

UNITEDHEALTHCARE COMBATING COVID-19

What is UnitedHealthcare doing to help combat COVID-19? Update 6/26

Here are several actions we have taken to help our customers, consumers and employees have the support they may need during the national public health emergency.

- Launching [ProtectWell™](#), an innovative return-to-workplace protocol that enables employers to bring employees back to work in a safer environment. ProtectWell™ incorporates Centers for Disease Control and Prevention (CDC) guidelines and the latest clinical research to limit the spread of COVID-19 by screening employees for symptoms and establishing guidelines to support the health and safety of the workforce and workplace. [Read news release](#)
- A UnitedHealth Group study helped clear the path for [self-administered COVID-19 tests](#), which are now FDA approved. [Read news release](#)
- Dedicating senior executives to major scientific discovery and relief efforts, including Sir Andrew Witty, president of UnitedHealth Group and CEO of Optum to co-lead a global effort of the World Health Organization (WHO), in partnership with key stakeholders, to accelerate the development of a COVID-19 vaccine. [Read news release](#)
- A study completed by UnitedHealth Group with the Yale School of Medicine suggests that older COVID-19 patients with hypertension who were taking angiotensin-converting enzyme (ACE) inhibitors may have a lower risk of COVID-19 hospitalization. A clinical trial will follow as a next step. [Read news release](#)
- UnitedHealth Group was chosen by the U.S. Department of Health and Human Services (HHS) to help reimburse health care providers and facilities who have conducted COVID-19 testing or provided COVID-19 treatment for uninsured individuals. To support this program, we worked with HHS to launch an educational website, toll-free support line and a new portal. [Visit educational website](#)
- UnitedHealth Group is honored to have been asked to assist HHS in distributing, as directed by HHS, an initial \$30 billion in emergency funding to health care providers seeking assistance under the Federal CARES Act. This effort has been vital to maintaining the health and readiness of our health care system, and we're pleased to have the opportunity to support it. [Read news release](#)
- UnitedHealth Group has paid out \$23.8 million through a nationwide employee program that helps cover the cost of emergency child care for kids aged 12 and under, accounting for 238,000 days of child care to date. [Read news release](#)

UNITEDHEALTHCARE PROPRIETARY AND CONFIDENTIAL

UnitedHealthcare's presentation materials and responses to your questions are intended to provide general information and assistance during this national emergency and do not constitute medical, legal or tax advice. Please contact your medical, legal and tax advisors on how to respond to this situation. The materials and discussion topics do not constitute a binding obligation of UnitedHealthcare with respect to any matter discussed herein. Please note, in addition to federal law, states may have additional or differing requirements.

Some of our products and networks have different features and as a result different guidelines and protocols are applicable to them. Please contact your UnitedHealthcare account representative for additional details.

Last updated 6/26/2020

- Organizing our cafeteria and food service teams to make meals for those in need – more than 75,000 meals per week in [Minneapolis-St. Paul](#), [Greensboro](#), [Hartford](#) and [Las Vegas](#).
- We deployed 700 Advance Practice Clinicians to serve members and patients on telehealth lines
- To address health disparities, we're piloting a scalable mobile and local testing program that works with local partners to provide testing and wrap-around services including food, health and safety kits and education designed to meet the unique needs of disadvantaged communities in Los Angeles, Philadelphia, Orleans Parish and Navajo Nation

In addition, UnitedHealth Group has committed nearly \$75 million to fight COVID-19 and support impacted communities, including health care workers, hard-hit states and localities, seniors, and those experiencing homelessness and food insecurity. A few highlights of the financial commitments we've made include:

