

February 27, 2018

The Honorable Catherine Cortez Masto
U.S. Senate
204 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Cortez Masto:

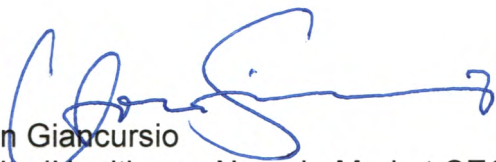
Thank you for your inquiry regarding the tragic events of October 1st, 2017 and your interest in seeking a deeper understanding of how our organization responded to meet the critical health care needs of individuals affected by this senseless act of violence.

As I know you appreciate, while the event may be out of the daily news cycle, many in the community we call home are still dealing with the consequences of moving forward and putting lives back together. Please allow me to share with you steps our organization took immediately as the tragedy unfolded:

- Waived all cost-sharing (deductibles, copays, coinsurance, etc.) for fully-insured UnitedHealthcare (UHC) consumers affected by the shooting, which was approximately 60 individuals, from October 1 – December 31, 2017. While we have the ability to, and did, waive the cost-sharing for fully-insured customers, ultimately our self-funded clients make the determination to wave the cost in those circumstances. Nearly all of UHC's self-funded clients made the same determination and waived cost-sharing requirements;
- Waived network requirements for emergency treatment;
- Opened Optum's Southwest Medical clinics to shooting victims, regardless of payer, for treatment;
- Deployed approximately 60 Optum behavioral health specialists into the Southern Nevada community and provided a free emotional-support helpline for the broader community—accessible 24 hours a day, seven days a week — to help affected individuals; and,
- Coordinated, with the American Red Cross and United Blood Services, employee and community blood drives. Given the need to maintain an adequate and stable supply that has extended beyond the tragic event, we continue to establish regular blood drives as an opportunity for our employees that want to give blood.

We appreciated the opportunity to share much of this information with your staff recently. On behalf of nearly 5,000 UnitedHealth Group employees who live and work in Nevada, thank you for the opportunity to provide this information to you. Please let me know if I can be of any further assistance or answer any additional questions.

Sincerely,



Don Giacursio
UnitedHealthcare Nevada Market CEO

Cc: Dr. Robert McBeath, OptumCare Mountain West Region President / Southwest Medical President and CEO