



**City and County of San Francisco
Health Service Board
UnitedHealthcare Audit Response**

Sandra Lynch
Strategic Client Executive
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UnitedHealthcare Response

UnitedHealthcare is a leading provider of health claim services and is committed to conducting business in the highest ethical manner.

- UnitedHealthcare is committed to our partnership with the City and County of San Francisco and appreciates the work performed by Mercer to provide a picture of the quality of claims processed in our Transaction Center
- UnitedHealthcare recognizes that Mercer's findings are meaningful and represent opportunity for continued improvement in our processing and administration of the City and County of San Francisco Benefit Plan
- Improvement plans were implemented after careful analysis of Mercer's recommendations
- Audit Data is continually leveraged to implement long term corporate solutions
- Remediation Actions are completed

Changes to Improve Performance

- UnitedHealthcare has increased Claim processing by the designated claim staff to improve manual claims processing
- We continue leveraging successful Six Sigma techniques
- We have improved provider contract loading and data mining
- We continue to address opportunities related to Coordination of Benefits with Medicare
- We are dedicating resources to the handle claims where Medicare is the primary payer
- UnitedHealthcare has reviewed the current eligibility file with CCSF. We have made some suggestions for improvement. This is an ongoing project through 2010 open enrollment to assure members are in the correct plan
- UHC has agreed to reimburse HHS as recommended by Mercer for missed Performance Guarantees

Ongoing Commitment and Focus

UHC continues to demonstrate a commitment to HSS and all City Plan members through our activities and actions

- Responsive, experienced and dedicated account management team
- Continued work with Mercer and HSS on the Dashboard project
- Sponsorship and participation in member Health Fairs and Open Enrollment programs
- We are pleased with our performance scorecard results from HHS and are continually looking for ways to exceed your service expectations