

CALIFORNIA
5-50 employees

Effective
3/1/2010



UnitedHealthcare Multi-ChoiceSM

Health care that fits your business



Just as your business is unique, your health plan should work to meet your unique needs.

A well-designed, flexible health plan, supported by streamlined administration and employee-focused wellness programs, can help you create a long-term strategy to manage health care costs now and in the future.

UnitedHealthcare Multi-ChoiceSM allows you to purchase one health plan package that includes multiple benefit design options, so you can offer your employees an array of health care coverage options to meet a variety of health care and financial needs. Our Multi-Choice packages include different mixes of plan design options, ranging from HMOs to DefinitySM Health Savings Accounts (HSAs) and Health Reimbursement Accounts (HRAs). Your employees can choose the benefit design option that best meets their individual needs, saving money on essential coverage or paying additional dollars for more comprehensive coverage. And you can keep or change your benefit design option offerings with your package year after year, ensuring that your health plan will evolve with the changing needs of your business and your employees.

UnitedHealthcare Multi-Choice meets the unique needs of your business with:

- ▶ Plan choice flexibility
- ▶ Efficient administration
- ▶ Savings opportunities
- ▶ Wellness solutions
- ▶ A broad portfolio of specialty coverage
- ▶ Available to employer groups with five or more enrolling employees

You can choose from several different options.

- ▶ **UnitedHealthcare Multi-Choice with PacifiCare HMO:** PacifiCare SignatureValue® (HMO) and UnitedHealthcare Choice Plus products, including our Definity HSA and Definity HRA.
- ▶ **UnitedHealthcare Multi-Choice with PacifiCare HMO Advantage:** PacifiCare SignatureValue® Advantage, a lower-cost HMO with a select network of health care providers, and UnitedHealthcare Choice Plus products, including our Definity HSA and Definity HRA.
- ▶ **UnitedHealthcare Multi-Choice with PacifiCare HMO and HMO Advantage:** Select PacifiCare SignatureValue and SignatureValue Advantage plans and UnitedHealthcare Choice Plus products, including our Definity HSA and Definity HRA.
- ▶ **UnitedHealthcare PremierSourceSM:** A suite of some of our premier plan designs, including traditional PPOs, Definity HSA plans, and traditional PacifiCare HMO plans. You can also choose a staff model HMO through PremierSource.
- ▶ **UnitedHealthcare Multi-Choice with HealthCare Partners HMO:** PacifiCare SignatureValue featuring HealthCare Partners Network plans (offering access to the select HealthCare Partners network in Southern California) and UnitedHealthcare Choice Plus Balanced Value and Definity HSA. PacifiCare SignatureValue and SignatureValue Advantage plans available for employees outside the HealthCare Partners Network service area.

All of these packages give you the option to choose an HMO plan. Our PacifiCare SignatureValue HMO plans provide the most comprehensive coverage of all our plans and offer many advantages to your employees. PacifiCare SignatureValue members simply choose one primary care physician (PCP) from our network to coordinate all their medical care. They can then visit their PCP for preventive care services, which include routine checkups, and when they need to see a specialist, their PCP can provide a referral. Members are charged only a copayment for most outpatient health care services at each doctor's visit. And there's no annual deductible with most PacifiCare HMO plans.

No matter which benefit design options you choose to offer, your employees will have access to:

- ▶ A UnitedHealthcare national network of 606,000 physicians, 5,015 hospitals and 60,000 pharmacies
- ▶ A robust HMO network of 42,738 physicians, 215 hospitals and 5,000 pharmacies in California
- ▶ 24/7 access to health information and tools on myuhc.com[®], for UnitedHealthcare plan members, and on www.pacificare.com, for PacifiCare plan members
- ▶ Bilingual customer service support
- ▶ Quality outreach, advocacy and wellness programs, including an online health assessment and programs to help identify individuals who may need help managing particular conditions so we can provide them with support tools

Add value to your business through simpler processes and Packaged Savings[®]

Streamlined administration

UnitedHealthcare Multi-Choice not only simplifies the enrollment and renewal process by giving you access to multiple benefit design options in one easy step, but changing your mix of benefit design options from year to year is simple. You can also save money and lighten your administrative responsibilities by taking advantage of our Pre-Tax Premium plans, COBRA administrative services and Flexible Spending Accounts (FSA).

These services are available at no additional cost to you when you purchase UnitedHealthcare Multi-Choice. Adding these services to your benefit programs can reduce payroll-related taxes and increase employee satisfaction. All you need to do is activate these services, and we will provide the support you need, including templates and tools to help you effectively communicate with your employees.

