



Patient Support Analysis [p1] (UnitedHealth)

QUESTION

UnitedHealth has a program called Advocate4Me, which allows members to call an advocate and receive support for their health care needs – whether that's behavioural, clinical, well-being, health care financing, benefits, claims or pharmacy help.

Write a query to find how many UHG members made 3 or more calls. `case_id` column uniquely identifies each call made.

`callers` Table:

Column Name	Type
policy_holder_id	integer
case_id	varchar
call_category	varchar
call_received	timestamp
call_duration_secs	integer
original_order	integer

`callers` Example Input:

policy_holder_id	case_id	call_category	call_received	call_duration_secs	original_order
50837000	dc63-acae-4f39-bb04	claims	03/09/2022 02:51:00	205	130
50837000	41be-bebe-4bd0-a1ba	IT_support	03/12/2022 05:37:00	254	129

policy_holder_id	case_id	call_category	call_received	call_duration_secs	original_order
50936674	12c8-b35c-48a3-b38d	claims	05/31/2022 7:27:00	240	31
50886837	d0b4-8ea7-4b8c-aa8b	IT_support	03/11/2022 3:38:00	276	16
50886837	a741-c279-41c0-90ba		03/19/2022 10:52:00	131	325
50837000	bab1-3ec5-4867-90ae	benefits	05/13/2022 18:19:00	228	339

Step 1: Identify the problem of the case

Create a query to determine how many UHG members have made three or more calls. Each call is individually identified by the case_id column. The ultimate outcome will take the following form:

Column Name	Type
member_count	integer

Step 2 : Analyze and solve problems

First, we count the number of calls a UHG member receives with the `COUNT()` function.

```
SELECT policy_holder_id
       , COUNT(case_id) num_call
FROM callers
GROUP BY policy_holder_id
```

Then we filter those members whose number of calls is greater than or equal to 3 and count them.

```
SELECT COUNT(*) member_count
FROM (
  SELECT policy_holder_id
         , COUNT(case_id) num_call
  FROM callers
  GROUP BY policy_holder_id) sub
WHERE num_call >= 3
```

OUTPUT:

member_count

76