



# Benefit Solutions for Hospitals & Health Care Systems

*Managing the health of your benefit plan.*



Today's hospitals and health systems face unique challenges and opportunities as both health care providers and employers. As a provider, you must deliver quality health care services to patients, including your employees and their dependents. On the other hand, as an employer, your concerns are focused on managing your overall benefit costs while improving employee health and productivity.

At UMR, we recognize that your benefit plans require a different perspective than that of other employers. In fact, we have product and service teams dedicated to serving hospitals and understanding their needs and goals. Serving more than 470,000 hospital members, we administer benefit plans for small, regional hospitals as well as large, multi-state integrated delivery systems. Our benefit solutions are designed around four elements vital to any plan and then customized to your unique needs.

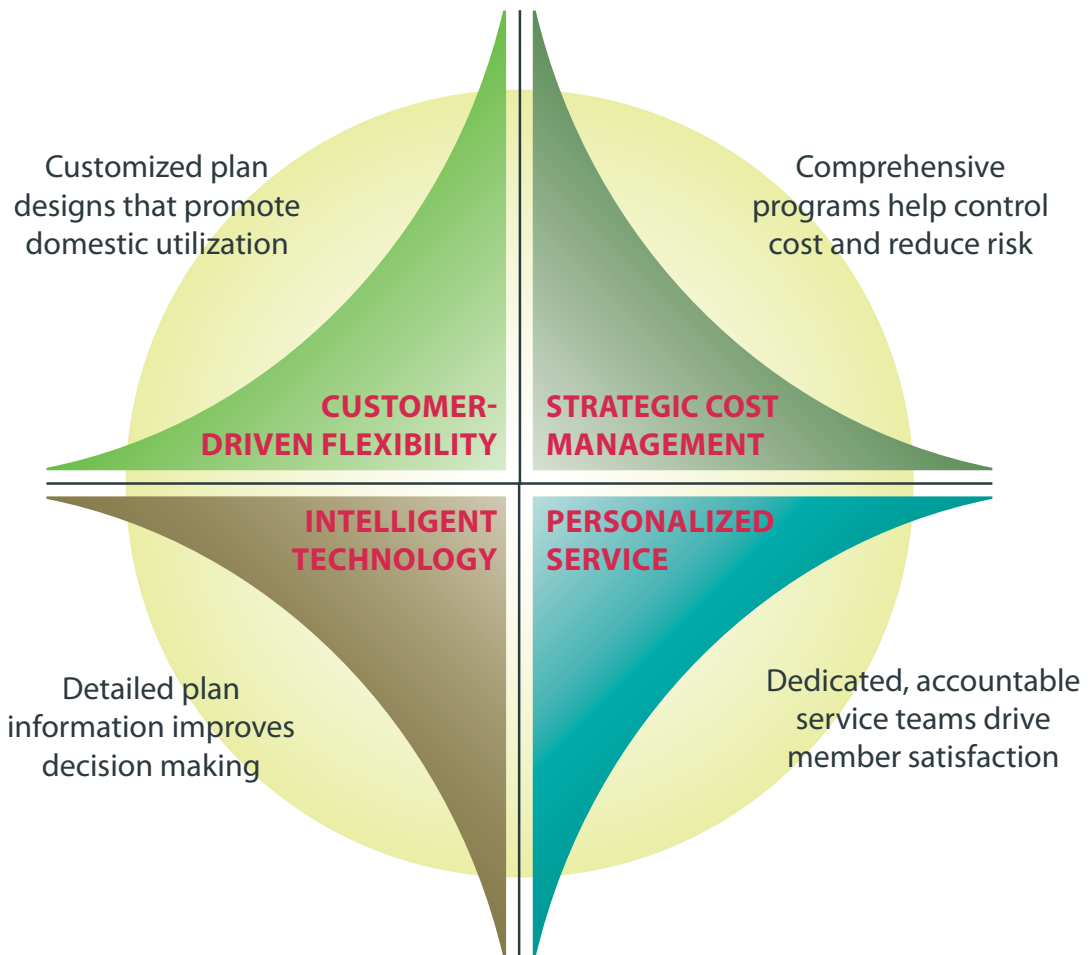
### **Customized plan designs that promote domestic utilization**

With a flexible plan design, you can maximize the care and revenue that stays within your organization. At UMR, flexibility is what we do best. We can administer three- and four-tier plan designs promoting domestic network utilization and wrap that with more than 100 local, regional and national network options. We can also support custom reimbursement schedules. In addition, our preferred pharmacy benefits administrator can help you implement pharmacy pricing initiatives to reduce cost and drive utilization of your domestic pharmacy.

### **Comprehensive programs help control costs and reduce risk**

While you focus on controlling today's costs, you also have to manage tomorrow's risk. UMR offers proactive care management solutions that can be customized to your culture and leverage existing hospital resources. We can also combine health and wellness programs with a consumer-driven solution to further enhance cost savings. In addition, UMR provides a variety of stop loss arrangements for domestic claims to help minimize costs.

## VITAL ELEMENTS OF A HOSPITAL BENEFIT SOLUTION



### Detailed plan information improves decision making

As a benefit plan sponsor, you need useful information to make strategic benefit decisions. UMR delivers in-depth, customized reports to help you do just that. With detailed utilization information and hospital-specific benchmarks, you have the knowledge you need to evaluate your benefit plan and revise your strategy when necessary.

### Dedicated, accountable service teams drive member satisfaction

UMR delivers compassionate, accountable service to you and your members. Benefit administrators specifically trained on your health plan pay claims and answer customer service calls, increasing accountability and promoting first-call resolution. You will also have a strategic account team to support your day-to-day needs, with designated team members from care management, reporting, stop loss and other areas relevant to your plan.

With UMR, you can overcome the benefit challenges you face as well as capitalize on opportunities unique to hospitals. We can help you design a benefit plan that not only meets the needs of your employees, but also improves the overall health of your organization.

- **Maximize return on existing hospital resources.**

By combining a customized benefit plan design with flexible care management solutions and a sound pharmacy strategy, you can improve revenues and manage costs through increased utilization of internal resources.

- **Identify new revenue streams.**

Detailed data on domestic and foreign services provides business development intelligence that can help you better meet demand and increase competitiveness.

- **Recruit and retain talented professionals.**

A quality and affordable health plan that offers superior service can give you a competitive edge in attracting and retaining knowledgeable, skilled employees.

For more information about our benefit solutions for hospitals and health systems, contact your UMR sales representative or visit us at [www.umar.com](http://www.umar.com).

