

Delivering and managing health care at key phases of life for U.S. Military Service Members and Veterans

Joining the service

OptumServe supports the Department of Defense through the U.S. Military Entrance Processing Command (MEPCOM) Program by performing medical tests for military applicants to ensure they meet the minimum physical requirements to join the military.

35K+ military applicants served in 2019

Serving in the military

As the prime contractor for the Military Health System Nurse Advice Line, we help the military population get the right care, in the right place and at the right time.



Access care 24/7/365 via MHS Nurse Advice Line.

Within 30 seconds or less, reach a nurse for advice or a care coordinator for customer service.

OptumServe also supports the Department of Defense through the Reserve Health Readiness Program (RHRP) by performing health readiness exams to help ensure our country's military is physically and mentally ready to deploy.



DENTAL



SCREENING



AUDIOLOGY



PHYSICALS



LABORATORY



HEALTH ASSESSMENT



BEHAVIORAL HEALTH ASSESSMENT



X-RAY



IMMUNIZATIONS

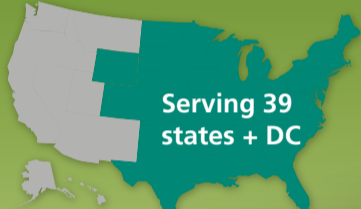


VISION

432K+ reservists served in 2019

Leaving the military

OptumServe assists the Department of Veterans Affairs by providing compensation and pension examinations.



Serving 39 states + DC

800K+ medical disability exams completed in 2019

Starting civilian life

OptumServe facilitates development of clinical practice guidelines for the Departments of Defense and Veterans Affairs. Clinicians access these guidelines to make the right care decisions for service members and Veterans.

Includes, but not limited to:

SUICIDE PREVENTION

TYPE 2 DIABETES

SUBSTANCE USE DISORDERS

POST-TRAMATIC STRESS DISORDER

LOW BACK PAIN

Developed and updated 20+ clinical practice guidelines since 2012

Improving health and well-being

The Veterans Health Administration's Telephone Lifestyle Coaching (TLC) program is supported by OptumServe to help Veterans meet health and wellness goals.

TLC addresses the following behaviors:



STRIVING FOR A HEALTHY WEIGHT



EATING WISELY



BEING PHYSICALLY ACTIVE



MANAGING STRESS



LIMITING ALCOHOL

TLC is currently offered at 20+ locations across the United States.

Seeking Veteran health care

Optum is the third-party administrator for the VA Community Care Network (VA CCN) for Regions 1, 2 and 3, helping the VA accomplish its goal of delivering high-quality care to the Veterans they serve.



COMPLEMENTARY AND INTEGRATIVE HEALTH SERVICES



PHARMACY SERVICES



GENERAL AND SPECIALTY DENTAL SERVICES



HEALTH CARE SERVICE NETWORK

Serving 36 states, DC, Puerto Rico and the U.S. Virgin Islands through VA CCN

Aging as a Veteran

OptumServe offers home- and community-based services, caregiver support and palliative care to accommodate Veteran health care needs as they age.¹

The Optum HouseCalls service demonstrates positive health outcomes for thousands of patients across the U.S., with the opportunity to do the same for the Veteran population. Recent results include:

14%

DECREASE IN HOSPITAL ADMISSIONS

1.7M

ASSESSMENTS COMPLETED IN 2019

99%

PATIENT SATISFACTION RATE

¹ Home- and community-based services are a capability OptumServe has to offer Veterans, although currently not an active contract.

OptumServe touched the lives of 1M+ service members and Veterans in 2019

The OptumServe brand includes the legal entities of Logistics Health, Inc., The Lewin Group and OptumServe Technology Services.

About OptumServe

OptumServe is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

Learn more about OptumServe:
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