

Physical Health Solutions



Musculoskeletal conditions are a significant area of expenditure, with spine care (neck and back pain) accounting for 40% of musculoskeletal expense.¹ While the clinical evidence for spine care consistently suggests a conservative treatment approach for most circumstances, actual practice is often misaligned with the current clinical evidence.

Optum™ analysis shows that more than 75% of spine care expense is associated with surgery, imaging, pharmacy, injections, evaluations and emergency room visits.¹ However, the evidence for back pain suggests the effectiveness of a conservative approach of over-the-counter medications, manipulation and exercise, with imaging used only when warning signs of a serious condition are present. Additionally, the type of provider first seen by a patient can have a dramatic impact on the overall treatment cost associated with the condition.

Reducing Musculoskeletal Expense

Optum works with clients to evaluate their total musculoskeletal spending, identify opportunities for cost savings and develop customized solutions to reduce expenses for musculoskeletal conditions. Through the Optum provider networks and utilization management program, we can help lower your costs associated with musculoskeletal spend by shifting consumers to more conservative care.

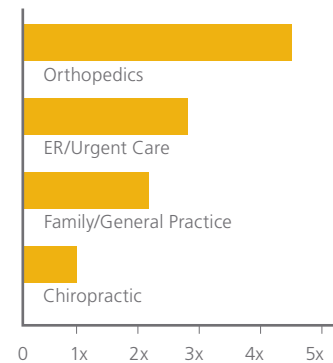
Our Unique Approach

Through our large, proprietary database of treatment records and analytical capabilities, we have deep insights on practice patterns for musculoskeletal spending across the entire care continuum. Furthermore, we understand the impact to cost and quality of care that can be created by steering consumers toward conservative treatment options. Our capabilities include:

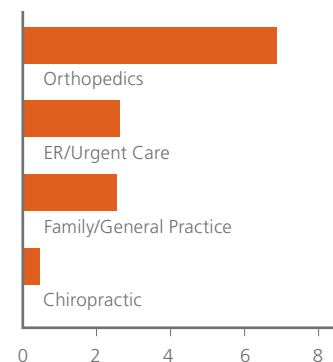
- Guiding consumers to conservative care and connecting them with the right provider for their condition
- Ensuring that care is aligned with the best clinical evidence
- Improving the consumer experience by providing convenient access to quality providers, lowering out-of-pocket costs and improving clinical outcomes
- Expertise in holistic management of musculoskeletal conditions including provider networks, clinical programs, financial performance and regulatory risk

Importance of First Provider Seen for Spine Care Treatment and Impact on Cost³

TOTAL COST PER PATIENT



SURGICAL EPISODES PER 100 PATIENTS



Network Solutions

Optum has over 25 years of experience in managing networks that provide access to a wide variety of treatment options for musculoskeletal conditions. We have the largest national networks of conservative care providers and offer a 30-40% network discount through market-competitive provider reimbursement rates. Our NCQA-accredited networks include:

- 60,000 physical, occupational and speech therapists
- 32,000 chiropractors and acupuncturists
- Massage therapists, doctors of naturopathy, and dietitians/nutritionists

In addition, we have a proven track record in provider recruitment driven by thorough knowledge of and experience with local market dynamics.

Clinical Support Program (Chiropractic, Acupuncture, Physical Therapy and Occupational Therapy)

The Optum Clinical Support Program assists providers in the delivery of evidence-informed health care to help ensure that patients receive consistency in the quality, cost and outcome of their care experience. The core components of the program are:

- Collaboration with cross-functional industry experts in the development of program policies and guidelines
- Same specialty peer review of treatment requests with outreach on an individualized patient basis, as well as aggregate provider data sharing
- Peer-to-peer educational efforts to assist in the adoption of evidence-informed treatment approaches to increase the quality of patient care and reduce unexplained variance
- A comprehensive provider web portal with resources that improve provider engagement and functionality that allows providers to complete administrative functions more efficiently
- NCQA (National Committee for Quality Assurance) certification

Administrative Services and Operations

Our operations teams are committed to delivering service excellence. Whether it is the quality processing of a claim or the handling of an incoming service phone call, we are committed to exceeding our performance standards. Additionally, we monitor and manage compliance with reform legislation. Services include claims administration, provider relations and reporting, as well as provider and member call centers.

Sources:

1. Optum Book of Business Analysis; 2007
2. Expenditures and Health Status Among Adults with Back and Neck Problems, JAMA. 2008; 299(6):656-664.
3. Optum Book of Business Analysis; 2010

Did You Know?

Musculoskeletal conditions are the largest medical expense for most health plans and employers, representing 16% of all medical expenses with costs increasing at a rate of 7% year-over-year.¹

The U.S. health care system spends about as much each year on spine problems as it does on cancer.²

Spinal patients starting with a chiropractor see an average of 1.7 different providers compared to 3.2 different providers for spinal patients starting with other specialties.³

To learn more about Optum™, contact your Optum sales representative. Call **866.427.6845**, e-mail us at engage@optum.com or visit www.optum.com.
