



A UnitedHealthcare Company

Preferred Provider Organization (PPO) Quality Initiatives

OneNet PPO, LLC (OneNet) is a wholly owned subsidiary of United Healthcare Insurance Company, a part of UnitedHealth Group, Incorporated. OneNet is committed to providing outstanding service, access to quality care, and assistance in achieving and maintaining optimum health. We continually look at the needs of our PPO participants and health care practitioners to identify opportunities for improvement. To help us in these objectives, we have established several committees, comprised of network physicians and other health care practitioners, which meet frequently to consider improvement ideas and develop programs and services to meet our PPO participants' needs.

OneNet has a Quality Improvement Program designed to monitor, evaluate and continually improve the care and services delivered by preferred physicians, health care practitioners and facilities. The program measures, evaluates and develops improvements for various network delivery criteria. These criteria include the quality, appropriateness, timeliness, access, and availability of care and services. Our quality initiatives address the following goals:

Offering Access to Independent, Credentialed Health Care Practitioners

We review the credentials and practice history of physicians and other health care practitioners before considering them for inclusion in our PPO network. Our selection criteria are based on nationally-recognized quality standards to ensure we meet our goal of providing a network of well-qualified health care practitioners. Each physician's or health care practitioner's credentials are re-evaluated every two to three years (depending on state requirements) to ensure that he or she continues to qualify for participation in the network. OneNet's network of physicians and health care practitioners meets the highest level of credentialing standards, earning the PPO a credentialing certification from the National Committee for Quality Assurance (NCQA) in 2007.

In 2007,

- We offered access to a network of more than 52,600 health care practitioners and 365 hospitals.
- We exceeded industry standards in the availability of both primary care and specialty care practitioners.

Our Web site, www.onenetppo.com, features an online *Directory of Participating Physicians, Health Care Practitioners and Facilities* for easy reference to our network of health care practitioners.

Providing Responsive Customer Service

When we receive feedback from our PPO participants, it provides us with an opportunity to improve customer service. For payers willing to participate, we randomly survey PPO participants on the service they receive from OneNet and from their personal physicians. We use this information to help focus our efforts on areas that are important to participants and payers. Overall, our PPO participants report being satisfied with their physician/practitioner network and the customer service they are provided. As part of our continual improvement activities, we have taken several actions to further enhance our service, including:

- Enhancing employee customer service training programs to ensure member services representatives address network-related questions correctly and route benefits inquiries to the appropriate payer or third party administrator.
- Improved processes and technology for tracking and reporting.
- Reduced turnaround time to credential practitioners, in part by increased use of an automated application process.