



Optum capability landscape



Modernising
infrastructure.
Advancing care.
Empowering
consumers.

Optum® is a leading health services and innovation company dedicated to helping make the health system work better for everyone. With more than 100,000 people worldwide, Optum combines technology, data and expertise to improve the delivery, quality and efficiency of healthcare.

Optum uniquely collaborates with all participants in healthcare, connecting them with a shared focus on creating a healthier world. Hospitals, doctors, pharmacies, employers, health plans, government agencies and life sciences companies rely on Optum services and solutions to solve their most complex challenges and meet the growing needs of the people and communities they serve.

Spotlight on new care models

Optum is uniquely placed to understand the challenges health and social care systems face, as well as the capabilities required to successfully design, implement and scale new care models. We are one of the few companies in the world that provides fully integrated solutions to meet multi-specialty community provider and primary and acute care system requirements, from back-office transactional support to front-line clinical delivery.

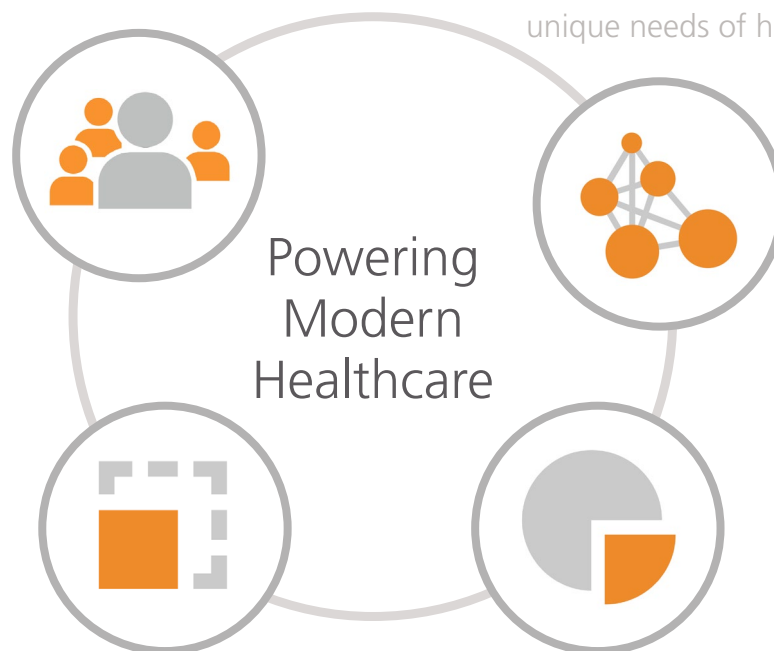
How Optum can uniquely help

1. People

Unmatched healthcare expertise
100,000+ professionals

2. Technology

Comprehensive solutions
system-wide scale serving the
unique needs of healthcare



4. Action

Scale to mobilise and
achieve results globally

3. Data

Insights that drive decision
two decades of longitudinal data



More than 10 years
working to support the NHS

24 Optum-run accountable care
organisations (ACOs)
focused on improving population health

Nearly 40 million patients
for which we have optimised prescribing in the UK

£27 million
in QIPP savings for commissioners

Tens of thousands of physicians
leverage our data platforms to provide smarter care

11 million people engaged
through Rally, a digital consumer health platform

140 countries
in which we deliver employee wellness programmes

50% of Fortune 500 companies
which we serve

8,500 clinicians and counsellors
in global provider network

Proprietary healthcare data on more
than 220 million lives
so physicians can provide smarter care

115 million
consumers

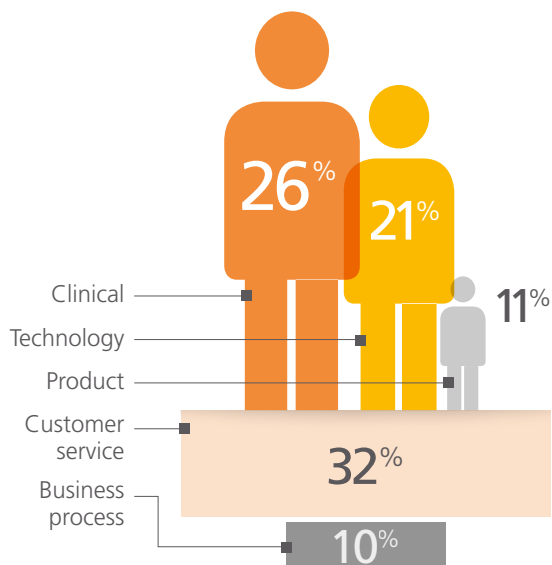
Supporting 147 NHS organisations
and global government entities

Optum customers served



Our people

At Optum, our mix of clinical, technical and product expertise is critical to our strategy of modernising infrastructure, advancing care and empowering consumers.



