

# UMR

## At a glance

UMR offers a variety of related in-house services to help customers manage their benefits plans while controlling costs including:

- Care management – utilization management, case management, disease management, maternity management and health and wellness
- Pharmacy benefits administration
- Consumer-driven health plans
- Claim recovery management
- Reinsurance products and services
- Claim repricing and provider data management software and services
- Non-network claims cost containment

UMR Facts	
<b>Business</b>	Offers medical, dental, vision, retiree, disability administration and a broad array of other benefits solutions
<b>Size</b>	<ul style="list-style-type: none"> <li>• Largest employee benefits third-party administrator in the country</li> <li>• Employs more than 2,800 associates</li> </ul>
<b>Claim Information</b>	<ul style="list-style-type: none"> <li>• Processes more than 39 million health, dental and disability claims valued at more than \$10 billion annually</li> <li>• Handles more than 4 million phone calls each year</li> </ul>
<b>Clients</b>	<ul style="list-style-type: none"> <li>• More than 1,100 clients</li> </ul>
<b>Members Covered</b>	<ul style="list-style-type: none"> <li>• More than 2.1 million members</li> </ul>
<b>Network Solutions</b>	<ul style="list-style-type: none"> <li>• Works with UnitedHealthcare® Options network as well as numerous leased networks</li> </ul>
<b>Service Centers</b>	<ul style="list-style-type: none"> <li>• Illinois – Rockford</li> <li>• Iowa – Des Moines</li> <li>• Florida - Tampa</li> <li>• Kentucky – Lexington</li> <li>• Ohio – Cincinnati, Dayton</li> <li>• Oklahoma – Oklahoma City</li> <li>• Texas – Dallas, San Antonio</li> <li>• Washington - Bothell</li> <li>• Wisconsin – Green Bay, Onalaska, Wausau</li> </ul>
<b>Hospital Market</b>	<ul style="list-style-type: none"> <li>• Works with more than 470,000 members</li> </ul>
<b>Other Specialty Markets</b>	<ul style="list-style-type: none"> <li>• Labor and trust plans</li> <li>• Coalitions</li> <li>• Native American</li> <li>• Public sector</li> </ul>

