UPMC, a world-renowned health care provider and insurer based in Pittsburgh, Pa., is inventing new models of accountable, cost-effective, patient-centered care.

- UPMC is a nonprofit that melds an unswerving community mission with entrepreneurial business models. UPMC is the first nonprofit health system to fully adopt Sarbanes-Oxley.
- UPMC is the largest non-governmental employer in Pennsylvania, with 60,000 employees.
- A recognized innovator in information technology, UPMC was an early adopter of electronic health records and the interoperability solutions that tie them together. Its clinical and technological capabilities have attracted such technology partners as General Electric, IBM and Oracle.

UPMC operates more than 20 academic, community, and specialty hospitals, more than 500 doctors’ offices and outpatient sites, employs nearly 3,600 physicians, and offers an array of rehabilitation, retirement, and long-term care facilities.

- UPMC has created a genuinely integrated health delivery system. With renowned centers of excellence in transplantation, cancer, neurosurgery, psychiatry, rehabilitation, geriatrics, and women’s health, it currently is ranked No. 13 in the nation on the U.S. News & World Report Honor Roll of America’s Best Hospitals – with 14 adult specialties ranked. UPMC is No. 1 in Pittsburgh.
- The virtually paperless Children’s Hospital of Pittsburgh of UPMC was the nation’s first pediatric hospital to achieve HIMSS Stage 7, the highest level of electronic health record implementation. Overall, more than a dozen of UPMC’s hospitals are at the highest levels of EHR adoption, as are its outpatient locations, enhancing the quality and safety of patient care.

UPMC’s Insurance Services Division has grown to more than 2.9 million members in just over a decade. UPMC is a proven integrated delivery and health finance system — the first of its kind in western Pennsylvania — and the Insurance Services Division (ISD) is leading the way with its innovative health plans for virtually all segments of society that deliver better quality and lower costs.

- ISD provides health plans to employers and their employees and dependents, to individual members, as well as to those eligible for Medicare, Medicaid, and the Children’s Health Insurance Program (CHIP).
- ISD offers workers’ compensation, disability management, and leave management services, as well as some of the most comprehensive health improvement, wellness, and workplace productivity programs anywhere in the United States. It is also the largest behavioral health insurance provider in Pennsylvania, and operates two software development companies focused on helping health care providers and employers with efficient care and employee productivity.

Through its International Division, UPMC has launched a portfolio of new businesses and international ventures.

- UPMC provides hands-on health care consulting and management services to help reshape the economics and practice of health care globally. UPMC works with health care leaders to meet their needs, from managing the design and construction of a new hospital, to improving health system financial efficiency, and developing best-in-class clinical care programs through the use of advanced technology. With more than 25 operational projects, UPMC works in clinical specialties including oncology, transplantation, emergency medicine, pediatrics, family medicine, and neurosurgery. UPMC’s work spans four continents, with active projects in countries such as China, Japan, Russia, Kazakhstan, India, Singapore, Myanmar, Colombia, Italy, Germany, Lithuania, and Slovenia. UPMC believes in collaborating to provide the best possible health care for patients, close to home.

UPMC is committed to giving back and reinvesting in the community.

- In the fiscal year 2015, UPMC’s community contributions were $892 million and represented more than 15 percent of net patient revenue.
- UPMC maintains its $100 million commitment to the Pittsburgh Promise to fund postsecondary education for Pittsburgh’s high school graduates.

UPMC is closely affiliated with the University of Pittsburgh, which has ranked among the top 10 recipients of National Institutes of Health research funding since 1998.
UPMC FAST FACTS

UPMC Insurance Services Division Fast Facts

UPMC is a proven integrated delivery and finance system — the first of its kind in western Pennsylvania. The UPMC Insurance Services Division is leading the way with innovative health plans that deliver better quality and lower costs for virtually all segments of society.

In just over a decade, Insurance Services has grown from about 300,000 to more than 2.9 million members. The division provides health plans to employers and their employees and dependents, to individual members, as well as to those eligible for Medicare, Medicaid, and the Children’s Health Insurance Program (CHIP).

Insurance Services also offers workers’ compensation, disability management, and leave management services, as well as some of the most comprehensive health improvement, wellness, and workplace productivity programs anywhere in the United States. Insurance Services is also the largest behavioral health insurance provider in Pennsylvania, and operates two software development companies focused on helping health care providers and employers with efficient care and employee benefits.

