

# UnitedHealth Premium® Program

## Frequently asked questions



The **UnitedHealth Premium program** evaluates Oxford and UnitedHealthcare participating doctors in a range of specialties. It uses evidence-based medicine and national standardized measures to help you find quality and cost-efficient providers.

It's easy to find a UnitedHealth Premium designated doctor. A doctor's Premium designation is shown on **oxfordhealth.com** and in provider directories. Just go to [oxfordhealth.com](http://oxfordhealth.com) and click on "Find a Physician or Facility." In your search results, simply look for the blue hearts. We've included more information about what they mean in the table below.

### 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 the four UnitedHealth Premium designations below. 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.



#### **Premium Care Physician**

The physician meets the UnitedHealth Premium program criteria for providing quality and cost-efficient care.



#### **Quality Care Physician**

The physician meets the UnitedHealth Premium program criteria for providing quality care.



#### **Quality Not Evaluated**

The UnitedHealth Premium program doesn't evaluate physicians in this specialty, the physician's evaluation is in process or the physician doesn't have enough health plan claims data to be evaluated for quality in the UnitedHealth Premium program.



#### **Does Not Meet Quality**

The physician doesn't meet the UnitedHealth Premium program criteria for providing quality care.

If a doctor does not have a quality designation, it doesn't mean that the doctor does not provide quality health services. All doctors who are part of our network must meet our standard credentialing requirements (separate from the UnitedHealth 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 your member website you can easily search for a doctor or facility in your area by clicking on "Find a Physician or Facility." In addition to the doctor's Premium designation and contact information shown in the search results, our website gives you access to your benefit and claims information, health and wellness information, and a whole lot more.



### Smartphone:

Our free smartphone app, UnitedHealthcare Health4Me®, helps you access your family's important health information — anytime and anywhere. You can use it to find a Premium doctor near you, check the status of a claim or speak directly with a health care professional.



### Toll-free call:

Call the toll-free phone number on your health plan ID card to speak with a Customer Care professional who can help you find a Premium doctor.

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

Some physicians practice more than one specialty. The Premium designation shows the specialty that was used for the UnitedHealth Premium evaluation process. The "Specialty" column may give 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, call the toll-free phone number on your health plan ID card.

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

Visit [UnitedHealthPremium.com](http://UnitedHealthPremium.com) or call the toll-free phone number on your health plan ID card.

**8. What specialties are included in the UnitedHealth Premium program?**

The UnitedHealth Premium program currently covers 16 specialty and 48 sub-specialty areas of medicine.

**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, Orthopedics & 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

\*Available in all 164 markets except Massachusetts.

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We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free phone number listed on your health plan ID card Monday through Friday, 8 a.m. to 6 p.m. TTY users can dial 711.

ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文，我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。



For more information, visit [UnitedHealthPremium.com](https://UnitedHealthPremium.com) or call the toll-free phone number on your health plan ID card.

The UnitedHealth Premium® designation program is a resource for informational purposes only. Designations are displayed in online physician directories at [oxfordhealth.com](https://oxfordhealth.com) and [myuhc.com](https://myuhc.com). You should always visit [oxfordhealth.com](https://oxfordhealth.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 ask 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 [oxfordhealth.com](https://oxfordhealth.com) for detailed program information and methodologies.

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