

## UNITEDHEALTH GROUP

### Incentive Plan Integration for WESTMED Practice Partners (WPP) Manager Talking Points and FAQs

#### Summary

Most WPP employees will be eligible for the Rewarding Results Plan (RRP), an annual incentive plan that rewards employees based on achievement of individual, business and enterprise performance.

- Employees currently eligible for the WPP discretionary annual bonus plan will be moving onto RRP.
- Employees currently eligible for the Contact Center Monthly Performance Incentive (i.e. contact center associates and contact center supervisors) will remain on their monthly performance incentive plan for the remainder of 2019.

Use this document to answer questions you receive from your employees as it pertains to the incentive plan they will be subject to upon integration into UnitedHealth Group.

#### Manager Talking Points

##### For Employees Transitioning to UnitedHealth Group's RRP Plan

- UnitedHealth Group believes that incentives are a critical component to your total compensation package and all employees are eligible for some type of incentive plan. The UnitedHealth Group position you were mapped to determines your incentive plan and target.
- The Rewarding Results Plan (RRP) is UnitedHealth Group's annual incentive program. Employees receive awards based on company performance and their individual performance. Not everyone receives an award. Our goal is to reward our top performers.
- When you transition to UnitedHealth Group, you are eligible to participate in the 2019 Rewarding Results Plan with a target percentage of your base compensation. *(See chart at right for incentive target matrix.)*
- Your award under this plan will be determined by company performance and your overall performance.
- Although integration is occurring mid-year, employees will be funded for the full year in RRP, unless they were newly hired in 2019.

UnitedHealth Group Salary Grade	Rewarding Results Plan Target (as a % of base salary)
21 - 26	2%
27	7.50%
28	10%
29	15%
30	20%
31	25%
32	30 - 35%

##### Employees Remaining in Contact Center Monthly Performance Incentive Plan

- Contact Center Associates and Contact Center Supervisors will remain on the Contact Center Monthly Performance Incentive Plan through the remainder of 2019.
- There will be no change to the design of this incentive plan.
- The business and Human Capital will re-asses this plan and determine if it will go forward into 2020 or if the employees on this plan will transition to a Quarterly Variable Plan (QVC), which is the standard incentive plan for employees at UnitedHealth Group in these types of contact center roles.
- More communication regarding any changes to incentive plans in 2020 will be available at a later date.

## Manager Frequently Asked Questions

### Job Mapping

**How was my job mapped?** WESTMED Practice Partners (WPP) partnered with UnitedHealth Group to conduct a detailed analysis to map jobs at WPP to similar jobs at UnitedHealth Group. This was done by comparing your responsibilities to similar roles at UnitedHealth Group which determined your job title, grade and incentive plan.

**What are salary grades?** A salary grade is a way of grouping jobs that are paid similarly and have a similar scope of responsibility. Each grade has a salary range that represents what we generally pay for those jobs based on the market-competitive salary for the same jobs in the external market. Salary ranges provide a pay structure that managers can use to determine appropriate pay levels for their employees.

**How was the grade level for my current job determined?** We mapped your position to UnitedHealth Group job codes and their associated salary grades. Each grade has a salary range that represents what UnitedHealth Group generally pays for those jobs based on the market-competitive salary for the same jobs in the external market.

### Incentive Plan Changes

**How was my target incentive funding determined?** The job you were mapped to determines your target incentive funding.

**What is the Rewarding Results Program (RRP)?** RRP is one of UnitedHealth Group's incentive programs. Regular employees receive awards based on company performance and their individual performance. Not everyone receives an award. Our goal is to reward our top performers. Employees in temporary statuses are not eligible for this program.

**When are incentives determined and paid out?** Incentive amounts are determined based on business and individual performance during UnitedHealth Group's annual performance review cycle referred to as Common Review. Incentives are typically paid out in February following the plan year (i.e. February 2020 payout for performance during the 2019 plan year).

**Why is the Contact Center Monthly Performance Incentive Plan staying the same?** Roles similar to Contact Center Associates and Contact Center Supervisors are typically placed on a Quarterly Variable Compensation Plan (QVC) at UnitedHealth Group. It takes time to develop this type of incentive plan and to determine the appropriate metrics and payout levels. As a result, shortly after integration the business and Human Capital will begin work to determine the most effective incentive plan for this population. More information will be made available once a decision is made on how to proceed in 2020.