Panel Members

- Mike Santoro, Sr. VP, Claims and Appeals, UnitedHealthcare

- Robert Power, Sr. VP, Strategic Client Relationships, Optum360

- Jennifer Igel, VP, Dignity Health Operations, Optum360
Where do you see the most friction between payers and providers?

• What are the biggest challenges?
  • Biggest opportunities?
What steps are your organizations taking to correct the issues?

- What benefits have been achieved due to these efforts?
  - Financial and non-financial?
  - Efficiency? Quality of care? Better outcomes?
What strategies/changes would you recommend to other payers-providers as they work to improve collaboration?

- Where should the changes start?
- Process changes?
- Determining best technology solutions
How do you expect payer-provider relationships to look in 3-5 years?

• What do you expect to be different?
  – Same or similar?
Questions from the audience
Thank you.