



UBH Overview

- An experienced provider of Managed Behavioral Health services
- Over 2,700 customers and 20 million members
- Operational Centers of Excellence: San Francisco, Philadelphia, and Houston
- High level of member and provider satisfaction
- Parity benefit experts
- Extensive experience with large government employer groups
- Recipient of major awards, including 2000 Eli Lilly Behavioral Healthcare Leadership Award and nomination for a Computerworld Smithsonian Award

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UBH Goals and Objectives

Our goal is to improve the mental health and well-being of members through innovative, high quality, responsive, and cost-effective services.

To this end we:

- Hire, promote, and retain talented, motivated, and productive employees who understand the importance and special nature of the work we do
- Attract and retain customers and providers by continually striving to meet and exceed their expectations
- Enhance access to a broad range of services and to highly qualified providers
- Utilize our expertise in managing co-occurring disorders (substance abuse and mental health)
- Continue to invest in enhancing our technology capabilities
- Communicate openly and honestly with members, providers, customers, and employees while respecting the dignity and right to privacy of all

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Highlights of the UBH Care Management Process

- Master's-level, licensed Care Managers available 24 hours a day to discuss treatment recommendations and certify care
- Individualized treatment planning that provides the most appropriate and effective treatment possible
- Philosophy that emphasizes treatment at the level of care that is least restrictive and least disruptive to the patient's lifestyle, while sufficiently intensive to promote clinical improvement
- Outpatient care that emphasizes short-term, goal-oriented treatment through the certification of a series of visits during the member's initial call
- Inpatient care that maximizes the effectiveness of the treatment setting while minimizing the length of stay

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UBH Network Composition

National Scope

- Over **42,000** practitioners and **2,000** facilities with locations in every state

Multi-Specialty

- All licenses and education levels - M.D., Ph.D., Master's-level
- Full range of clinical specialties, including addictions, eating disorders, disability management, etc., with explicit privileging requirements
- Multiple language capabilities and ethnic backgrounds to meet the needs of culturally diverse communities

Full Continuum of Care

- Acute inpatient, residential treatment, structured outpatient programs, day treatment, etc. available for participants under In-Network, Inpatient benefit option

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Enhancing Network Quality and Efficiency through Technology

ProvWeb (www.provweb.com)

- Easy, intuitive, and convenient interface between UBH and network providers through a secure Web site
- Automation of business/clinical processes, including claims/authorization look-up and eligibility inquiry
- Access to training and online education materials, including:
 - Level of Care Guidelines
 - Best Practices Guidelines
 - Policy and procedure manuals
 - Orientations
 - Continuing education opportunities
 - Provider newsletters and satisfaction surveys

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EAP Interface

- **UBH History as an EAP:** we recognize the importance of integrating care management with our clients EAPs.
- **Extensive experience coordinating with EAPs :** over 100 internal and external EAPs of our clients.
- **UBH National EAP Advisory Board:** to ensure customer - focused services
- **Communication:** with signed Release of Information, UBH can provide EAP with basic information on treatment progress and return to work issues
- **Management Consultation:** Consultations range from informal discussions on any difficult workplace concerns to assistance with supervisory referrals.

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