A personalized behavior change program that can help people make healthy lifestyle choices

Helping people identify health risks, set goals and develop personalized strategies can empower them to make positive lifestyle changes to help improve their health and well-being – but sometimes change can be challenging. UnitedHealthcare’s Wellness Coaching program gives your employees access to specially trained personal wellness coaches to get them started and provides support that can keep them on track.

Our certified wellness coaches are cross-trained in multiple wellness concentrations for a more complete coaching experience. Through information sharing, the wellness coach and the individual work together to create a personalized action plan that evolves throughout the program.

Our one-on-one coaching program integrates phone- and mail-based communications with the online interactive health coach on myuhc.com* and is designed to identify individuals who may require additional support and motivation to achieve improved health and well-being. We coach anyone who wants assistance, engaging more members than ever before.

Wellness Coaching supports individuals with the following lifestyle issues:
- Diabetes Lifestyle
- Exercise
- Heart Health Lifestyle
- Nutrition
- Stress Management
- Tobacco Cessation
- Weight Management
Wellness Coaching key features:

- Phone and mail-based coaching is supported by our Web-based applications located within the health and wellness tab of myuhc.com
- Planned outbound calls and targeted interventions based on member needs and/or risks
- Proactive member engagement and interventions via ongoing mass and targeted communications to facilitate optimal program utilization
- Members get assigned to one wellness coach at the onset of their program and are guided by the same coach throughout their program
- Experienced wellness consultants driving strategy, planning, execution, and evaluation
- Unlimited self-referral program enrollment, allowing members to enroll in more than one program per year at 1-800-478-1057
- Unlimited inbound telephonic support
- Mail-based coaching option for individuals who prefer mail communications or are low risk
- Language services, including Spanish-speaking coaches and more than 150 languages through our translation services
- Full integration with other UnitedHealthcare products including Care Management, Disease Management and NurseLineSM
- Reporting that uses more than 60 metrics to report behavior change
- Multiple identification methods including claims, on-site screenings, self-referrals, program referrals and the health assessment
- Ability to integrate with incentive programs

Coaching case study

<table>
<thead>
<tr>
<th>“Sue”</th>
<th>Profile</th>
<th>Goal</th>
<th>Message</th>
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</table>
| Age: 64 | Divorced | Goal: Reduce stress, understand stress triggers and improve time management.
| Three children | High stress and anxiety | Stress can increase risk for chronic conditions such as heart disease and hypertension. Stress management can help prevent these conditions. |
| Professor |  |
| Height: 5’6” |  |
| Weight: 135 lbs. |  |
| BMI: 22 |  |

Change campaign illustrated

Questions? If you have questions about our Wellness Coaching program or other wellness programs, please contact your UnitedHealthcare account representative.

For informational purposes only.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by UnitedHealthcare Insurance Company, United HealthCare Services, Inc. or their affiliates.

NurseLineSM nurses cannot diagnose problems or recommend specific treatment and are not a substitute for your doctor’s care. NurseLine services are not an insurance program and may be discontinued at any time.

UnitedHealth Wellness® is a collection of programs and services offered to UnitedHealthcare enrollees to help them stay healthy. It is not an insurance product but is offered to existing enrollees of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to encourage their participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. Some UnitedHealth Wellness programs and services may not be available in all states or for all group sizes.

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