Packaged Savings[®]

You can combine your UnitedHealthcare Multi-Choice package with numerous specialty benefits, including Dental, Life, Disability and Vision. When you bundle these benefits, you can expect proven knowledge and service from a leading specialty carrier plus the simplicity and convenience of just one team to administer those benefits. The savings you realize through Packaged Savings are based upon medical enrollment and the number of active lines of specialty coverage you have with UnitedHealthcare.

UnitedHealthcare Multi-Choice brought to life

Scenario 1: An employer moving from a single benefit design option to UnitedHealthcare Multi-Choice with PacifiCare HMO

With world attention focused on both the environment and the economy, Environmental Defenders is where policymakers and business leaders turn for win-win solutions. This green group of 20 environmental consultants and their support staff has tripled in size over the past decade. Alison, one of the founding members of the group, is assigned to find a health insurance package that can attract and retain the best and brightest employees.

The current employee makeup of Environmental Defenders is as follows:

- ▶ Seven young, single professionals who rarely go to the doctor
- ▶ Five young, married parents who regularly use their health care benefits for their growing families
- ▶ Three middle-aged professionals who see the doctor mainly for preventive care
- ▶ Five administrative staff members who find the premiums unaffordable

The company's current plan is as follows:

Individual Premium (PMPM)	Employer Contribution \$\$ and (%)	Employee Contribution \$\$ and (%)	Deductible	Coinsurance	Copayment
\$275	\$193 (70%)	\$82 (30%)	\$1,000	80%	\$30-\$50

Alison's dilemma is that key employees have expressed the need for richer medical benefits. Others can't afford the \$82 premium, let alone an increase. Alison knows she's jeopardizing employee satisfaction by not providing benefits that meet the individual needs of her employees.

Before UnitedHealthcare Multi-Choice with PacifiCare HMO, her choices are:

- 1 Offer an additional plan from a different carrier. This requires additional paperwork and increases her administrative burden, assuming it is permitted by the current coverage.
- 2 Find a carrier that offers a dual option, providing two different health plans from the same carrier, which would still not meet her employees' diverse needs.

With UnitedHealthcare Multi-Choice with PacifiCare HMO, Alison decides to offer her employees the choice of three benefit design options. The PacifiCare SignatureValue plans offer access to a robust HMO network of physicians and hospitals. Those who enroll in these PacifiCare HMO plans can choose one primary care physician to coordinate all their care, and they pay only a copayment at each doctor's office visit. Plus, preventive care is covered. With the UnitedHealthcare Choice Plus plans, enrollees have the flexibility to see any doctor – including specialists – without a referral.

Plan Design	Individual Premium (PMPM)	Employer Contribution \$\$ and (%)	Employee Contribution \$\$ and (%)	Deductible	Coinsurance	Copayment
UnitedHealthcare Choice Plus Balanced 30/2500/80%	\$228	\$160 (70%)	\$68 (30%)	\$2,500	80%	\$30-\$50
UnitedHealthcare Choice Plus Balanced 30/1000/80%	\$275	\$193 (70%)	\$82 (30%)	\$1,000	80%	\$30-\$50
PacifiCare SignatureValue 15-30/300a	\$338	\$237 (70%)	\$101 (30%)	n/a	\$300 per admit	\$15-\$30

With this array of plans, Alison's employees can choose the coverage level that best meets their individual needs. In the end, she reduces her total health care coverage costs while increasing her employees' choice and satisfaction.

Scenario 2: An employer with dual option moving to UnitedHealthcare Multi-Choice with PacifiCare HMO Advantage *

Boyd Construction, a commercial contracting company that handles both new construction and renovation, has seen moderate annual growth, but is dealing with a tightening economy. Tony, the owner, needs to ensure that administrative costs are reliably predictable and the time spent managing the company's benefits is minimal, so he can focus on running his business.

The current employee makeup of Boyd Construction is as follows:

- ▶ Thirty-six laborers
- ▶ Five supervisors
- ▶ Four office personnel

The company's current plans are as follows:

Individual Premium (PMPM)	Employer Contribution \$\$	Employee Contribution \$\$	Deductible	Coinsurance	Copayment
\$275	\$200	\$75	\$1,000	80%	\$30-\$50
\$351	\$200	\$151	\$500	80%	\$30-\$50

Tony's dilemma is that he can't afford the 14 percent renewal increase he is facing with his current dual option plans. He also wants to be able to better predict annual health insurance costs, without increasing his administrative burden or sacrificing the benefits available to his employees.

