



**Working in harmony for
your employees' health**

**United
Healthcare**



Connecting patients to physicians and resources to improve quality and member experience — and lower costs

UnitedHealthcare® and the SignatureValue® Harmony network offer access to a plan focused on the physician-patient relationship. **UnitedHealthcare SignatureValue Harmony** integrates quality clinical care with technology, tools and resources to help improve the patient experience—as well as outcomes. It provides access to doctors who guide patients to care and resources that help promote better health outcomes and lower costs.

A personalized, convenient and simplified care experience

SignatureValue Harmony provides members a streamlined service experience made easier by technology, simple tools and the integration of care and coverage.



Access to care and information 24/7

24/7 Virtual Visits offer online access to physicians who can write prescriptions* as needed.



One-stop resolution support

Get health care and coverage inquiries answered in just 1 phone call with our cross-trained team of advocates who access both UnitedHealthcare and provider systems for seamless member support. Calls may include:

- Proactive outbound new member welcome calls
- Benefits, claims and health savings account inquiries
- Specialist referrals and support for any necessary plan authorizations
- Enrollment support for these programs and teams: pharmacy, wellness, Diabetes Prevention, disease management, chronic care programs and Centers of Excellence
- Integrated behavioral health and pharmacy support
- A collaborative approach to resolving member needs that includes advocates and network providers



Tools designed to help support better health

Members have access to robust online and mobile tools that help encourage health care engagement.

- **myuhc.com**® unlocks a wealth of health plan information and wellness programs and allows members to:
 - View benefit information
 - Choose a provider
 - Find convenient after-hours care
 - Activate personalized messages for pharmacy and clinical programs
 - Join wellness programs designed to help set smart goals and track progress
- Our UnitedHealthcare® app lets members securely manage their care and costs on the go

* Certain prescriptions may not be available, and other restrictions may apply.

The SignatureValue Harmony network

SignatureValue Harmony helps make it easier for members to get convenient care from a network of quality physicians. They can choose from nearly 22,000* physicians and 200* primary hospitals in these Southern California counties: Los Angeles, Orange, Riverside, San Bernardino and San Diego.

A network based on performance

SignatureValue Harmony offers a performance network with a more integrated physician-driven care experience, supported by shared data and streamlined processes. Members can choose from a selection of physicians and hospitals within Southern California.

The SignatureValue Harmony network features these physician groups:



UC San Diego Health



Note: AppleCare, HealthCare Partners and Monarch Healthcare are now Optum.

What does it take to become a provider in this network?

SignatureValue Harmony physician groups follow a best-practice model aimed at producing a consistent patient experience to help improve quality and cost outcomes.

- They focus on delivering highly efficient, evidence-based care
- They are committed to using and sharing patient data to coordinate care to support improved health outcomes and efficiency
- They have invested in technology systems that make secure, reliable and timely data-sharing possible

*There has been a change to the SignatureValue HMO provider counts. Individual providers are counted 1 time, regardless of the number of specialties they are licensed for or number of locations they practice in. NDAR counts as of April 2021.



Members are at the center of the health care experience



When enrolling, members choose a primary care physician (PCP) from the SignatureValue Harmony network

