







Improving the care pathway for muscle, bone and joint pain

To help guide more efficient care and provide support to employees and their families, we offer solutions that span the entire musculoskeletal (MSK) care continuum. Through early engagement, our goal is to help prevent MSK pain from even occurring. If it does, we help employees find the best care for their needs, from conservative care to surgical procedures and follow-up care.

Musculoskeletal solutions across the care continuum

	 Early engagement	 Conservative care	 Surgical procedures	 Maintenance
Benefit design		<ul style="list-style-type: none"> Plan design for physical therapy and chiropractors Prior authorization and medical necessity 	<ul style="list-style-type: none"> Plan design differentials to promote Centers of Excellence (COEs) and lower member costs Financial protection 	<ul style="list-style-type: none"> Prescription coverage
Digital tools	<ul style="list-style-type: none"> Education on condition and resources Virtual MSK services 	<ul style="list-style-type: none"> Education on condition and resources, find and price care Virtual MSK services Guidance to provider care 	<ul style="list-style-type: none"> Education on condition and resources, find and price care Virtual MSK services Guidance to provider care 	<ul style="list-style-type: none"> Education on condition and resources Virtual MSK services
Network and quality	<ul style="list-style-type: none"> Pharmacy Access to quality providers Education on condition and resources Weight and nutrition management 	<ul style="list-style-type: none"> Guidance to preferred providers for savings on bundled rates Access to quality providers Pain-management strategies Complementary and alternative medicine services 	<ul style="list-style-type: none"> Guidance to preferred providers for savings on bundled rates Access to Ambulatory Surgery Centers (ASC) and COEs Pain-management strategies Help to address physical challenges and financial stress 	<ul style="list-style-type: none"> Payment accuracy Access to quality providers Education on condition and resources as well as guidance Complementary and alternative medicine services
Clinical and well-being	<ul style="list-style-type: none"> Care management Shared decision-making Chiropractic, physical and occupational therapy 	<ul style="list-style-type: none"> Care management, navigation and support Shared decision-making and program referrals Chiropractic, physical and occupational therapy Medical necessity review Second opinion Data triggers for outreach 	<ul style="list-style-type: none"> Navigation and pre-/post-counseling Shared decision-making Chiropractic, physical and occupational therapy 	<ul style="list-style-type: none"> Claims review Shared decision-making, program referrals Occupational health tools and resources

\$14K

average inpatient operations savings¹

37%

fewer complications for joint replacement¹

31.5%

reduction in readmissions for joint replacement surgeries¹

4x

lower use of injections in early months when using chiropractic or physical therapy²

¹ Based on 2021 claims for the Orthopedic Health Support Value Study performed by Optum Analytics. Health outcomes and savings are not guaranteed.

² Technical Report – Conservative Therapies for New Onset Low Back Pain and Predictors of Long-term Opioid Use and Misuse. Lewis Kazis, ScD, et al. Boston University School of Public Health. Sponsors: APTA and UnitedHealthcare. Accessed May 2021.



Employee scenarios

Helping employees throughout every stage

Through our proactive engagement, personalized care and full suite of products and services, UnitedHealthcare helps employees find appropriate care as soon as it's needed – with the goal of helping them save time, money and stress. This may result in better outcomes at bigger savings.

Learn more

Contact your broker, consultant or UnitedHealthcare representative

United Healthcare

These programs and resources provide information and support as part of your health plan. They do not provide medical advice or other health services and are not a substitute for your doctor's care. If you have specific health care needs, consult an appropriate health care professional. Members are encouraged to discuss with their doctor how the information provided may be right for them. Your health information is kept confidential in accordance with the law. These programs and resources are not an insurance program and may be discontinued at any time. These programs and their components may not be available in all states or for all group sizes and are subject to change. Coverage exclusions and limitations may apply.

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Bio

Conditions

Care pathway

Solution-guided experience

Results



Carrie

Works at a high-stress job; enjoys wakeboarding

Depression caused by her unrelenting pain

Surgical procedures

Specialist Management Solutions – A nurse walks Carrie through her care options and recommends getting a second opinion; they also connect her to the Employee Assistance Program (EAP) for help managing her depression

EAP – Carrie works with a specialist to create an action plan

2nd.MD – Carrie receives a second opinion consult; the expert recommends surgery

Specialist Management Solutions – A Specialist Management Solutions advocate prepares Carrie for what to expect before surgery and helps her husband find local hotels and restaurants

- ✓ After surgery, the Specialist Management Solutions advocate schedules physical therapy for Carrie
- ✓ Carrie's Specialist Management Solutions nurse calls to check in and arrange local recovery resources; she also checks in after a few months to make sure Carrie is doing okay
- ✓ Carrie continues to use the resources from the EAP



Elisa

Is an engineer with 2 kids who suffers from poor sleep due to her work schedule

Shoulder pain, mild depression, stress

Conservative care

Specialist Management Solutions – A nurse talks to Elisa about conservative care options and refers her to Kaia

Kaia – Elisa downloads the Kaia app and completes a clinical assessment to receive a personalized experience of coaching sessions and daily exercises

The clinical team recommends biweekly coaching sessions over the phone; Elisa completes daily exercises and muscle relaxation modules while also learning coping strategies to help reduce stress

EAP – Kaia connects Elisa to an EAP specialist for additional help supporting her mental health

- ✓ Elisa's Specialist Management Solutions nurse checks in every 30 days
- ✓ Elisa's Kaia coach checks in every other month
- ✓ Elisa adjusts her training to fit her hectic work schedule; her pain has decreased and she's sleeping better



Bob

Is a runner and tennis player who's having back problems that aren't responding to self-care

Back pain

Surgical procedures

myuhc.com® – Bob uses the site to view available back pain resources and enrolls in Specialist Management Solutions

Specialist Management Solutions – A nurse reviews his treatment options; Bob tries physical therapy, which doesn't relieve his pain

The nurse recommends a network orthopedist and also sends Bob information about available pain-management strategies

Bob decides to have surgery; his nurse guides him to a COE network provider and helps him prepare

- ✓ After surgery, Bob's Specialist Management Solutions nurse calls to check in and arranges for local recovery resources
- ✓ A few months later, the nurse follows up and learns Bob has made a full recovery and is back to his normal activities