

Outrage over UnitedHealth CEO defending denials in leaked video

Description

UnitedHealth Group CEO Andrew Witty spoke out about the company's claim denials in a video that leaked after the shooting of another CEO from the company. This has caused criticism online about how UnitedHealth evaluates medical claims.

Witty stated that UnitedHealth ensures care is safe and appropriate. The leaked video came out the day after the other CEO was shot in New York City. Reports revealed that the shell casings at the scene had words like "deny," "defend," and "depose" on them, which are terms used by critics to describe how insurers deny claims.

Some social media posts claim that UnitedHealthcare has the highest claim denial rate in the industry, but the true extent is unclear. Recent reports show an increase in denials for some patients. One report found that UnitedHealthcare's denial rate for certain health care services rose in recent years.

After the leaked video, many people criticized Witty online and shared their experiences with the company on social media.

Vocabulary List:

1. **Denial** /dɪˈnaɪ.əl/ (noun): The refusal to accept or acknowledge something.

ESL

- 2. **Criticism** /'krɪt.ɪ.sɪ.zəm/ (noun): The expression of disapproval based on perceived faults or mistakes.
- 3. **Evaluate** /ɪ'væl.ju.eɪt/ (verb): To assess or determine the value significance or quality of something.
- 4. Appropriate /ə'proʊ.pri.ət/ (adjective): Suitable or proper in the circumstances.
- 5. **Experience** /ɪkˈspɪr.i.əns/ (noun): The knowledge or skill acquired through involvement in or exposure to something.
- 6. Extent /ɪk'stɛnt/ (noun): The range scale or degree to which something is present or can be measured.

Comprehension Questions

Multiple Choice

Who spoke out about UnitedHealth Group's claim denials in a leaked video?
Option: Andrew Witty



Option: Another CEO from the company

Option: Both A and B

Option: None of the above

2. Which terms were found on shell casings at the scene after the shooting of the other CEO?

Option: Accept, approve, acquiesce

Option: Deny, defend, depose Option: Ignore, inflict, inquire Option: Postpone, prevent, protect

3. What did some social media posts claim about UnitedHealthcare?

Option: It has the lowest claim denial rate in the industry Option: It has the highest claim denial rate in the industry

Option: It does not deny any claims

Option: None of the above

4. What did recent reports show about UnitedHealthcare's denial rate for certain health care services?

NEWS. Option: It remained consistent over the years

Option: It decreased in recent years

Option: It rose in recent years Option: It is at an all-time low

5. Who received online criticism after the leaked video?

Option: The other CEO who was shot Option: The critics of UnitedHealthcare

Option: Andrew Witty Option: All of the above

6. What did Witty state about UnitedHealth's care in the leaked video?

Option: It is unsafe and inappropriate Option: It is safe and appropriate

Option: It is unpredictable Option: None of the above

True-False

7. The leaked video that caused criticism was released before the shooting of the other CEO.



- 8. UnitedHealth Group is known for rarely denying any medical claims.
- 9. Recent reports have shown a decrease in denials for some patients under UnitedHealthcare.
- 10. The shell casings at the shooting scene had positive words written on them.
- 11. Critics use terms like "deny," "defend," and "depose" to describe how insurers approve claims.
- 12. The other CEO shot in New York City was not associated with UnitedHealth Group.

Answer

Multiple Choice: 1. Andrew Witty 2. Deny, defend, depose 3. It has the highest claim denial rate in the

industry 4. It rose in recent years 6. It is safe and appropriate **True-False:** 7. False 8. False 9. False 10. False 11. False 12. True

Vocabulary quizzes

Multiple Choice (Select the Correct answer for each question.)

- 1. Which defense mechanism involves avoiding the awareness of a painful reality?
 - Option: A. Denial
 - Option: B. Criticism
 - Option: C. Optimistic
 - Option: D. Correction
- 2. Which activity involves committing money or capital to an endeavor with the expectation of obtaining an additional income or profit?
 - Option: A. Discounts
 - Option: B. Investing
 - Option: C. Experience
 - Option: D. Yield
- 3. Which term refers to the ability to accomplish a task with the least expenditure of time and effort?
 - Option: A. Traders
 - Option: B. Efficiency
 - Option: C. Reduction
 - Option: D. Growth



4. What is the act of safeguarding assets or interests from financial loss damage or risk?

Option: A. Dividend Option: B. Protection Option: C. Convenience Option: D. Challenges

5. Which term refers to a reduction in price or cost?

Option: A. Headquarters

Option: B. Capital Option: C. Discount Option: D. Functionality

6. Which term describes the ability of a product or service to fulfill its intended purpose?

Option: A. Experience Option: B. Functionality Option: C. Appropriate

Option: D. Yield

7. Which term refers to the income generated by an investment or financial instrument? ESL-NEW

Option: A. Profits Option: B. Versatile Option: C. Yield Option: D. Sleek

8. Which term describes the nature of a situation in which different entities are attempting to outdo one another?

Option: A. Competitive Option: B. Protect Option: C. Evaluate Option: D. Reduction

9. Which term refers to tasks or situations that test one's abilities or resources?

Option: A. Dividend Option: B. Challenges Option: C. Growth Option: D. Workforce

10. Which term describes the process of increasing in physical size or numbers?

Option: A. Protect Option: B. Efficiency Option: C. Growth Option: D. Correction



Gap-Fill (Fill in the blanks with the correct word from the vocabulary list.)

11 are the financial gain realized from a business operation when revenue
exceeds expenses.
12. It is important to select the most solution for the given problem.
13. The of the company is located in the heart of the city.
14. Despite the challenges she remained about the future of the project.
15. There was a significant in the cost of production after implementing the new
system.
16. The new sports car had a design that turned heads wherever it went.
17. He considered himself a professional capable of adapting to different roles.
18. The company decided to expand its to meet the growing demand for its
products.
19. The new app offers great by allowing users to access all services in one place.
20. The teacher's of the student's performance was thorough and detailed.
Matching Sentences (Match each definition to the correct word from the vocabulary list.)
21. Investors receive a portion of the company's profits as a return on their investment.
22. The initial sum of money used to start a business or invest.
23. The security measures aim to shield the company from potential risks and threats.
24. Being careful and aware of potential risks is important when making investment decisions.



- 26. Legal agreements outlining the terms and conditions between parties involved in a transaction.
- 27. To what did the marketing campaign influence customer behavior?
- 28. Individuals or entities that buy and sell financial instruments in the markets.
- 29. Assessing the pros and cons of different investment options is essential before making a decision.
- 30. It is crucial to sensitive data from cyber threats.

Answer

Multiple Choice: 1. A. Denial 2. B. Investing 3. B. Efficiency 4. B. Protection 5. C. Discount 6. B. Functionality 7. C. Yield 8. A. Competitive 9. B. Challenges 10. C. Growth

Gap-Fill: 11. Profits 12. Appropriate 13. Headquarters 14. Optimistic 15. Reduction 16. Sleek 17. Versatile 18. Workforce 19. Convenience 20. Evaluation

Matching sentence: 1. Dividend 2. Capital 3. Protect 4. Cautious 5. Performance 6. Contracts 7. Extent 8. ESL-NEWS.

Traders 9. Evaluate 10. Protect

CATEGORY

1. Business - LEVEL2

Date Created 2024/12/10 **Author** aimeeyoung99