

Fourth Annual Payor Survey

Improvement for United HealthCare, Decline by WellPoint/Anthem: Will Health Reform Improve Payor Behavior?

Introduction

The 2010 National Payor Survey, fourth in a series of annual surveys targeting hospital-based managed care executives, reveals that United HealthCare has improved its image over last year's results. The biggest loser in the survey was WellPoint/Anthem which showed significant decline over the same period.

Aetna is Top Rated Plan

For the third year in a row, Aetna was ranked the top health plan by hospital and health system executives. The positive ratings for all payors eroded over the last year, but Aetna narrowly passed CIGNA as the top plan.

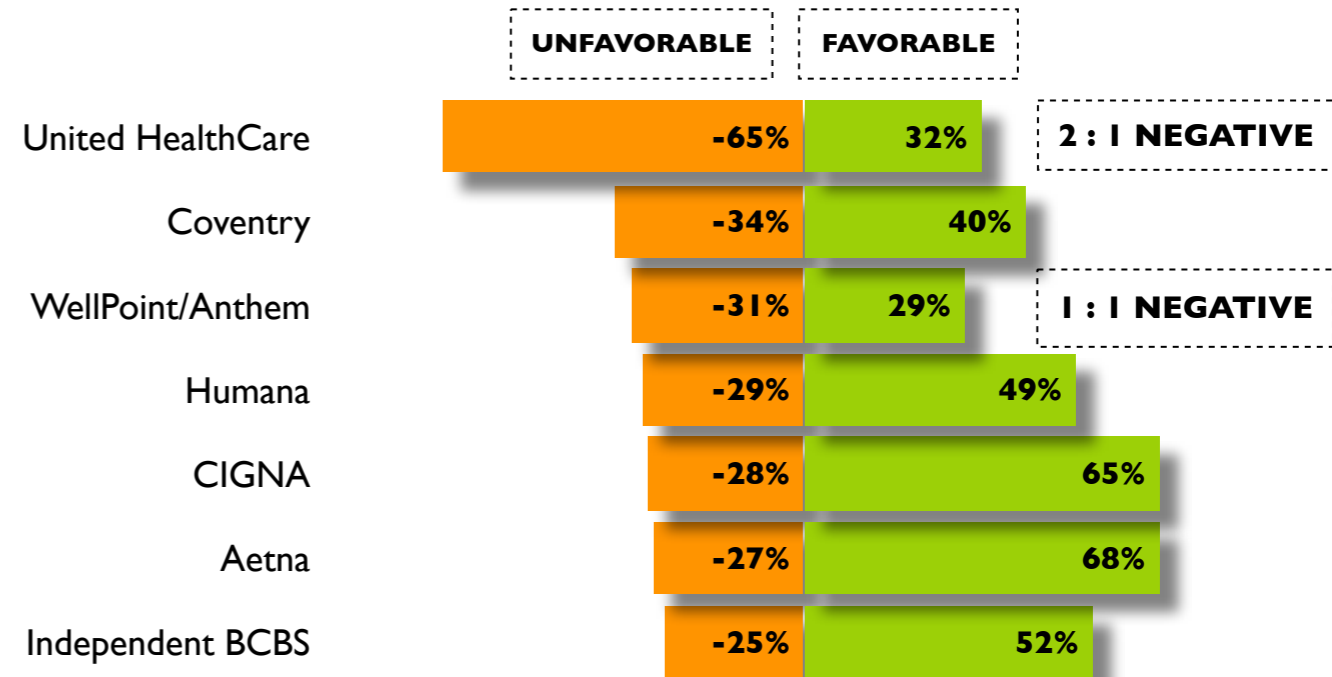
WellPoint/Anthem Takes Some Big Hits

Ratings of WellPoint/Anthem dropped again this year. Survey findings showed that hospital executives view the company as difficult to deal with, incredibly bureaucratic, and guilty of paying poor rates compared to other payors. WellPoint/Anthem suffered from a 1:1 negative/positive rating, which is very high for any company in any industry.

