



MedExpress

Great care. Fast.

Exceeding patient expectations in a welcoming environment.

MedExpress, an Optum® company, is a physician-led, national leader in delivering high-quality, convenient and cost-effective health care in a patient-centric manner. We're one of the most comprehensive urgent care models in the country, with a broad scope of services across our growing national footprint. This is unique within a highly fragmented industry in which the majority of urgent care providers are operating fewer than 5 centers and vary widely in terms of their quality and scope of services. UnitedHealthcare is proud to collaborate with Optum to help facilitate access to urgent care for our members.

MedExpress leads the way.

We strive to consistently provide a warm and welcoming experience in each and every one of our neighborhood medical centers. Appointments are never needed; patients can walk in 12 hours a day, 7 days a week, to see any of our full medical team. We also collaborate and coordinate care with other local health care providers to help ensure the best possible outcomes for our patients and their families.

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More affordable access with quality care.

The innovative MedExpress model addresses 2 of the largest problems facing the U.S. health care system— access and affordability. For as little as 10 percent of the cost, our nationwide facilities deliver much of the same care people would otherwise receive at an emergency department without the long wait time.^{1,2}

Health care challenges.	Solutions from MedExpress.
Many patients don't have a primary care provider or prefer same-day access. Consequently, they go to an ER.	Provide a wide range of health and wellness services at only a fraction of the cost of an emergency room visit.
81 percent of U.S. emergency room visitors waited more than an hour. ³	Patients experience little or no wait times, and are in and out of MedExpress in under an hour.
High rate of ER use is costly: The average cost of an ER visit is \$1,700. ⁴	The average cost of an urgent care visit is \$190. ⁴ That's a potential savings of \$1,510.

Avoid costly emergency room visits.

For example, a company with 1,000 employees averages 600 ER visits annually:

If 300 of those ER visits were treated at an urgent care facility rather than an ER, there would be a potential cost savings of \$1,510 per patient.

That's an annual reduction in spending of approximately \$453,000+.

Benefits that work for you and your employees.

MedExpress offers a compelling value proposition, bringing more affordable health care access to communities across the country. Employers and employees both benefit.

Employees get:

- Easy access, convenience and consistency.
- Strong customer service.
- Lower-cost setting for medical care.
- Coordination of high-quality, physician-led health care.

Employers get:

- High-quality service and more affordable care.
- Accessible and timely health care.
- Effective communication to help minimize lost workdays.
- On-site/near-site care opportunities.

Services included:

Injury and illness:

- Colds, flu and strep
- Fractures, sprains and strains
- X-rays, labs, IVs and stitches
- Minor surgical procedures

Employer health services:

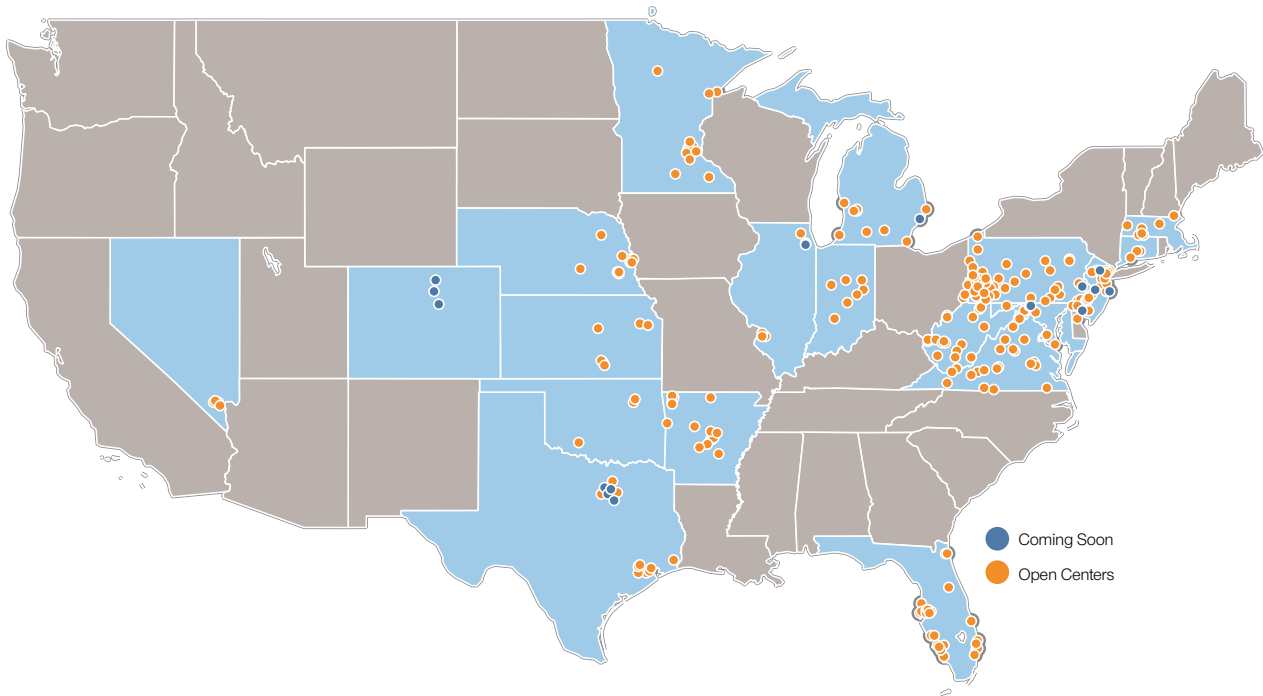
- On-the-job injury care and coordination
- Occupational medicine
- Employee health and wellness
- On-site and near-site centers

