

Quality care is important.

Not all health care is equal, and that can affect the care you receive. According to one study, adults receive the recommended medical treatment only 55 percent of the time.¹

Studies show that poor quality care can lead to more health problems and surgeries. It can also lead to more hospitalizations and a higher chance of the wrong diagnosis.


¹Asch, Steven M. et al. The New England Journal of Medicine. 2006 March 16; 354: 1147-1156.

Your choices make a difference.

People who are involved in their health care decisions have fewer hospital stays and emergency visits. They also use preventive care more often and have lower medical costs. You can take an active part in your health. Seek out and choose quality care.

We can help you find quality care.

UnitedHealthcare provides information about doctors who meet the UnitedHealth Premium[®] program quality care criteria. This information can help you make more informed health care choices.

UnitedHealthcare displays the words “Quality Doctor” with the  symbol in our provider search tools and Iowa Medicaid consumer directories. These doctors have met the UnitedHealth Premium program quality criteria.

Doctors with the Quality Doctor symbol:

- Met the UnitedHealth Premium program quality criteria

Doctors without the Quality rating symbol:

- Did not meet the UnitedHealth Premium program quality criteria
- Did not have enough claims data for program evaluation
- Do not have a specialty evaluated in the UnitedHealth Premium program or
- The doctor’s program evaluation is in process

All UnitedHealthcare network doctors must meet standard requirements. So if a doctor does not have a Quality rating, he or she may still provide quality care.

Quality ratings are viewable for doctors in the following specialties:

- Allergy
- Cardiology
- Endocrinology
- Family Medicine
- Internal Medicine
- Nephrology
- Obstetrics and Gynecology
- Pediatrics
- Pulmonology
- Rheumatology

Quality ratings are based on the UnitedHealth Premium program.

The guidelines we use to rate doctors are based on standards from the UnitedHealth Premium[®] program. This program has been in use for other UnitedHealthcare members since 2005. The Quality rating uses evidence-based measures from national organizations. These measures are based on science. They define how a patient should be treated to get the best care for his or her condition.

At least five unique patients and 20 quality measure opportunities (the number of times a measurement sign or standard could have been met) across all conditions or procedures are required to measure quality.

In order to meet the quality standard, doctors must perform at or above 50th percentile of all doctors measured. Quality measures for inpatient procedures are risk adjusted by 3M[™] APR DRG severity of illness level.

Doctors can appeal their Quality ratings.

Doctors have an opportunity to review the data used to create their Quality rating. Doctors can also ask us to reconsider the data that was used. The process for these requests are described in the UnitedHealth Premium program's detailed description.

Do you have questions or a complaint about the Quality ratings?

Call Member Services at the number found on your member ID card from 8 a.m. to 8 p.m. ET, Monday through Friday.

Important notes about Quality ratings.

Quality ratings are a guide.

Quality ratings are a resource for informational purposes only. Quality ratings are displayed in UnitedHealthcare online provider search tools and Iowa Medicaid consumer directories.

Quality rating information is a guide to choosing a doctor and may be used as one of many factors you consider when choosing a doctor. If you already have a doctor, you may also wish to confer with him or her for advice on selecting other doctors. Doctor Quality ratings have a risk of error and should not be the sole basis for selecting a doctor.

Only individual doctors that meet UnitedHealth Quality ratings criteria, or doctors in identified specialties who are part of medical groups that meet UnitedHealthcare's Quality rating criteria for group practices and who have enough claims data for analysis, may be included. All doctors who contract with UnitedHealthcare have met credentialing requirements. Regardless of Quality rating, plan enrollees have access to doctors in the UnitedHealthcare network as described in their benefit plan. Specialties for which there are no Quality rating guidelines currently established are excluded from evaluation.

