

Could stress be a contributing factor, and what can I do about it?

What are the potential risks and benefits of other available treatments?

What posture, ergonomics and body mechanics should I practice?

Can exercise relieve my pain? Which exercises do you recommend?

Are there any exercises or activities I should avoid?

If surgery is recommended, is it really necessary, and what are the risks?

Connect with empowered health care.

When it comes to getting your back healthy, the UnitedHealth Premium designation program provides real support. It starts with having access to the information you need to find the doctors who fit you best.

Informed choices – We provide you with clear, credible information on primary care physicians, neurosurgeons and orthopaedists, empowering you to make educated decisions on who treats you and how you receive care.

Peace of mind – You can focus on the journey to back health knowing that UnitedHealth Premium designated doctors have met quality and cost efficiency guidelines based on nationally recognized evidence-based standards.

Resources at your fingertips – It's easy to get information online, so you can locate the right treatment options for you and start focusing on a healthier outcome today.

We've got your back.

To learn more about UnitedHealth Premium, visit myuhc.com, or take an easy, interactive tour at MyChoiceNotChance.com to get started.



The results are in: You're not alone with your back pain. Nearly 80% of adults have at least one bout of back pain during their life.¹ Thankfully, most people feel better after a few weeks of home treatment and careful attention. But if pain persists, it's critical to find a doctor who fully understands the variety of treatment options available to you, especially the nonsurgical ones. Medical experts agree that other treatments, such as physical therapy, should be considered before back surgery.²

So how do you find a doctor skilled enough to properly diagnose your joint and muscle pain *and* offer you a full range of treatment options? Start by finding the right kind of support with the **UnitedHealth Premium**[®] designation program, and get the information you need to make better decisions about your doctor and your care. You'll find UnitedHealth Premium designated primary care physicians (general or family practitioners), as well as neurosurgeons and orthopaedists, many of whom specialize in treating the spine. Now you're in great shape to find appropriate health care.

¹See www.mayoclinic.com/print/back-pain/DS00171/DSECTION=all&METHOD=print.

²See <http://www.mayoclinic.com/print/back-pain/DS00171/DSECTION=all&METHOD=print>; http://www.ninds.nih.gov/disorders/backpain/detail_backpain.htm.

³American Academy of Orthopaedic Surgeons recommends that physicians who can represent that they see 75% or more of their patients in a subspecialty area are characterized subspecialists.

For a complete description of the UnitedHealth Premium designation program, including details on the methodology used, geographic availability, program limitations and medical specialties participating, please see myuhc.com. Insurance coverage provided by or through: United HealthCare Insurance Company, United HealthCare Insurance Company of New York, or their affiliates. Administrative services to self-funded plans provided by United HealthCare Insurance Company or United HealthCare Service LLC.



Put your treatment options in perfect alignment.

You have a choice when it comes to finding treatment options for your back and neck pain. The first step is finding a designated primary care physician, many of whom may have been evaluated for treating lower back pain as part of their UnitedHealth Premium designation.

If your primary care physician advises you to see a specialist, you can find designated orthopaedic and spine physicians that can help provide the treatment you've been seeking. You need only look for the stars on **myuhc.com**. If you need surgery on your back or neck, we also have surgical spine facilities that are UnitedHealth Premium designated for quality and cost efficiency. You need only look for the stars on **myuhc.com**

★ ★ Quality and Cost Efficiency criteria met

A physician receiving two stars indicates that he or she has demonstrated adherence to the UnitedHealth Premium criteria for quality and cost efficiency in delivering orthopaedic or spine care.

★ Quality of Care criteria met

A physician receiving one star indicates that he or she has demonstrated adherence to the UnitedHealth Premium quality of care criteria in delivering orthopaedic or spine care.

Orthopaedic surgeons and neurosurgeons who demonstrate that they are board certified and meet the UnitedHealth Premium quality of care guidelines receive the designation. These guidelines focus on factors such as use of conservative, nonoperative care prior to surgery, use of diagnostic testing consistent with evidence-based medical guidelines, the appropriate use of post-operative rehabilitation, complication rates and surgery repeat rates.

Quality and cost efficiency of care designations are based on the assessment and adherence to criteria that demonstrates the care patients receive before, during and after a surgical procedure, including the use of conservative care such as medication and physical therapy, complication rates and the total cost of care compared to standards in your geographic area. In order for a physician to receive a cost efficiency designation, he or she must first have received a quality designation.

Orthopaedic specialists, via submission of a survey to UnitedHealthcare, indicated they have a practice concentration with more than 75 percent³ of their practice in a specific area of orthopaedics, including spine, hand, foot/ankle, elbow/shoulder, hip/knee (joint replacement), sports medicine, trauma and pediatrics. Not all orthopaedists have submitted a survey. Those who do not are represented as generalists.

Back and Neck Pain Questions for Your Doctor

Here are some helpful questions to make sure you've properly explored the full range of treatment options, especially nonsurgical ones.

What is causing my back and neck pain?

How serious is this condition?

What are my treatment options?

Can I treat it at home, or does it need medical intervention?

Do you recommend medication to relieve my back and neck pain? What are the possible side effects?

What can I do to prevent my pain from getting worse?

What lifestyle changes do I need to make to keep my spine healthy?