By the Numbers

• More than 2.9 million total members served
• A network of more than 125 hospitals and other facilities and more than 11,500 physicians
• Serves more than 10,000 employers
• Behavioral health services provided by more than 2,300 clinicians in nearly 300 facilities

Commercial Insurance Products — Founded in 1998 on the premise that providers armed with complete data and evidence-based guidelines could produce the best clinical outcomes, the Insurance Services Division’s UPMC Health Plan has become one of the most innovative insurance plans in the nation. UPMC Health Plan offers traditional HMOs, PPOs, and EPOs, as well as consumer-directed health plans, along with Health Incentive Accounts, Health Savings Accounts, and Health Reimbursement Arrangements. UPMC Health Plan also offers an individual plan, UPMC Individual Advantage; provides dental coverage through its UPMC Dental Advantage plan; and provides vision coverage through its UPMC Vision Advantage plan.

UPMC Health Plan works with the region’s employers and providers to develop better ways to deliver health care. The Health Plan has designed programs and tools to help consumers manage their health on a day-to-day basis and has created programs for patients with chronic conditions such as congestive heart failure, asthma, and diabetes.

The International Customer Management Institute (ICMI) named UPMC Health Plan the Global Call Center of the Year in the large call center category for the second time in four years in 2015. UPMC Health Plan was named Best Large Contact Center of the Year at the 2015 Call Center Week Excellence Awards. J.D. Power and Associates has recognized UPMC Health Plan’s call center four times since 2009 for providing “outstanding customer service experience.” (For J.D. Power and Associates Certified Call Center Program information, visit www.jdpower.com).

Worker Productivity and Health — Through UPMC WorkPartners, Insurance Services offers employers integrated productivity management programs, helping employers manage workers’ compensation, disability, and medical leave programs, including comprehensive health and wellness services. UPMC has been recognized by the National Business Group on Health six times since 2009 as one of America’s best employers for healthy lifestyles, thanks largely to the UPMC MyHealth initiative, an award-winning health and wellness program.

Employer Data Integration — Through EBenefits’ integrated software — which is at the nexus of high-tech and high-touch — the Insurance Services Division provides benefits administration, ACA compliance and private exchange solutions that automate, simplify and support every action and interaction on one robust platform, capable of adapting to any need from the most simple to the most complex. EBenefits is an Internet-based human resources and benefits administration platform that serves clients throughout the United States.

Employee Assistance Program — LifeSolutions has been providing EAP services to address the emotional and physical concerns of employees — and positively impacting organizational productivity — for more than 30 years. By addressing these employee needs, LifeSolutions decreases absenteeism and reduces the impact of presenteeism or employees working while ill. Confidential services include personal counseling and coaching, chemical dependency triage, disability and leave management support programs, and access to work-life balance resources.

Medicare Advantage Plans — UPMC for Life provides coverage to more than 150,000 Medicare beneficiaries through its suite of Medicare HMO and PPO plans, including plans with $0 premiums and prescription drug programs. In the 28 counties in Pennsylvania where UPMC for Life operates, nearly 55% of Medicare beneficiaries are also eligible for Medical Assistance special needs plans (such as UPMC for Life Dual, UPMC for Life Options, and UPMC Community Care) – which is well above the national average.

Medical Assistance — UPMC for You offers physical managed health care benefits to Medical Assistance (MA) recipients in 40 Pennsylvania counties. UPMC for You enrollment is expected to jump to 340,000 in 2016, an increase of more than 18 percent in two years, making it the largest Medical Assistance program in Western Pennsylvania. Its network includes more than 86 hospitals and 10,000 doctors.

Children’s Health Insurance Program (CHIP) — UPMC for Kids offers affordable plans to children in western Pennsylvania, no matter their family’s income level. UPMC for Kids is one of the fastest growing CHIP programs in Pennsylvania.

Behavioral Health — Community Care Behavioral Health Organization (Community Care), part of Insurance Services, is the largest not-for-profit behavioral health managed care organization in the country. Headquartered in Pittsburgh, Community Care manages mental health and substance abuse services for more than 800,000 members in Pennsylvania. Community Care’s mission is to improve the health and well-being of the community through the delivery of effective, cost-efficient, and accessible behavioral health services. Community Care has been awarded “full” accreditation — the highest possible level — from the National Committee for Quality Assurance (NCQA) for its Medicaid programs.

Continued...
Askesis Development Group — Askesis is a leader in software solutions for the behavioral health, addictions treatment, and social services markets. Its flagship application, PsychConsult Provider, is an enterprise application and is designed to completely integrate organizations’ administrative tasks, clinical workflow, and revenue cycle management. Part of Insurance Services, Askesis has sold its software to behavioral health providers in more than 25 states.

Partners in Excellence Program for Physicians — The UPMC Health Plan Partners in Excellence Program adds exceptional value to the primary care experience. By putting the patient at the center of a team effort to support the doctor-patient relationship, with support from the family, the community, and UPMC Health Plan, the Excellence Program improves care and health outcomes.