Before UnitedHealthcare Multi-Choice with PacifiCare HMO Advantage, his choices are:

- 1** Shop for an additional plan from a different carrier. This requires additional paperwork and increases his administrative burden, assuming it is permitted by the current coverage.
- 2** Buy down to a whole new set of options at a lower premium within a larger product portfolio, which would still not meet his employees' needs or lower his administrative burden.

With UnitedHealthcare Multi-Choice with PacifiCare HMO Advantage, Tony decides to offer his employees five different benefit design options, which include the annual rate increase.

Plan Design	Individual Premium (PMPM)	Employer Contribution \$\$	Employee Contribution \$\$	Deductible	Coinsurance	Copayment
UnitedHealthcare Choice Plus Traditional with Deductible 30/500/80%	\$351	\$200	\$150	\$500	80%	\$30-\$50
PacifiCare SignatureValue Advantage 15-30/300a	\$302	\$200	\$102	n/a	\$300 per admit	\$15-\$30
UnitedHealthcare Choice Plus Balanced Value 40/1000/70%	\$250	\$200	\$49	\$1,000	70%	\$40-\$60
UnitedHealthcare Choice Plus Definity HRA 2500/80%	\$209	\$200	\$9	\$2,500	80%	80%
UnitedHealthcare Choice Plus Definity HSA 3000/80%	\$200	\$200	\$0	\$3,000	80%	80%

With this array of plans, his employees can choose the coverage level that best meets their individual needs. Since Tony has fixed his contribution at 100 percent of the lowest priced benefit design option, he's able to predict his monthly costs, while still allowing his employees to buy up for additional coverage. He also has the option to choose from additional benefit designs during renewal, allowing him the flexibility to adjust his health insurance offering based on his budget and the needs of his employees. And, he can do all this without the hassle of having to shop multiple insurance carriers every year.

California Small Business (5–50) Multi-Choice Product Options

Product	Plan Description	Prescription Drug Benefit	with PacifiCare
PacifiCare SignatureValue HMO	10-30/100%	\$10/\$25/\$50	■
PacifiCare SignatureValue HMO	15-30/300a	\$15/\$35/\$50,	■
PacifiCare SignatureValue HMO	20-40/300d	\$150 brand deductible	■
PacifiCare SignatureValue HMO	30-40/500d	\$20/\$35/\$50, \$150 brand deductible	■
PacifiCare SignatureValue HMO	40-60/800d		■
PacifiCare SignatureValue HMO	20-40/1500ded	\$20/\$35/\$50, \$150 brand deductible	■
PacifiCare SignatureValue HMO	40-60/60%		■
PacifiCare SignatureValue HMO	20-40/70%/1500ded	\$20/\$35/\$50, \$150 brand deductible	■
PacifiCare SignatureValue HMO	40-60/70%/2000ded		■
PacifiCare SignatureValue Advantage HMO	10-30/100%	\$10/\$25/\$50	
PacifiCare SignatureValue Advantage HMO	15-30/300a	\$15/\$35/\$50,	
PacifiCare SignatureValue Advantage HMO	20-40/300d	\$150 brand deductible	
PacifiCare SignatureValue Advantage HMO	30-40/500d	\$20/\$35/\$50, \$150 brand deductible	
PacifiCare SignatureValue Advantage HMO	40-60/800d		
PacifiCare SignatureValue Advantage HMO	20-40/1500ded	\$20/\$35/\$50, \$150 brand deductible	
PacifiCare SignatureValue Advantage HMO	40-60/2000ded		
PacifiCare SignatureValue Advantage HMO	40-60/60%	\$20/\$35/\$50, \$150 brand deductible	
PacifiCare SignatureValue Advantage HMO	20-40/70%/1500ded		
PacifiCare SignatureValue Advantage HMO	40-60/70%/2000ded		
PacifiCare SignatureValue HealthCare Partners Network HMO	25-50/500ded ³	\$15/\$35/\$50 \$150 brand deductible	
PacifiCare SignatureValue HealthCare Partners Network HMO	25-75/500ded ³		
PacifiCare SignatureValue HealthCare Partners Network HMO	25-75/1500ded ³		
UnitedHealthcare Choice Plus Traditional with Deductible	20/250/90%	\$15/\$35/\$60 (base) \$15/25%/30% (specialty)	■
UnitedHealthcare Choice Plus Traditional with Deductible	30/250/80%		■
UnitedHealthcare Choice Plus Traditional with Deductible	30/500/80%		■
UnitedHealthcare Choice Plus Traditional with Deductible	40/500/70%		■
UnitedHealthcare Choice Plus Balanced	20/3000/90%	\$15/\$35/\$60 (base) \$15/25%/30% (specialty) \$150 deductible on tiers II & III	■
UnitedHealthcare Choice Plus Balanced	30/1000/80%		■
UnitedHealthcare Choice Plus Balanced	30/2500/80%		■
UnitedHealthcare Choice Plus Balanced	40/1000/70%		■
UnitedHealthcare Choice Plus Balanced	40/1500/70%		■
UnitedHealthcare Choice Plus Balanced	40/1000/50%		■
UnitedHealthcare Choice Plus Balanced	40/2000/50%		■
UnitedHealthcare Choice Plus Balanced Value	30/1000/80%		\$20/\$40/\$60 (base) \$20/25%/30% (specialty) \$250 deductible
UnitedHealthcare Choice Plus Balanced Value	40/1000/70%	■	
UnitedHealthcare Choice Plus Balanced Value	40/1500/70%	■	
UnitedHealthcare Choice Plus Balanced Value	40/1000/50%	■	
UnitedHealthcare Choice Plus Balanced Value	40/2000/50%	■	
UnitedHealthcare Choice Plus Definity HSA	2000/100%	\$15/\$35/\$60 (base) \$15/25%/30% (specialty) medical deductible applies	■
UnitedHealthcare Choice Plus Definity HSA	3000/100%		■
UnitedHealthcare Choice Plus Definity HSA	1500/80%		■
UnitedHealthcare Choice Plus Definity HSA	2000/80%		■
UnitedHealthcare Choice Plus Definity HSA	3000/80%		■
UnitedHealthcare Choice Plus Definity HSA	4000/80%		■
UnitedHealthcare Choice Plus Definity HRA	1500/80%	\$15/\$35/\$60 (base) \$15/25%/30% (specialty) \$250 deductible on tiers II & III	■
UnitedHealthcare Choice Plus Definity HRA	2500/80%		■
UnitedHealthcare Choice Plus Definity HRA	2000/70%		■
UnitedHealthcare Choice Plus Definity HRA	3000/70%		■
UnitedHealthcare Non-Differential PPO	2000/80%	\$15/\$35/\$60 (base) \$15/25%/30% (specialty) \$150 deductible on tiers II & III	

