

UNITEDHEALTH GROUP

UnitedHealth Group Reports 2024 Results

- *Revenues of \$400.3 Billion Grew 8% Year-Over-Year*
- *Domestic Consumers Served by UnitedHealthcare Grew 2.1 Million*
- *Value-Based Care Patients Served by Optum Grew 600,000*
- *Cash Flows from Operations were \$24.2 Billion or 1.6x Net Income*
- *Full Year, Fourth Quarter Net Earnings were \$15.51, \$5.98 Per Share*
- *Full Year, Fourth Quarter Adjusted Net Earnings were \$27.66, \$6.81 Per Share*
- *Company Affirms 2025 Performance Outlook*

(January 16, 2025) UnitedHealth Group (NYSE: UNH) reported full year and fourth quarter 2024 results reflecting diversified growth in serving people more extensively at Optum and UnitedHealthcare.

“The people of UnitedHealth Group remain focused on making high-quality, affordable health care more available to more people while making the health system easier to navigate for patients and providers, positioning us well for growth in 2025,” said Andrew Witty, chief executive officer of UnitedHealth Group.

UnitedHealth Group affirmed the 2025 performance outlook established in December 2024, including revenues of \$450 billion to \$455 billion, net earnings of \$28.15 to \$28.65 per share, adjusted net earnings of \$29.50 to \$30.00 per share and cash flow from operations of \$32 billion to \$33 billion.

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Quarterly and Annual Financial Performance

(in billions, except percentages)

	Three Months Ended			Year Ended		
	Dec 31, 2024	Dec 31, 2024 (Adj)	Dec 31, 2023	Dec 31, 2024	Dec 31, 2024 (Adj)	Dec 31, 2023
Revenues	\$100.8	\$100.8	\$94.4	\$400.3	\$400.5	\$371.6
Earnings from Operations	\$7.8	\$8.3	\$7.7	\$32.3	\$34.4	\$32.4
Net Margin	5.5%	5.9%	5.8%	3.6%	6.1%	6.0%

- UnitedHealth Group's 2024 revenues grew \$28.7 billion or 8% year-over-year to \$400.3 billion, driven primarily by serving people more comprehensively across the enterprise. Full year 2024 earnings from operations were \$32.3 billion. Adjusted earnings from operations of \$34.4 billion exclude the cyberattack direct response costs and South American impacts.
- The full year medical care ratio was 85.5% compared to 83.2% in 2023. The increase was primarily due to previously discussed items, including the revenue effects of CMS's Medicare funding reductions, member mix and timing of Medicaid redeterminations. Factors cited on the company's third quarter earnings call, including increased hospital coding intensity and specialty medication prescribing, continued at similar levels in the fourth quarter and are reflected in the company's 2025 outlook. Days claims payable of 47.0 compared to 47.4 in third quarter 2024 and 47.9 at year end 2023. The company did not have any favorable earnings impacting medical reserve development in the fourth quarter.
- The full year 2024 operating cost ratio of 13.2% compared to 14.7% in 2023, reflecting gains from business portfolio refinement and strong improvement in operating efficiencies and consumer experiences. The business portfolio refinement, including strategic transactions, will enhance growth opportunities and contributed about 80 basis points, nearly half at Optum Health with the remainder split between UnitedHealthcare and Optum Insight.
- Cash flows from operations for the full year were \$24.2 billion, or 1.6 times net income. During 2024, the company returned over \$16 billion to shareholders through dividends and share repurchases. Return on equity of 23.7% in the fourth quarter, reflected the company's consistent, broad-based earnings and efficient capital structure.



UnitedHealthcare provides health care benefits globally, serving individuals and employers, and Medicare and Medicaid beneficiaries. UnitedHealthcare is dedicated to improving the value customers and consumers receive by improving health and wellness, enhancing the quality of care received, simplifying the health care experience and reducing the total cost of care.

Quarterly and Annual Financial Performance						
<i>(in billions, except percentages)</i>						
	Three Months Ended			Year Ended		
	Dec 31, 2024	Dec 31, 2024 (Adj)	Dec 31, 2023	Dec 31, 2024	Dec 31, 2024 (Adj)	Dec 31, 2023
Revenues	\$74.1	\$74.1	\$70.8	\$298.2	\$298.4	\$281.4
Earnings from Operations	\$3.0	\$3.0	\$3.1	\$15.6	\$16.2	\$16.4
Operating Margin	4.0%	4.1%	4.4%	5.2%	5.4%	5.8%

- UnitedHealthcare full year revenues of \$298.2 billion increased \$16.8 billion or 6% year-over-year. Operating earnings were \$15.6 billion.
- The number of consumers served with domestic commercial benefits grew by 2.4 million in 2024, reflecting strong customer response to the company's innovative offerings which enhance transparency and consumer choice. In 2025, one in four of our largest fee-based employer customers are offering such plans.
- The number of people served by the company's offerings for seniors and people with complex needs grew to 9.4 million due to product designs tailored to meet the specific needs of individuals and families with limited economic resources and who are underserved.
- People served by the company's state-based community offerings moderated as expected to 7.4 million due to the now concluded Medicaid eligibility redeterminations process, partially offset by new and expanded customer relationships. UnitedHealthcare expanded with state customers including Michigan, Idaho, Nevada and Georgia in 2024, providing momentum the company expects will lead to a return to growth in people served in 2025.



The Optum health services businesses serve the global health care marketplace, including payers, care providers, employers, governments, life sciences companies and consumers. Using market-leading information, analytics and technology to yield clinical insights, Optum helps improve overall health system performance by optimizing care quality, reducing care costs and improving the consumer experience.

Quarterly and Annual Financial Performance						
<i>(in billions, except percentages)</i>						
	Three Months Ended			Year Ended		
	Dec 31, 2024	Dec 31, 2024 (Adj)	Dec 31, 2023	Dec 31, 2024	Dec 31, 2024 (Adj)	Dec 31, 2023
Revenues	\$65.1	\$65.1	\$59.5	\$253.0	\$253.0	\$226.6
Earnings from Operations	\$4.8	\$5.2	\$4.6	\$16.7	\$18.2	\$15.9
Operating Margin	7.4%	8.0%	7.7%	6.6%	7.2%	7.0%

- Optum full year revenues of \$253 billion grew \$26.3 billion or 12% year-over-year, led by Optum Rx and Optum Health. Operating earnings were \$16.7 billion and adjusted operating earnings were \$18.2 billion. Adjusted operating earnings exclude costs to support the Change Healthcare direct response efforts.
- Optum Health revenues grew to \$105.4 billion, driven by growth in patients served under value-based care arrangements and continued expansion of the types and level of care provided. At the end of 2024, Optum Health served 4.7 million people with value-base care and expects to grow to serve an additional 650,000 patients in 2025.
- Optum Insight revenues were \$18.8 billion, with the 1% year-over-year decline reflecting the business disruption effects of the cyberattack, which were \$867 million. Operating earnings were \$3.1 billion and adjusted operating earnings, which exclude cyberattack direct response costs, were \$4.4 billion. The revenue backlog grew by \$700 million over last year, largely due to new health system partnerships.
- Optum Rx revenues increased 15% in 2024 due to growth in new clients as well as expanded relationships with existing clients. Optum Rx continued to advance its comprehensive scope of pharmacy services offered, including specialty and community-based pharmacies. Adjusted scripts grew to 1.62 billion, compared to 1.54 billion last year.