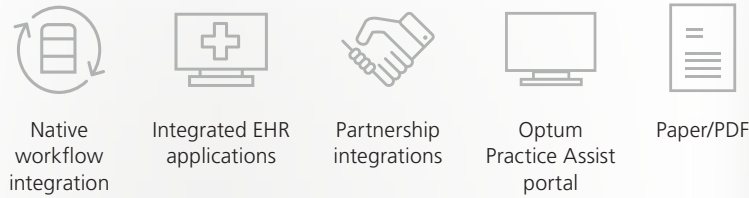


# Prospective risk adjustment and quality services

## PROVIDER-CENTRIC WORKFLOWS

Meeting providers where they are with multiple modalities for assessment submission.



## CONTINUOUS CARE OPPORTUNITIES

### Next best action

Smart analytics identify the most appropriate action for the best outcome.

### AI

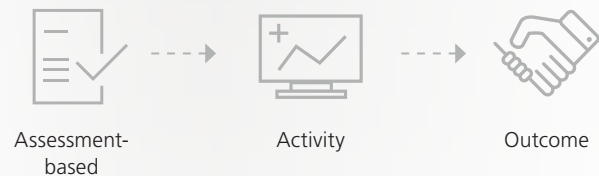
Propensity algorithms identify segmentation variables.

### Comprehensive care opportunities

Near real-time member insights are captured leveraging traditional and non-traditional data sources and run through Optum proprietary analytics.

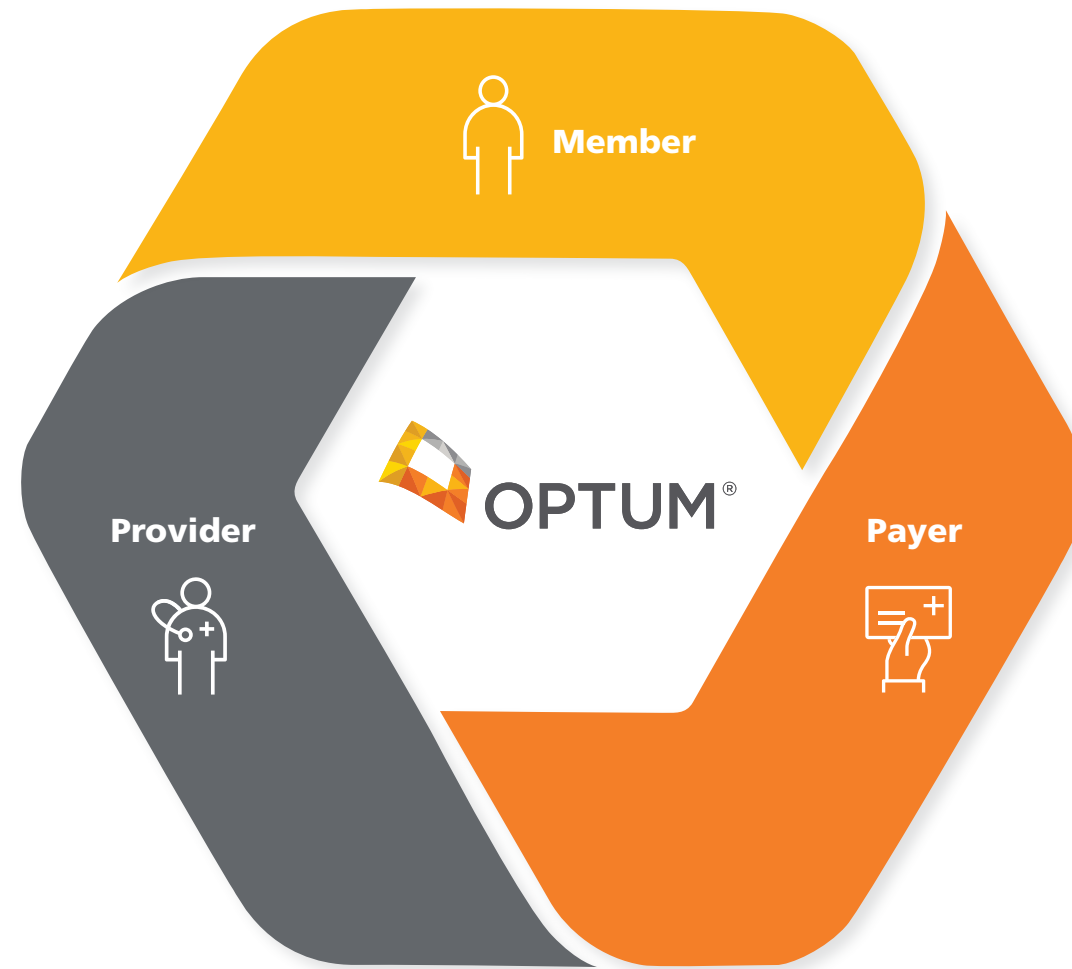


## OUTCOMES-DRIVEN PROGRAM



Optum prospective services brings a tailored approach to support providers and members based on their needs through in-person field agent support, insights on member prioritization driven by Optum data and analytics and increased reimbursement accuracy.

By reducing administrative burden, providers have more time to focus on clinical activities leading to better outcomes for members.



**\$3B** Value provided to clients



**≈17K** Engaged provider groups

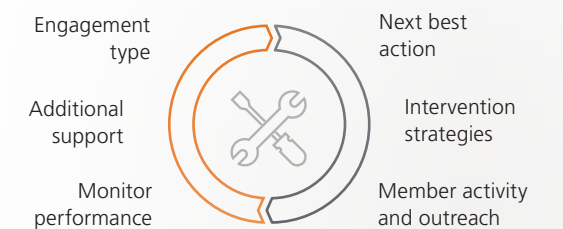


**≈1M** Assessments completed

MEANINGFUL RESULTS

## SYNCHRONIZE MEMBER CARE EFFORTS

AI enabled command center and collaboration tools empower Optum field staff to drive better outcomes.

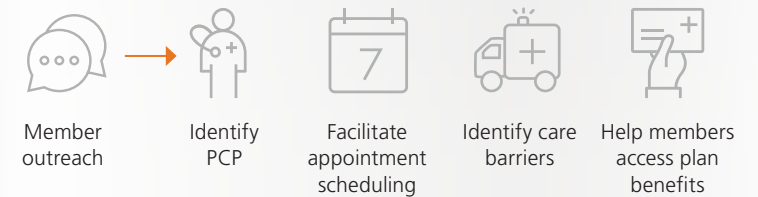


## PROGRAM FLEXIBILITY TO MEET BUSINESS GOALS

- Stars/quality programs
- Improved risk adjustment accuracy
- Expansion to referrals and specialist management
- In-office, in-home and telehealth\* settings offered to expand member care access

## MEMBER INTERVENTION STRATEGIES

Member-centric model uses social determinants of health (SDoH) to help identify and remove barriers to care.



\*For risk adjustment purposes, CMS now deems telehealth as the equivalent of a face-to-face encounter so long as the telehealth encounter includes audio and visual interactive capability. Telehealth encounters, conducted in accordance with state law licensing requirements for the provider, remain an acceptable encounter type under the Affordable Care Act Health Exchange plan risk adjustment model.

Find out how you can achieve an efficient, data-driven prospective risk adjustment program.

Email: [empower@optum.com](mailto:empower@optum.com)

Phone: 1-800-765-6807

Visit: [optum.com/risk](http://optum.com/risk)



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