



NEWS RELEASE

OPTUMHEALTH, AMERICAN WELL JOIN FORCES TO PROVIDE FIRST NATIONWIDE SERVICE OFFERING CONSUMERS 24/7 ONLINE ACCESS TO PHYSICIANS

Two Innovative Technologies, Powered by Real-time Information, Allow Individuals to Reach Doctors When Needed, and Doctors to Deliver Better-Informed Care

SAN DIEGO (June 3, 2009) — [OptumHealth Inc.](#) today announced that it is collaborating with American Well Corp. to offer the first nationwide service allowing individuals immediate access to physicians and clinicians via two-way video, secure chat, the phone or a corporation's health care portal. The announcement was made during this year's annual America's Health Insurance Plans (AHIP) conference in San Diego.

"There's a difference between having access to online health information and being able to talk live with your doctor or other available credentialed clinicians who understand your needs," said Rob Webb, chief executive officer for OptumHealth Care Solutions. "What we're rolling out with American Well is the ability for someone to speak with a doctor or clinician anywhere, anytime — whether it's from home, at work or while traveling."

"The collaboration between OptumHealth and American Well marks a milestone for the health care industry and will improve access to care for millions of Americans," said Ido Schoenberg, M.D., chief executive officer of American Well. "At a time when the country is seeking ways to improve health care delivery and reduce costs, OptumHealth is leading the way by making on-demand medical services available to consumers and employers nationwide."

According to the [California HealthCare Foundation](#), 78 percent of health care consumers want to interact with providers online. And a recent *Gartner Predicts* reported that: "By 2013, 25 percent of patient encounters in North America, Western Europe and Asia/Pacific that could be conducted virtually, will be."*

OptumHealth and American Well plan to leverage two proprietary technologies: OptumHealth's [eSync PlatformSM](#), which synchronizes health information to deliver prioritized, clinically appropriate and personalized health care information; and American Well's [Online Care](#) platform, which enables real-time conversations between individuals and physicians. Together, the technologies will allow consumers on a state-by-state basis to talk with a local health care professional in a secure environment any time, anywhere; and physicians to expand their practices and care for their patients beyond a traditional office setting. The service will be available to employers, their employees and individual consumers.

"Combining these platforms allows physicians to connect with an individual online in a way that feels as personal as an office visit," said Dr. Richard Migliori, chief medical officer for OptumHealth. "The individual is guided to a conversation with a qualified health care professional who can quickly understand his or her health care needs. Additionally, by bringing

this into the eSync environment, we're able to maintain continuity of care while delivering a positive patient experience — something that until now has proven elusive in our industry.”

About OptumHealth

Golden Valley, Minn.-based OptumHealth Inc. helps individuals navigate the health care system, finance their health care needs and achieve their health and well-being goals. The company’s personalized health advocacy and engagement programs tap a unique combination of capabilities that encompass care solutions, behavioral solutions, specialty benefits and financial services. Serving nearly 60 million people, OptumHealth is one of the nation’s largest health and wellness companies. It is a business of UnitedHealth Group (NYSE: UNH). More information about OptumHealth can be found at www.optumhealth.com.

About American Well

American Well has created a new health care marketplace where consumers and physicians can come together online to acquire and provide convenient and immediate health care services. Using the latest technologies in Web communications and digital telephony, American Well extends traditional health care services to the home setting. American Well is committed to supporting health plans in meeting consumer and employer demand for affordable, efficient and immediate access to quality care. For more information, visit www.americanwell.com.

* Gartner Predicts 2009: Healthcare IT Moves from Transactional to Transformational. By Vi Shaffer, Thomas J. Handler, M.D., Jonathan Edwards, Barry Runyon, January 27, 2009.

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