

**FORM SFEC-126:**  
**NOTIFICATION OF CONTRACT APPROVAL**  
(S.F. Campaign and Governmental Conduct Code § 1.126)

FILED

2012 FEB 22 PM 2:41

**City Elective Officer Information** *(Please print clearly.)*

Name of City elective officer(s): Members, Board of Supervisors	City elective office(s) held: SAN FRANCISCO ETHICS COMMISSION Members, Board of Supervisors
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**Contractor Information** *(Please print clearly.)*

Name of contractor: United HealthCare Services, Inc

*Please list the names of (1) members of the contractor's board of directors; (2) the contractor's chief executive officer, chief financial officer and chief operating officer; (3) any person who has an ownership of 20 percent or more in the contractor; (4) any subcontractor listed in the bid or contract; and (5) any political committee sponsored or controlled by the contractor. Use additional pages as necessary.*

## 1. Board Members:

William C. Ballard, Jr.  
Richard T. Burke  
Robert J. Darretta  
Stephen J. Hemsley  
Michele J. Hooper  
Rodger A. Lawson  
Douglas W. Leatherdale  
Glenn M. Renwick  
Kenneth I. Shine, M.D.  
Gail R. Wilensky, Ph.D.

## 2. CEO, CFO, COO

Steve J. Hemsley CEO, COO  
David S. Wichmann CFO

## 3. No person owns 20 percent or more in the contractor

4. We provide most of our core services directly through the UnitedHealth Group family of companies. This allows us to offer affordable solutions through integrated data elements and systems, streamlined implementations and unified account management support.

We do work with a variety of external vendors and subcontractors and have listed some of these third parties and the different capacities in which we interact with them. Due to the broad spectrum of UnitedHealth Group businesses and variations in the contractual relationships we have with each vendor or subcontractor, this list is subject to change and should not be considered exhaustive.

## **SURVEYS**

We conduct an annual satisfaction survey based upon the HEDIS 3.0 standards.

Administration of the CAHPS survey is a joint effort between the Survey Research Studies division of OptumInsight (a UnitedHealth Group company) and the Center for the Study of Services (CSS). CSS is certified by NCQA as a CAHPS survey vendor.

## **SOCIAL SECURITY ADVOCACY ASSISTANCE**

Social Security advocacy assistance is provided through another vendor. Claim specialists are trained to educate, guide and monitor the application process for Social Security disability benefits. We then consider offering assistance through Social Security Law Group.

## **ID CARDS**

Our member medical ID cards are produced by Fiserv Output Solutions, a business unit of Fiserv, Inc. Fiserv, headquartered in Stafford, Texas, is a provider of business-critical communications to the financial services, health care, telecommunications, investment services and retail markets.

## **LEGAL**

We will be responsible for holding our vendors to the same standards and requirements to which we agree. We will accept responsibility to the extent that our subcontracted vendor fails to meet any contractual obligation assumed by us.

5. There are no political committees sponsored or controlled by the contractor.

Contractor address: 185 Asylum Street  
Hartford, CT 06103-3408

Date that contract was approved:

2/14/12

Amount of contract:

\$1,278,073 (ASO) + \$38,972,185 (estimated claims) = \$40,250,258\*

Describe the nature of the contract that was approved: Self-Insured Medical Plan sponsored by CCSF and whose claims administration is outsourced to UnitedHealth Services, Inc.

Comments:\* The amount of this contract is based on the most recent actuarial information and will change due to actual claims, employee resignations, new hires, terminations and other attrition factors, as well as member selections at the time of qualifying events.

This contract was approved by (check applicable):

the City elective officer(s) identified on this form

a board on which the City elective officer(s) serves San Francisco Board of Supervisors  
Print Name of Board

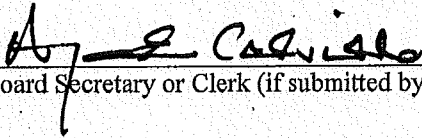
the board of a state agency (Health Authority, Housing Authority Commission, Industrial Development Authority Board, Parking Authority, Redevelopment Agency Commission, Relocation Appeals Board, Treasure Island Development Authority) on which an appointee of the City elective officer(s) identified on this form sits

Print Name of Board

Filer Information (Please print clearly.)	
Name of filer: Angela Calvillo, Clerk of the Board	Contact telephone number: 415-554-5184
Address: City Hall, Room 244 1 Dr. Carlton B. Goodlett Pl, San Francisco, CA 94102	E-mail: Board.of.Supervisors@sfgov.org

Signature of City Elective Officer (if submitted by City elective officer)

Date Signed



2/17/12

Signature of Board Secretary or Clerk (if submitted by Board Secretary or Clerk)

Date Signed

## **VENDORS AND SUBCONTRACTORS**

### **PRESCRIPTION BENEFITS ADMINISTRATION**

Medco Health Solutions, Inc. (Medco) is our business partner in the administration of our pharmacy program. While UnitedHealthcare Pharmacy directs all key aspects of the pharmacy benefit program, we have contracted with Medco to outsource general program administration, including retail network management, since 2000.

### **NETWORK LEASING**

UnitedHealthcare owns the majority of networks we use for providing health care coverage. However, we use leased or vendor networks where it is not feasible to develop our own network. Vendor networks must comply with the same quality standards we use for our own networks. Vendor network compensation varies based on market demands and the customary practices of the local marketplace. We retain responsibility for claim processing. In addition, we oversee all quality issues, including quality control of the physicians and other health care professionals in the network.

### **OVERPAYMENT IDENTIFICATION VENDORS**

We contract with a number of vendors to identify overpayments. These vendors perform a variety of audits, including, but not limited to, credit balance, data mining, COB, contract audits, DRG audits, workers' compensation and subrogation. Generally, these vendors do not perform collections on the overpayments they identify in an effort to reduce the number of vendors approaching physicians. A collection vendor is assigned to collect these overpayments.

### **OVERPAYMENT COLLECTION VENDORS**

We contract with a number of vendors to collect overpayments that are identified internally or from an overpayment identification vendor. Overpayment collection vendors are responsible for sending out the initial overpayment notification letter and will follow up with the physician on outstanding balances through phone calls or subsequent recovery letters. These vendors assist with the resolution of physician disputes/appeals.

### **MATERNITY MANAGEMENT**

We subcontract with Alere (formerly Matria Healthcare) to provide portions of our Healthy Pregnancy Program (HPP). We do use an outside vendor for external review on selected cases.

### **SHARED SAVINGS PROGRAM**

We use Viant, Three Rivers Physician's Network, First Health Networks and MultiPlan's national network of hospitals, physicians and other health care professionals to provide discounts to our customers for non-network claims through our Shared Savings Program (SSP).

### **HEALTH INFORMATION**

Various internal and external sources provide health content to our member Web site, **myuhc.com**. Each resource maintains relationships with various health professionals who write, edit and review the content created for the site. We screen each vendor for accuracy and independence of content.