United HealthCare Shows Improvement - Still Issues to Address

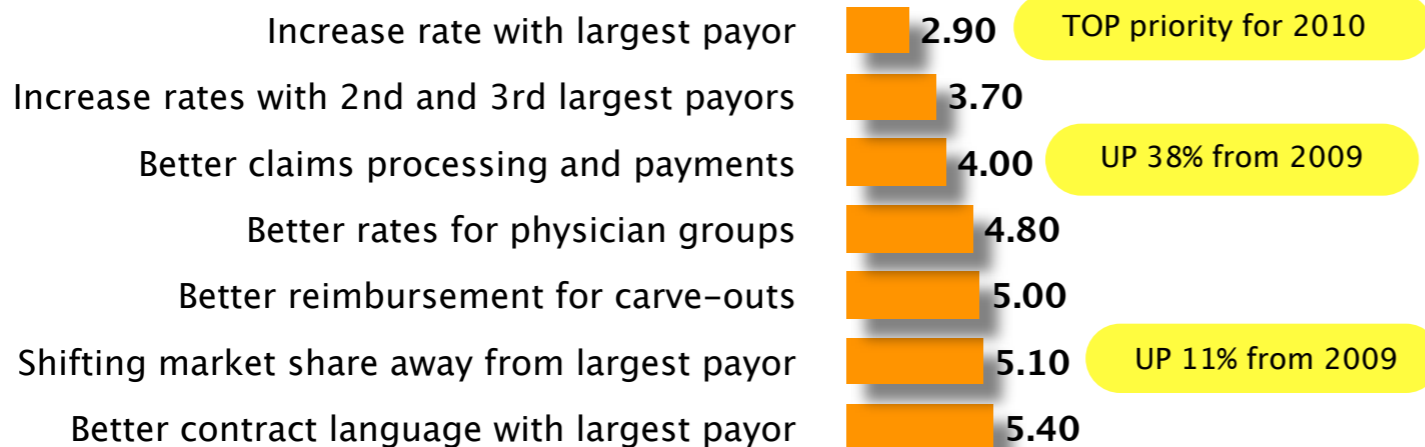
United HealthCare is still the worst health plan among hospitals in the U.S. with 65% of survey respondents rating them "the worst" when compared to other major payors. While United HealthCare is still the clear outlier among survey respondents, its net negative/positive ratings moved up 33%, a significant improvement over last year's survey.

Payor Image and Reputation



IMPROVEMENT FOR UNITED - 2009 5:1 NEGATIVE VS. 2:1 IN 2010

Changing Contracting Priorities - The Focus for 2010



1 = most important

8 = least important

Methodology

The 4th Annual National Payor Survey gathers opinions of hospital representatives in 50 states. The Survey was conducted by nationally recognized research firm Fabrizio, McLaughlin, and Associates. Interviews were completed with a combination of traditional phone survey interviews and online through a web survey host portal. Respondents were screened to ensure they were responsible for negotiating contracts with major health plans. Data was collected from January 27 through February 26, 2010.

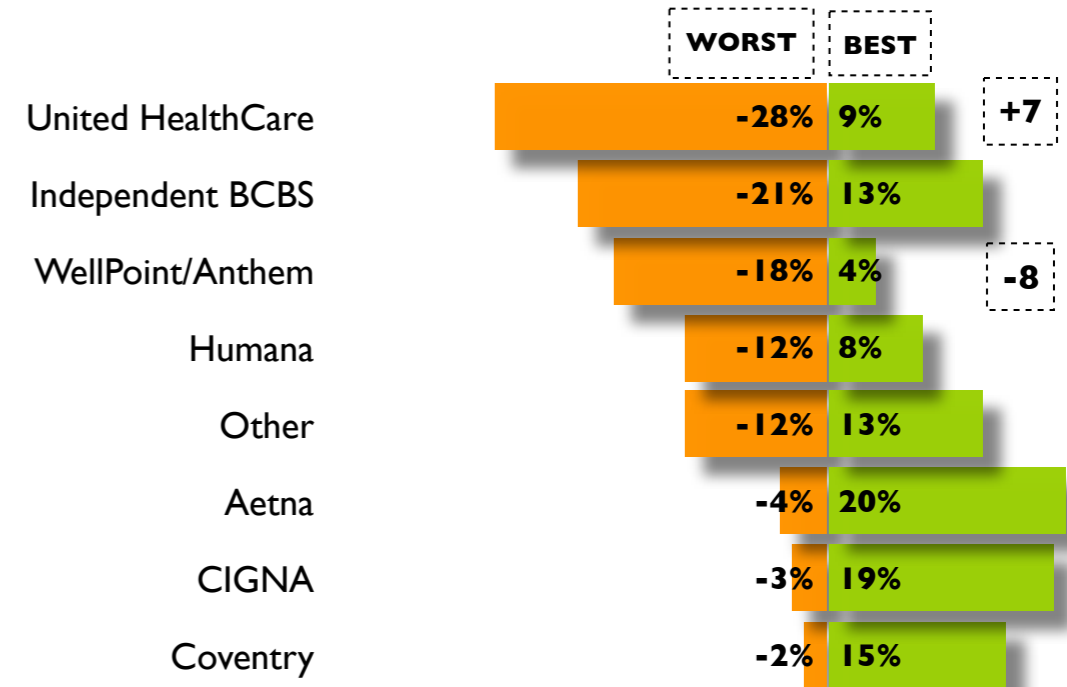
225 interview respondents representing 24% of all hospitals in the U.S. (up from 18% of hospitals last year). The number of individual participants increased 41% from last year.