Patient-Centered Medical Home — UPMC Health Plan partners with UPMC and community network providers in its Patient-Centered Medical Home program. The program uses a care-coordination team and practice-based managers who enable physicians to deliver continuous, accessible, high-quality, patient-oriented, population-based care. In the program’s first year, the overall hospital readmission rate for patients in medical home practices dropped 12.5 percent compared to other practices. In the second year, readmissions dropped 18.5 percent compared to other practices.

Innovations — UPMC Health Plan’s mobile application gives members the unique ability to manage their prescriptions on an online pharmacy center, check the status of their claims, access their member ID cards and even search for in-network doctors. The burgeoning technology of telemedicine gives UPMC Health Plan the unprecedented ability to connect people in need with health care expertise anywhere in the world at any time. UPMC uses the latest information technology for its two newest transparency tools that help members estimate cost and also plan treatments. Fast, online medical treatment is available with UPMC AnywhereCare. With this service, members can “e-visit” a medical provider about a health care concern, anytime of the day or night — from their computers. UPMC Health Plan also developed HealthyU which allows members to complete healthy activities for reward dollars that can be used for medical expenses.
UPMC Health Services Division Fast Facts
UPMC has evolved over the last two decades into one of the nation’s leading integrated health enterprises advancing the quality and efficiency of health care. UPMC serves residents of western Pennsylvania as well as patients who travel from across the nation and around the world to receive many of UPMC’s highly specialized services.

Internationally Recognized Specialty Care
UPMC has developed regionally, nationally, and internationally renowned programs, earning its hospitals repeated recognition among “America’s Best Hospitals” by U.S. News & World Report. Currently UPMC is ranked No. 13 in the nation on the U.S. News & World Report Honor Roll of America’s Best Hospitals, with 14 adult specialties ranked. UPMC is No. 1 in Pittsburgh. Among UPMC’s internationally recognized specialty services are:

Transplantation: Thomas E. Starzl Transplantation Institute
- Initiated a pathbreaking transplantation service in 1981.
- Pioneered antirejection medications and made once-experimental procedures, such as liver and bowel transplantation, a part of standard surgical care.
- Has performed more than 18,000 liver, kidney, pancreas and multivisceral transplants.
- Became the second center in the country to perform more than 3,000 heart, lung, and heart-lung transplants.
- Performed the nation’s first bilateral hand transplant.

Behavioral Health: Western Psychiatric Institute and Clinic of UPMC
- Part of UPMC’s major academic hospital UPMC Presbyterian Shadyside, Western Psychiatric is a national leader in the diagnosis, management, and treatment of mental health and addictive disorders.
- Is one of the nation’s foremost psychiatric care facilities and ranks first in research funding from the National Institutes of Health, with six federally funded Centers of Excellence.

Cancer Care: UPMC CancerCenter
- Is one of the largest integrated community networks of cancer care specialists in the country, providing the latest advances in cancer prevention, detection, diagnosis, and treatment.
- Employs an integrated network, anchored by UPMC’s Hillman Cancer Center, which uses telemedicine and other consultative technologies to cover a geographic area of more than 200 miles.
- Extends cancer care expertise abroad, with centers in Dublin and Waterford, Ireland, and future sites in the United Kingdom.

Children’s Health: Children’s Hospital of Pittsburgh of UPMC
- Is one of the nation’s leading pediatric facilities and the region’s only hospital dedicated to the care of children.
- Is nationally recognized for expertise in pediatric cardiology, cardiothoracic surgery, critical care, diabetes, genetics, hematology/oncology and bone marrow transplantation, neonatology, nephrology, neurology, neurosurgery, organ and tissue transplantation, ophthalmology, orthopaedics, otolaryngology, pediatric surgery, and urology.
- Is one of 10 hospitals on the U.S. News & World Report Honor Roll of America’s Best Children’s Hospitals, ranked 8th overall and ranked in each of the 10 pediatric subspecialties.
- The $622 million hospital and research facility, built in 2009, is a paperless, environmentally sustainable, patient-friendly “hospital of the future” envisioned by many health care reformers, with the region’s only pediatric Cardiac Intensive Care Unit.

Women’s Health: Magee-Womens Hospital of UPMC
- Is ranked among the top hospitals in the nation for gynecologic care and is a National Center of Excellence in Women’s Health — one of the first recognized by the U.S. Department of Health and Human Services.
- Its Neonatal Intensive Care Unit, the largest in Pennsylvania, treats more than 2,000 seriously or critically ill babies each year.
- The Department of Obstetrics, Gynecology, and Reproductive Sciences is among the nation’s top departments of its kind in funding from the National Institutes of Health.

