

Clinical Support Program

At OptumHealth, our mission is to optimize the health and well-being of individuals and organizations through integrated, measurable, personally relevant guidance, technology and services.

An OptumHealth Physical Health Product

Costs related to back pain treatment exceeded \$48 billion dollars in 2005, and there is significant variation in both treatment type and effectiveness.¹ The result is less than optimal outcomes and higher costs, which impacts the overall affordability of health care.

OptumHealth Care Solutions helps reduce this variability by working with providers to influence care at the point of delivery. Our Clinical Support Program (CSP) focuses on reducing costs and improving outcomes by advancing the adoption of treatment plans that are supported by current clinical evidence.

The cornerstone of this program is ongoing communication with participating practitioners. Our approach focuses on practitioner accountability, directing them toward evidence-based care in a learning environment. The CSP program works in conjunction with OptumHealth's Physical Health networks or it can be applied to a separate provider network.

Physical Health Integrated Networks

The core components of OptumHealth's Physical Health integrated networks are:

- National coverage and more than 70,000 practitioners
- Rigorous credentialing criteria and regular performance reviews
- A tiered structure that identifies practitioners who meet specific quality and affordability metrics

Physical Health Care Management

The core components of OptumHealth's Physical Health Care Management program are:

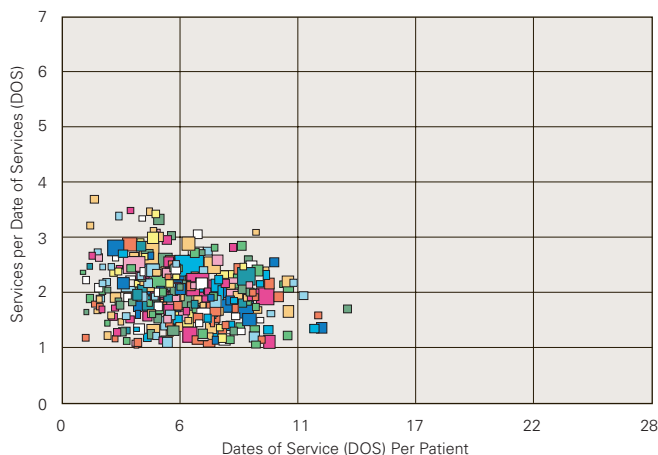
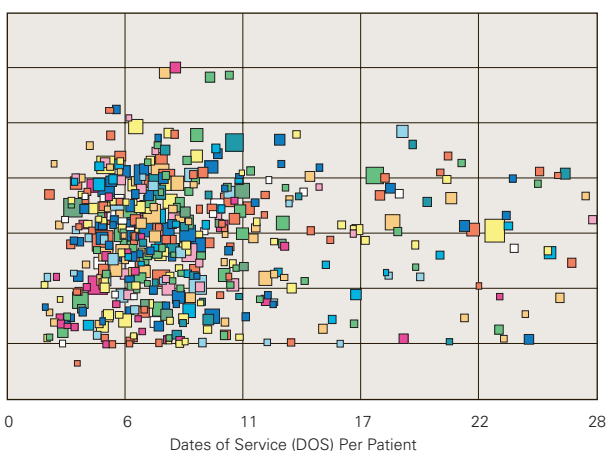
- Practitioners complete and submit a standardized health care record for each patient
- Our clinical team reviews data for each network provider
- Support clinicians contact network providers when necessary to assist with patient treatment needs
- Comprehensive data collection and information-sharing gives practitioners the opportunity to compare their outcomes with those of their peers
- The clinical team shares treatment procedures and guidelines with practitioners to help reduce unexplained clinical variance

The OptumHealth Clinical Support Program is uniquely positioned with our Physical Health network and care management strategies designed to positively impact consumer care. We assist practitioners in the delivery of evidence-based medicine, and our clinical educational opportunities help practitioners stay current and knowledgeable across a broad spectrum of health care topics.

Variation in clinical decision-making among providers is a well-documented issue and is an important factor associated with suboptimal quality and affordability of health care services. The purpose of creating network tiers is to identify the degree to which an individual provider's decision-making and treatment outcomes are aligned with current evidence and/or community standards. Through efforts that increase chiropractors' adoption of current best clinical evidence, we help ensure that health care consumers obtain consistent and effective care.

Dates of Service (DOS) per Patient and Services per DOS

Size = # Patients



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**An Unmanaged
 Network Before OptumHealth**

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**A Managed
 Network With OptumHealth**

Reduction in Variability Impacts Outcomes and Lowers Costs

Contact Us Today

To learn more about OptumHealth's Clinical Support Program, contact your OptumHealth Strategic Account Executive.

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¹ "PAIN MANAGEMENT; New study reports chiropractic care is cost-effective in treating chronic back pain." Obesity, Fitness & Wellness Week via NewsRx.com" Dec 10, 2005.

OptumHealth Care Solutions is comprised of the following UnitedHealth Group companies: ACN Group, Optum, and United Resource Networks.