



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 "depote" 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.
2. **Criticism** /ˈkrɪt.ɪ.sɪ.zəm/ (noun): The expression of disapproval based on perceived faults or mistakes.
3. **Evaluate** /ɪˈvæl.ju.eɪt/ (verb): To assess or determine the value significance or quality of something.
4. **Appropriate** /əˈprɒ.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** /ɪkˈstɛnt/ (noun): The range scale or degree to which something is present or can be measured.

Comprehension Questions

Multiple Choice

1. 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?

- 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



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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?
- 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.
25. The car's on the track was exceptional setting a new lap record.



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. Traders 9. Evaluate 10. Protect

CATEGORY

1. Business - LEVEL2

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