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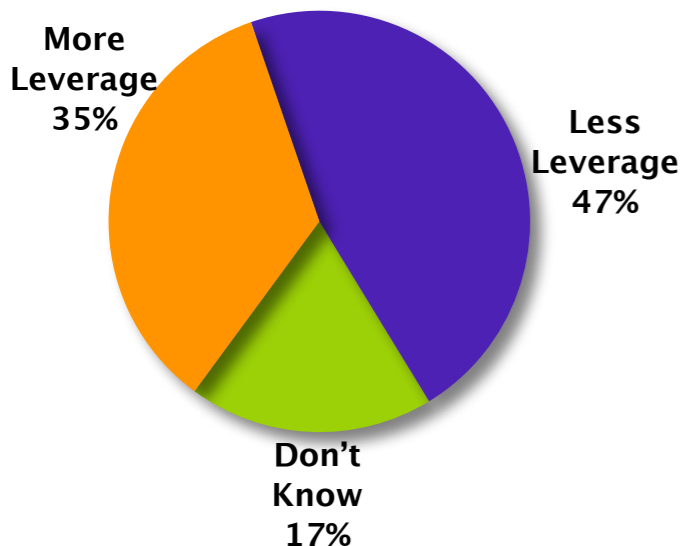
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Contract Negotiations	#1 in 2010	#2 in 2010	Worst in 2010	Worst in 2009
Easy to Deal With	Independent BCBS	WellPoint/Anthem	United HealthCare	United HealthCare
Reimbursement Rates	United HealthCare	Independent BCBS	WellPoint/Anthem	United HealthCare
Honesty and Candor	Independent BCBS	WellPoint/Anthem	United HealthCare	United HealthCare
Timeliness and Responsiveness	Independent BCBS	United HealthCare	WellPoint/Anthem	United HealthCare
Processing and Paying Claims	Independent BCBS	WellPoint/Anthem	United HealthCare	United HealthCare
Fewest Claims Denials	Independent BCBS	United HealthCare	WellPoint/Anthem	United HealthCare
Fixing Claims	Independent BCBS	United HealthCare	WellPoint/Anthem	United HealthCare

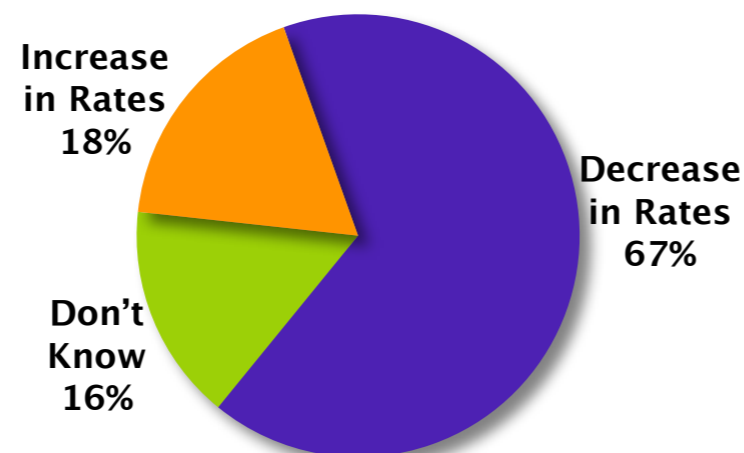
Best/Worst for Hospital Payment Rates



Health Reform and Negotiating Leverage



Health Reform and Private Payment Rates



Best/Worst for Dealing with Hospitals

