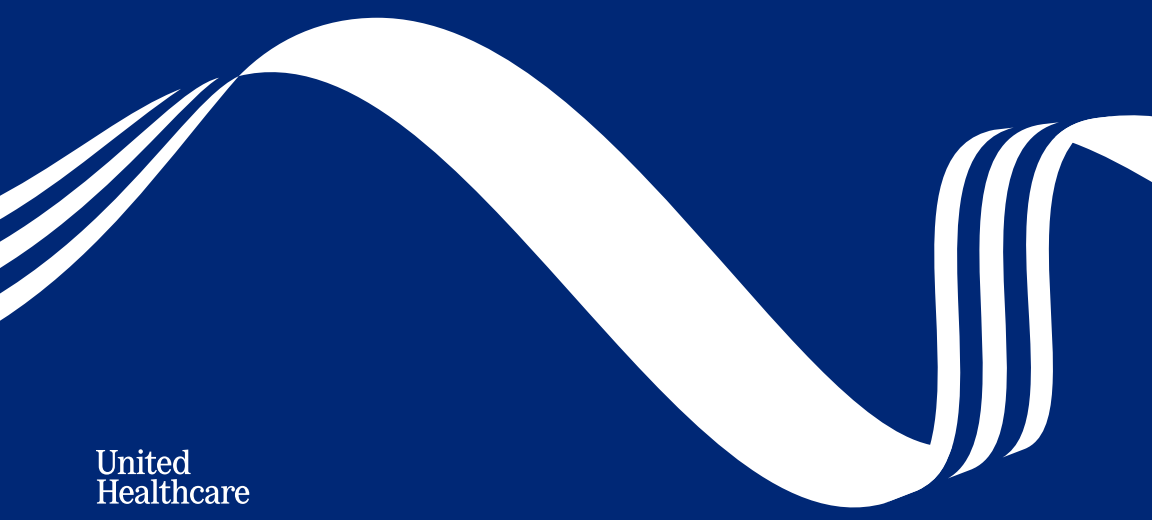




**You're about
to change
the course of
health care**

United
Healthcare





We're proud to announce a shared commitment that will unify provider teams with common goals and language.

It will require a significant investment in transformative change across the organization — change that will improve our daily interactions, internal processes and communications with health care professionals.

By uniting all of our provider programs with a shared commitment, together, we can help create a more efficient health care system that works better for all.

**“Let’s Change
the Course of
Health Care”
is our shared
commitment**



As it stands today, our health care system needs to change. It’s too complex and too costly. The pandemic has shed new light on these challenges and has helped accelerate change. Now, we need transformative solutions that have a lasting impact.

As an industry leader, we have the opportunity to work closely with health care professionals in different ways. We can set new standards for the entire system to make it more affordable and efficient.

However, this is no small task.

We’ll need to bring ambitious ideas forward, along with an unwavering commitment to create meaningful change, and some of that change is already underway.

We’re changing the system for the better and helping people live healthier lives.

And while it may be a challenge, it’s one worth rising to.

Together, let’s Change the Course of Health Care by making health care work better for all.

Why do we need to change?

We've listened to health care professionals to identify shared goals and opportunities to create lasting change.



“We’re all here on behalf of the patient, but that only works if my practice is thriving and if the insurance company is making money too. Saving money benefits the patient and the insurance company, and that’s going to benefit me in the long run.”

Health care professional



“We are all going to have to change the model. You have to do a better job. We have to do a better job. A better job innovating, working together, getting costs down and communicating. We have to do a better job if we are going to survive.”

Physician

By changing, we'll become a more cohesive organization, more effectively supporting our health care professionals and members. This will drive better relationships and, ultimately, better care.

How will we change?

Our shared commitment and guiding principles will help inform this change and where we're headed as an organization.



Transform

We're tackling health care professionals' toughest challenges with innovative solutions that will come from empowering our teams to become powerful agents of change.



Together

We can't solve the system's problems alone. By listening and learning from each other, we'll drive real change.



For the better

When our systems work for us, not against us, we'll more easily reach our shared goal—better health care for all.

Here are ways we're changing:

- Streamlining our complicated processes
- Better enabling decisions at the point-of-care
- Guiding patients to lower-cost care and prescription options
- Creating transparency with near real-time practice performance data
- Actively listening to health care professionals
- Working in new ways as cross-functional teams and directly with health care professionals
- Rewarding health care professionals for meeting and exceeding standards

What does this change mean for you?

It'll take all of us to change the course of health care.

Here's how you can do your part:

- Ask our health care professionals for their input
- Listen to their feedback
- Keep our key priorities top of mind
- Work closer with your enterprise partners
- Surface ideas for change to your leaders
- Recognize your colleagues who are making change
- Be on the lookout for language or terminology that isn't appropriate for the brand
- Be mindful of the language we use with health care professionals

For more information about our shared commitment to Change the Course of Health Care, visit care.uhc.com