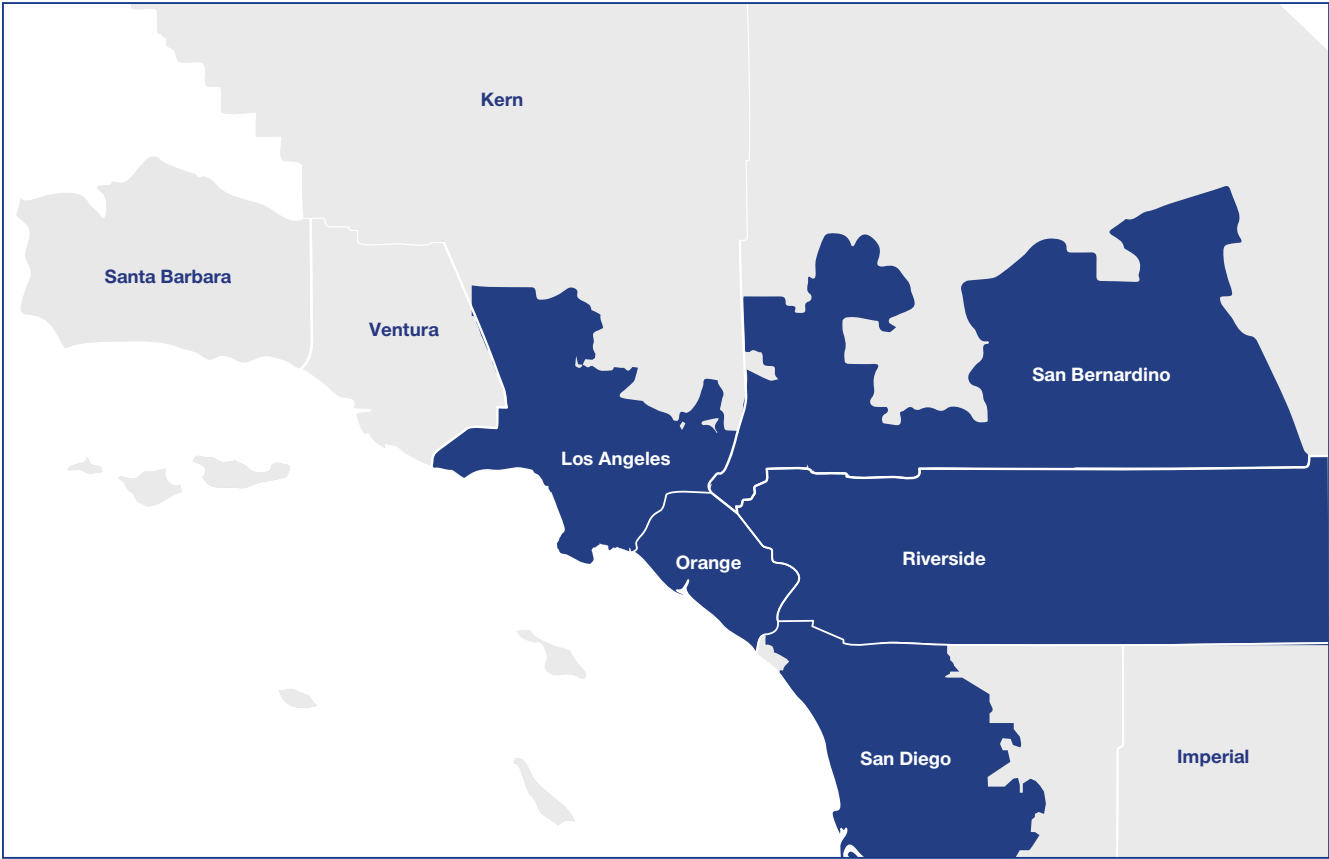


The PCP guides them through the health care system and coordinates additional care



Coordinated, proactive care to help patients meet personal health and wellness goals to advance best practices and help deliver quality care, every step of the way

SignatureValue Harmony service area



Learn more

Contact your broker or UnitedHealthcare representative

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Disease Management programs and services may vary on a location-by-location basis and are subject to change with written notice. UnitedHealthcare does not guarantee availability of programs in all service areas and provider participation may vary. Certain items may be excluded from coverage and other requirements or restrictions may apply. If you select a new provider or are assigned to a provider who does not participate in the Disease Management program, your participation in the program will be terminated. Self-Funded or Self-Insured Plans (ASO) covered persons may have an additional premium cost. Please check with your employer.

The Centers of Excellence (COE) program providers and medical centers are independent contractors who render care and treatment to health plan members. The COE program does not provide direct health care services or practice medicine, and the COE providers and medical centers are solely responsible for medical judgments and related treatments. The COE program is not liable for any act or omission, including negligence, committed by any independent contracted health care professional or medical center.

This policy has exclusions, limitations and terms under which the policy may be continued in force or discontinued. For costs and complete details of the coverage, contact either your broker or the company.

24/7 Virtual Visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. 24/7 Virtual Visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Check your benefit plan to determine if these services are available.

All UnitedHealthcare members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. When accessing a cost estimate, please refer to the Website or Mobile application terms of use under Find Care & Costs section.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

Formal HMO product name: SignatureValue Harmony = UnitedHealthcare SignatureValue® Harmony. UnitedHealthcare SignatureValue Harmony is available for employers with employees in Los Angeles, Orange, Riverside, San Bernardino and San Diego Counties and part of Inland Empire.

For a full listing of participating physician groups near you, please refer to the SignatureValue Harmony Provider Directory or visit myuhc.com.

This is current as of the date of publication. We update our directories periodically, but we cannot guarantee the length of participation of the physicians and other providers in our network. Please verify a doctor's participation status by calling Customer Service at the number on your health plan ID card or by visiting myuhc.com.

Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefits Plan of California. Administrative services provided by United Healthcare Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC).