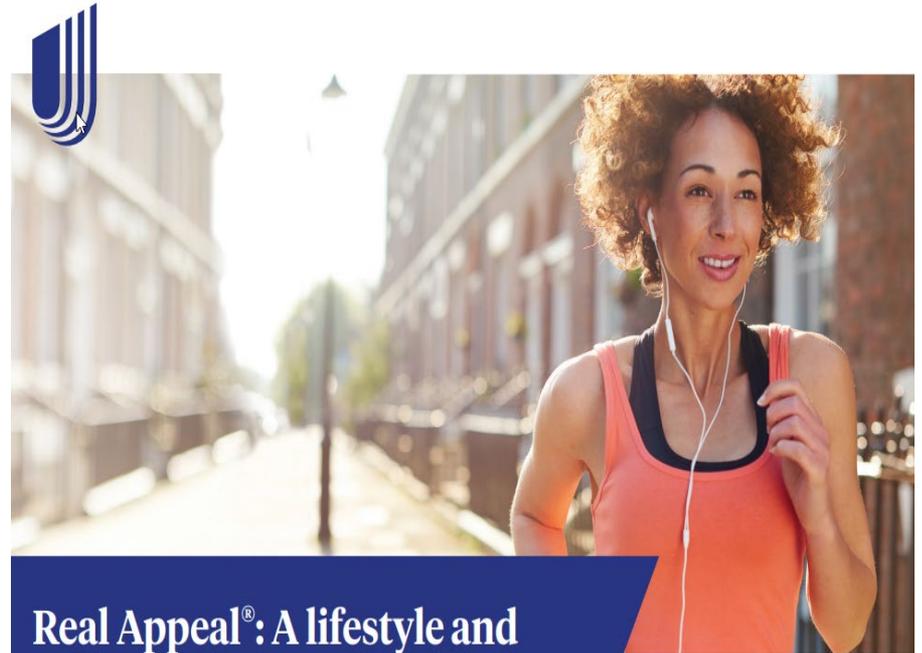
A Success Kit



Health Coach/Online group classes



Digital support and tracking



Real Appeal®: A lifestyle and weight management program

United Healthcare

Real Appeal®





Thank you