

Member Satisfaction Assurance

Overview

OptumHealth Allies has multiple processes in place to help ensure that our members always save money when visiting a participating provider.

Ongoing provider communication

To ensure that network providers are aware of their participation in the discount program and are familiar with the applicable discount range or fee schedule, OptumHealth Allies includes provider communication clauses in all of our network agreements. Our leased networks are contractually required to communicate with providers on a regular basis regarding their participation in the discount program.

Member identification

All member ID cards issued by OptumHealth Allies include a message to health care professionals to "call to verify pricing and eligibility," so that providers who are not aware of their participation in the program or do not know the appropriate discount can get on-the-spot guidance.

Discount confirmation process

When members search for and select a participating provider on the OptumHealth Allies Web site, they generate a discount confirmation that they can print and take with them to the provider's office. The discount confirmation includes information for the provider outlining the network affiliation with OptumHealth Allies, the applicable discount range or fee schedule and the telephone number to call for more information.

Outbound provider calls

Each discount confirmation triggers an outbound call from OptumHealth Allies Customer Care to the provider's office*, to advise them that a member has expressed interest in seeking services from that provider and to remind them of the contractual discount range or fee schedule. When making a discount confirmation, the member is asked to select the timeframe within which he or she plans to visit the provider, so that the call center can contact providers in a timely fashion.

**Excludes providers who have been successfully contacted within the last six months*

Minimum discount guarantee*

Even the most proactive member satisfaction processes can't guarantee a satisfactory member experience at every provider interaction. That's why OptumHealth Allies offers a Minimum Discount Guarantee: If an OptumHealth Allies member follows the discount confirmation process and still does not receive the minimum discount to which he or she is entitled, OptumHealth Allies will make sure the member is refunded the difference between what he or she paid, and what he or she should have paid.

In most cases, outbound calls from OptumHealth Allies Customer Care to the provider's office results in a refund from the provider to the member. In others, OptumHealth Allies works with the network to make the member "whole." If these efforts fail, OptumHealth Allies issue the refund itself. The bottom line: One way or another, OptumHealth Allies members are *guaranteed* to save!

**Does not apply to hospitals*