Basic wellness and prevention:

- Medical evaluations and screenings
- Physicals
- Immunizations
- Well-child exams

MedExpress locations.

MedExpress opened its first location in West Virginia in 2001. The company has grown to include over 250 centers in 19 states, and continues to add new centers across the United States.



Current states:

Arkansas
Connecticut
Delaware
Florida
Illinois
Indiana
Kansas
Maryland
Massachusetts
Michigan
Minnesota
Nebraska
Nevada
New Jersey
Oklahoma
Pennsylvania
Texas
Virginia
West Virginia

Coming soon:

Colorado

Aurora
Fort Collins
Glendale

Illinois

Downers Grove

Maryland

Hagerstown

Michigan

Chesterfield

New Jersey

Bridgeton
Ewing
Rockaway
Wall

Pennsylvania

Souderton

Texas

Arlington
Fort Worth
Irving
Waxahachie



For a list of locations, visit [medexpress.com](https://www.medexpress.com)

Note: In Delaware, MedExpress is referred to as MedExpress Walk-in Care.

¹ Agency for Healthcare Research and Quality Medical Expenditure Panel Survey, 2013.

² UCAOA Benchmarking Survey, 2011.

³ National Hospital Ambulatory Medical Care Survey: 2014 Emergency Department Summary Tables. Table 4 Wait time at emergency department visits: United States, 2014. Centers for Disease Control and Prevention.

⁴ Average allowed amounts charged by UnitedHealthcare Network Providers and not tied to a specific condition or treatment. Actual payments may vary depending upon benefit coverage. UnitedHealthcare 2015 (Estimated \$1,500 difference between the average emergency room visit and the average urgent care visit.) The information and estimates provided are for general informational and illustrative purposes only and is not intended to be nor should be construed as medical advice or a substitute for your doctor's care. You should consult with an appropriate health care professional to determine what may be right for you. In an emergency, call 911 or go to the nearest emergency room. This information is not intended to replace the advice of a physician. It is information that is generally available. Each person has unique medical needs based on several factors including age, genetics, body type and build, medications, exposures to illness and medical history, to name a few. Always seek the advice of a physician or other qualified health care provider with any questions you may have regarding a medical condition that you are experiencing. If you are suffering from a non-emergent medical situation, it is suggested that you visit the nearest MedExpress center or your family physician. If you believe you are experiencing a medical emergency, call 911.

Urgent Care MSO, LLC ("MSO") is a management services company which provides management services on behalf of Private Office Practices operating urgent and walk-in care centers under the name "MedExpress." The Private Office Practice has complete authority with regard to all medical decision making and patient care. MSO shall, in no way, determine or set the methods, standards, or conduct of the practice of medicine or health care provided at, by, or through any Private Office Practice, or by any of its professionals.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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