- The United Health Foundation and AARP Foundation have launched a \$5 million partnership to address social isolation and food insecurity among seniors during the COVID-19 pandemic. [Read news release](#)
- UnitedHealth Group is donating \$5 million to support a federally sponsored program, led by Mayo Clinic, seeking to accelerate and expand the availability of investigational convalescent plasma treatments for COVID-19 patients nationwide. [Read news release](#)
- UnitedHealth Group is investing \$10 million to fight the COVID-19 pandemic internationally and support impacted communities in countries where its UnitedHealthcare and Optum businesses operate, including in Brazil, Chile, Colombia, India, Ireland, Peru, Philippines and Portugal. [Read news release](#)
- UnitedHealth Group was proud to support frontline health care workers through the TaylorMade Driving Relief charity golf match, where we donated \$3 million to the American Nurses Foundation and CDC Foundation. [Find out more about TaylorMade Driving Relief](#)

Our mission—to help people live healthier lives and to help make the health system work better for everyone—guides the work we do each day and is central to the actions we're taking to help people through COVID-19. [Download a one-page review of the UnitedHealth Group COVID-19 response \(pdf\)](#)

This is a dynamic situation and we will continue to post changes, support and updates on the [COVID-19 sections of UHC.com](#) and [UHCprovider.com](#).

UNITEDHEALTHCARE PROPRIETARY AND CONFIDENTIAL

UnitedHealthcare's presentation materials and responses to your questions are intended to provide general information and assistance during this national emergency and do not constitute medical, legal or tax advice. Please contact your medical, legal and tax advisors on how to respond to this situation. The materials and discussion topics do not constitute a binding obligation of UnitedHealthcare with respect to any matter discussed herein. Please note, in addition to federal law, states may have additional or differing requirements.

Some of our products and networks have different features and as a result different guidelines and protocols are applicable to them. Please contact your UnitedHealthcare account representative for additional details.

Last updated 6/26/2020

What is UnitedHealthcare doing to help employers with symptom screening as they have their employees come back to work? **New 5/15**

UnitedHealth Group and Microsoft have collaborated to launch ProtectWell protocol and app to support return-to-workplace planning and COVID-19 symptom screening. Refer to [press release](#) for more information.

ProtectWell™ provides employers a return-to-workplace framework backed by CDC guidelines and the latest clinical science. ProtectWell™ will be offered free of charge to employers in the United States. The solution powered by Microsoft technologies to enable scalability, security, privacy and compliance.

There were a number of actions mentioned on the earnings call on April 15 in addition to UnitedHealth Groups financial donations to fight the virus. Can you outline a few of them again for our employees? **New 4/16**

- We have **100,000** clinical team members heroically working on the front lines of this crisis – caring for patients across our more than **1,500** facilities.
- We're operating **400** Optum COVID-19 testing sites.
- UnitedHealthcare is waiving cost sharing for COVID-19 testing and treatment, making our U.S. members' out-of-pocket cost **zero**.
- We continue to redeploy our skilled workforce to ensure people continue to get the care they need. Today, **700** Advance Practice Clinicians are serving members and patients on telehealth lines and more than **5,000** OptumCare physicians can now see their patients using telehealth solutions, five times as many as just a few weeks ago and half as many as the **10,000** we will offer by the end of this month.
- We've made **7.7 million** outbound calls to seniors and our most vulnerable members to combat social isolation and coordinate access to medications, supplies, food, care and support programs.
- We offered free access to Sanvello, our mental health mobile app, and **24/7** emotional support phone lines, to help **all** Americans cope with mental health impacts of COVID-19.
- Nearly 90% of our **200,000** non-clinical team members are now safely working from home, and our cafeteria teams are cooking more than **75,000** meals each week for those in need from our communities.

UNITEDHEALTHCARE PROPRIETARY AND CONFIDENTIAL

UnitedHealthcare's presentation materials and responses to your questions are intended to provide general information and assistance during this national emergency and do not constitute medical, legal or tax advice. Please contact your medical, legal and tax advisors on how to respond to this situation. The materials and discussion topics do not constitute a binding obligation of UnitedHealthcare with respect to any matter discussed herein. Please note, in addition to federal law, states may have additional or differing requirements.

Some of our products and networks have different features and as a result different guidelines and protocols are applicable to them. Please contact your UnitedHealthcare account representative for additional details.

Last updated 6/26/2020