Other specialty services available at UPMC include:
- UPMC Department of Neurological Surgery — One of the few medical centers in the United States — and throughout the world — with expertise in the full array of surgical options for complex brain and spine conditions, including minimally invasive surgery, microsurgery, and radiosurgery, and other innovative surgical techniques and imaging technologies. It is the nation’s leader in radiosurgery for lesions in the brain and spine, having developed the nation’s first Gamma Knife® program.
- UPMC Center for Sports Medicine — Provides medical care for the six-time Super Bowl champion Pittsburgh Steelers and the three-time Stanley Cup champion Pittsburgh Penguins, while also caring for student athletes at more than 50 high schools, colleges, and universities, and thousands more nonathletes.
- UPMC Sports Medicine Concussion Program — The first and largest clinical and research program of its kind.
- UPMC Rehabilitation Institute — Part of the largest rehabilitation network in western Pennsylvania, offering specialized, inpatient care for a variety of conditions, including brain injuries, complex orthopaedic injuries, general and transplant rehabilitation, multiple traumatic injuries and amputations, spinal cord injuries, and stroke.
- UPMC Comprehensive Lung Center — Specialists in transplantation, asthma and allergy, emphysema, cystic fibrosis, and interstitial lung disease.
- UPMC Department of Cardiothoracic Surgery — Leading developers of the latest diagnostic, surgical, and medical techniques for minimally invasive surgery.

By the Numbers
- More than 20 academic, community, and regional hospitals with more than 5,000 licensed beds
- More than 500 clinical locations in western Pennsylvania
- Nearly 3,600 employed physicians among the 5,700 affiliated doctors
- More than 40 UPMC CancerCenter locations with 2,000 physicians, researchers, and staff
- More than 200 psychiatrists and psychologists, and more than 600 other behavioral health clinicians provide mental health and addiction services at five UPMC hospitals and more than 90 outpatient and ambulatory programs
- 17 senior communities, assisting over 2,300 senior residents on a daily basis
- Region’s largest network of rehabilitation services, with more than 70 inpatient, outpatient, and long-term care facilities
- Nearly 285,000 inpatient admissions and observations, and nearly 185,000 surgeries performed annually
- More than 3.9 million outpatient visits and more than 710,000 emergency visits annually
• **UPMC Heart and Vascular Institute** — An international leader in cardiovascular medicine, with 12 hospital settings, 20 full-service locations, and more than 80 physicians and scientists.

• **UPMC Digestive Disorders Center** — Expert treatment of inflammatory bowel disease, swallowing disorders, cancer, pancreatic and biliary diseases, and other disorders.

• **UPMC Ear, Nose & Throat Specialists** — Comprehensive otolaryngology services ranging from minimally invasive surgery to conservative treatments for swallowing, voice, and balance disorders.

• **UPMC Eye Center** — A recognized leader in advanced technology for the diagnosis and treatment of eye diseases and disorders.

• **UPMC Rheumatology** — A leader in the research and treatment of rare and complex immune system disorders, including myositis, scleroderma, vasculitis, and lupus.

• **UPMC Stroke Institute** — A leading provider of medical and surgical stroke management, including advanced and investigational stroke therapies not available at other stroke treatment centers, such as intra-arterial thrombolytic treatment, stroke neurosurgery, neuroprotective drugs, and neural implantation.

• **UPMC Trauma Care** — Admitting more than 11,000 adult trauma patients and 1,700 pediatric trauma patients annually. It is the largest trauma system in Pennsylvania, and one of the most comprehensive systems, by scope and depth of services, in the nation. UPMC’s book, The Trauma Manual, now in its third edition, is used by more than 30,000 trauma surgeons worldwide.

• **UPMC Urological Services** — From admission to discharge, providing a wide range of clinical services and innovative treatment strategies under one roof for both men and women, including treatment for prostate and urologic cancers.

• **UPMC Voice Center** — Dedicated to the evaluation and care of voice disorders for both the general public and those who use their voices professionally.

• **UPMC Geriatric Services** — Nationally recognized expertise in clinical and community programs for the elderly, including long-term care, influenza and incontinence management, delirium and falls prevention, and the development of a “medical home.” The Aging Institute of UPMC Senior Services and the University of Pittsburgh is a top recipient of aging-related NIH research funding.

• **UPMC Home Health Services** — Modern Healthcare ranks UPMC No. 10 in the nation for home health services, with more than 500,000 home health visits a year.

• **UPMC Imaging Services** — Offering a wide range of the most advanced imaging exams at more than 40 convenient locations throughout the region, with convenient hours, including early morning, evening, and weekend. UPMC’s digital imaging technology makes high-quality images accessible 24/7 from any UPMC hospital or facility.