¹ Available to groups with 5 or more enrolling employees. Groups with <5 enrolling employees eligible for Stand-Alone Plan Option only.

² Groups outside the HMO Advantage Network are not eligible to offer the HMO Advantage product to employees.

³ When offered alongside the PacifiCare HMO HealthCare Partners Network product, the HMO or HMO Advantage product is only available to employees who do not live and do not work in the HealthCare Partners Network service area. For groups with <5 enrolling employees, only one HMO or one HMO Advantage plan may be offered to employees who do not live and do not work in the HealthCare Partners Network service area alongside one PacifiCare HMO HealthCare Partners Network plan.

Tools, resources and value-added programs to help your employees

Making the “right” choice for your employees

In offering your employees their choice of plans, you can also empower them to make informed decisions about their health care. We offer a variety of tools and resources meant to work with their plan choices to help them navigate the health care system.

Making informed treatment decisions

UnitedHealthcare's Treatment Decision Support program provides your employees with information about their medical conditions, treatment options, and clinical and cost ramifications of treatment choices. This gives them the tools to avoid unnecessary treatments and access to appropriate, cost-effective care. And, these resources can lead to better health outcomes and lower health care costs for you and your employees.

For UnitedHealthcare plan members, additional tools are available on myuhc.com:

Hospital Comparison Program: provides cost and quality information to help your employees evaluate hospital performance along with costs for services.

Treatment Cost Estimator: calculates approximate costs of specific health care services in your employees' geographic area.

For PacifiCare plan members, additional tools are available on www.pacificare.com:

Health Assessment: an online questionnaire that reveals current health status, identifies potential health risks and recommends relevant wellness programs.

Personal Health Record: keeps track of medical history, claims and other health information online, in one convenient place.

Did you know?

When consumers are actively engaged in their health care decisions, the results follow.*

- ▶ 11% lower cost for chronic population than PPO
- ▶ 12% reduction in cost per member each year
- ▶ 40%** reduction in surgery costs
- ▶ Overall lower medical costs
- ▶ Use of preventive care grew faster

* Analysis of UnitedHealthcare customers who were offered both a DefinitySM consumer-driven health plan with activation services alongside a PPO option plan from 2003 to 2006.

