

UnitedHealthcare National Accounts

Fact Sheet

Mission:

- Helping people lead healthier lives
- Better information for better decisions, helping to improve health outcomes
- Making health care simple, more accessible and affordable for all Americans

Core Offering:

- Benefit plans and services for large multi-site employers
- US Network access to over 600,000 physicians, 5,000 hospitals, 1,000 Convenience Care Clinics, plus international networks/support
- Leader in innovation, transparency and consumerism – with over 2.7M consumer-driven health members and a dedicated bank

Marketplace:

- Companies with 3,000+ employees in multiple locations
- Doing business in all 50 states and internationally

Clients:

- ~300 corporate clients
- Over half of Fortune's *Top 50* are current UnitedHealthcare customers
- Over 25 million individual members served
- Average client relationship of over 8 years
- Client retention rate of 93.2%

Customer Service:

- 14 service sites across the nation
- Satisfaction scores 92.7%, average time to answer below 30 seconds, 94% first call resolution
- 99.6% claims dollar accuracy, 82.2% automatically processed, 96.6% within 10 days
- Market-leading health information and technology supporting 600M portal transactions annually

Management:

Lead by Mike Matteo, CEO, and an expert team of senior leaders with deep industry experience

Recognition:

- UnitedHealth Group ranked #1 for Innovation Fortune Magazine's *2010 Most Admired Companies in America* (Health insurance and managed care sector)
- Ranked 21th in the 2009 Fortune 500 *Rankings of the largest US corporations*
- Institutional Investor Magazine named UnitedHealth Group the No.1 company in the managed care sector/buy in its 2009 listing of *Leading companies for Investor Relations in the US*
- UnitedHealth Group has been listed in the *Dow Jones Sustainability World Index* and *Dow Jones North America Index* annually since 1999