Clinical staff including doctors, nurse practitioners and registered nurses in primary care, urgent care and specialty networks

Technology professionals including software engineers, data and system analysts

Product management, consulting, sales and marketing staff

Customer service staff in customer care, claims and operations

Business process support staff

100,000+ employees committed to excellence

Breadth and depth to deliver

Powering modern healthcare to create a healthier world

Care Delivery

Optum adopts a doctor-centric approach to creating an integrated local healthcare delivery system which includes 17,000 total doctors, that serve nearly 6 million consumers in care clinics and more with 1 million home visits. Powered by data and technology, the system supports implementation of best practice capabilities across clinical, administrative and financial functions. Models vary across markets, including direct employment and contracted networks and doctors and patients are supported with access to a full array of continuum of care services, including community care centres and complex condition management. In the UK, Optum manages the entire care pathway for dermatology services across Bedfordshire CCG. From initial sign-posting and primary care through to acute care, Optum ensures patients requiring the most support receive the help they need at the appropriate time and place by the right professionals.

Pharmacy Care

Optum offers a full spectrum of pharmacy and specialty pharmacy services, including retail network contracting, rebate contracting and management, and clinical programmes, including adherence. Specialty pharmacy services also focus on high-touch clinical management and medical/Rx benefit coordination. In addition to our network of more than 67,000 retail pharmacies, Optum fulfills patient scripts via mail order. Combined with Catamaran, Optum will process approximately 1 billion scripts annually and will manage more than \$7 billion in annual specialty drug spending. The Optum tool ScriptSwitch® is the UK's leading decision support software, optimising prescribing for nearly 40 million UK patients in more than 5,000 GP practices.

Operational Services

Four out of five US hospitals and 100,000 doctor practices use Optum products and services in areas such as revenue cycle management, clinical workflow software, claims and clinical connectivity, and enablement of risk-value-based contracting models. Our leading hospital administration platform (Optum360™) and our physician practice management platform are foundational to the Optum provision of these solutions. Also includes a suite of services to 300 health plans including payment integrity (fraud), clinical quality compliance, network optimisation solutions, risk, quality and network solutions, and performance consulting. In the UK, Optum offers operational services as an approved supplier on NHS England's Lead Provider Framework.

Specialty Networks

Optum has the largest US behavioural health network with 148,000 clinicians and offers a full spectrum of services for mental health and substance abuse disorders, including Employee Assistance Programmes. Optum also has networks for highly specialised conditions including transplant, infertility, congenital heart disease, orthopaedics and outpatient physical therapy.



Health Management

Services to nearly 40 million unique lives with a focus on improving the health of individuals and entire populations in a cost-effective and coordinated way. More than 10 million members benefit from wellness services, including the smoking cessation programme. Other services include clinical management (e.g., care and disease management, maternity, telehealth) and advocacy (e.g., NurseLine, treatment decision support). Rally Health — a digital engagement platform with nearly 11 million members — creates a unified health experience and empowers consumers. The diabetes management capabilities of Optum support the Centers for Disease Control and Prevention (CDC) and community organisations with the infrastructure that makes the national Diabetes Prevention Programme available to prediabetics.

Benefit Management

Health plan enrollment support, including health exchanges, call centres and field marketing organisations. More than 400,000 individuals are assisted in enrollment through Optum direct outreach brokerage.

Financial Management

Optum Financial Services manages 3.8 million health financial national accounts (e.g., HSAs, FSAs) with more than \$4 billion in assets under management, electronic payment solutions, and stop loss insurance.

Population Analytics

With nearly 80 million lives of clinical data and more than 170 million lives of claims data, Optum provides healthcare specific analytical/data management software, tools and methods to help care providers, health plans and life science companies. Combining clinical and claims data helps care professionals to gain practical insights that can be applied to patient treatment at the point of care, where the opportunity to improve population health and reduce costs is greatest. Founded as a partnership between Optum and Mayo Clinic, OptumLabs™ dramatically accelerates the research process, analysing huge amounts of data with advanced technology to deliver actionable results.

Health IT

Services include data management and benchmarking, connectivity and cloud computing, system integration, infrastructure and business process outsourcing. Today, 1 in 3 US Medicaid dollars are managed through Optum data warehousing services. 350,000 providers are registered on the Optum cloud.

For more information on
how Optum can help, please
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or call **+44 (0)20 7121 0560.**

To learn more, visit our website
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