** When consumers actively engage in treatment decision, surgery costs can be reduced by as much as 40%. Source: *Ash et al. (2006). Who is at greatest risk of receiving poor quality healthcare? *New England Journal of Medicine*, 354 (11), 1147–1156

Helping your employees make the most of their benefits

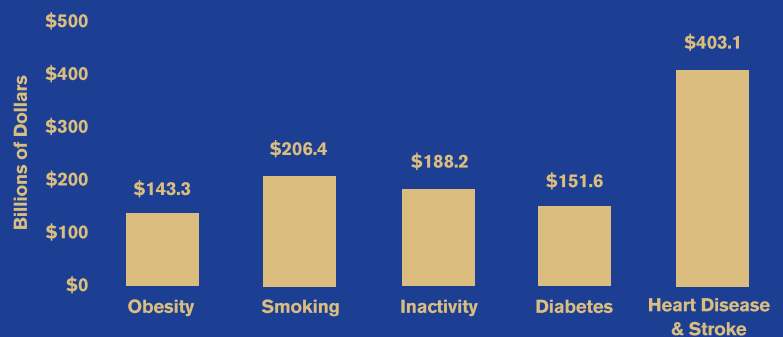
We understand that simply offering flexible benefit designs is only half the solution in positively impacting the health care system and your bottom line.

Our programs and services support your efforts to keep employees healthy. Healthier employees tend to be more productive and spend fewer health care dollars. They can begin to make appropriate health care decisions and lifestyle modifications that may lower overall health care costs. That's why we provide you with tools, resources and services to help improve employee health behaviors:

- ▶ Health assessment and personalized report
- ▶ Health improvement tools
- ▶ Online programs
- ▶ Online provider directory
- ▶ Quality Index® of PacifiCare physicians and hospitals
- ▶ Resources libraries
- ▶ Personal health record
- ▶ Personal health information
- ▶ Health statements
- ▶ Live chats with health information specialists and health coaches
- ▶ Bilingual health information and services in Spanish, Chinese, Korean, Vietnamese, and Japanese
- ▶ Customizable nutrition and fitness plans
- ▶ *Healthy Mind Healthy Body*® e-newsletter

Did you know?

Annual costs of unhealthy lifestyle (Billions – 2006 Dollars)



Source: www.healthpromotionadvocates.org

We're committed to changing health care through outstanding service and cost-savings you can measure year after year.



* UnitedHealthcare membership systems (December 2007) for groups with 2-99 employees.

Quality Index[®] is offered by PacifiCare Health Plan Administrators, Inc. and PacifiCare of California. Quality Index profiles are for informational purposes only. PacifiCare does not provide health care services or practice medicine. Health care providers are solely responsible for medical judgments and treatments. Inclusion in this program does not guarantee the quality of care being rendered. Not all physicians and specialty types are eligible for a Quality Index profile. This program may not be available for all groups. Components subject to change.

Health plan coverage provided by or through UnitedHealthcare Insurance Company and PacifiCare of California. Administrative services provided by PacifiCare Health Plan Administrators, Inc., Prescription Solutions, Ingenix, Inc. or ACN Group. Behavioral health products provided by PacifiCare Behavioral Health of California (PBHC), PacifiCare Behavioral Health, Inc. (PBH) or United Behavioral Health (UBH).

The Care24[®] program integrates elements of traditional employee assistance and work-life programs with health information lines for a comprehensive set of resources. Program components may not be available in all states or for all groups. Care24 is a registered trademark of UnitedHealth Group, Inc., used by permission. Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against UnitedHealthcare or its affiliates, or any entity through which the caller is receiving UnitedHealthcare services directly or indirectly (e.g. employer or health plan). Care24 may not be available in all states or for all group sizes. Components subject to change.

For informational purposes only. NurseLineSM nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor's care. NurseLine services are not an insurance program and may be discontinued at any time.

The UnitedHealth Allies health discount program is administered by HealthAllies[®], Inc., a discount medical plan organization located at 505 N. Brand Blvd., Suite 850, Glendale, CA, 91203, 1-800-860-8773. The health discount program is NOT insurance. The health discount program provides discounts for certain health products and services. The health discount program does not make payments directly to the providers of health products and services. The program member is obligated to pay for all health products and services but will receive a discount from those providers who have contracted with the discount plan organization. The health discount program is offered to existing members of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to provide specific discounts and to encourage participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. UnitedHealthcare does not endorse or guarantee health products/services available through the discount program. This program may not be available in all states or for all groups. Components subject to change.

UnitedHealth Wellness[®] is a collection of programs and services offered to UnitedHealthcare enrollees to help them stay healthy. It is not an insurance product but is offered to existing enrollees of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to encourage their participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. Some UnitedHealth Wellness programs and services may not be available in all states or for all group sizes. Components subject to change.



Printed on paper containing recycled material.