

## Helping federal agencies transform health outcomes

Optum<sup>®</sup> is one of the world's leading health services and solutions companies. We understand the importance placed by the Departments of Health and Human Services (HHS), Veterans Affairs (VA) and Defense (DoD) on value-based care, health care access, continuity and coordination of services, and performance improvement initiatives. Optum addresses these needs through solutions based on deep clinical and technical expertise and strong IT capabilities. Through joint partnerships, we can help the federal government meet their goals by developing both customized and standardized solutions.

**\$83.6 billion** FY16 revenue

**120,000+**  
People worldwide

Established in  
**2011**

### Optum supports the Quadruple Aim

**Health information technology solutions** with more than 12,000 technology employees and global infrastructure distinguished by innovation, quality and deep health industry experience and expertise:

- Full range of established technology services including applications and infrastructure design, development and operations
- Information technology and business process services
- Manage and protect health and personally identifiable information (PHI & PII) for more than 75 million patient records
- Security and testing/IV&V capabilities

**Advanced analytic services** to help drive better decisions, enhance coordination and achieve improved outcomes:

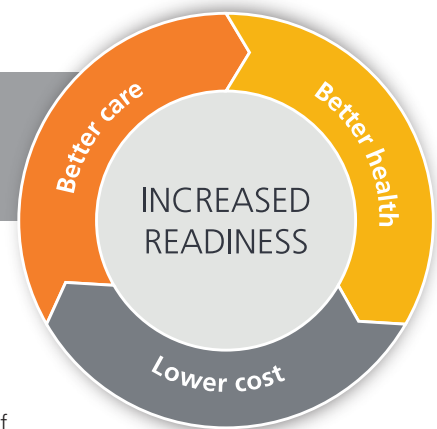
- Informed policy decisions through program and policy research, consulting and evaluation — Accountable Care Act (ACA) expertise to enable health care reform
- The Optum analytics platform uses an unmatched foundation of health care data that is cleaned, normalized and validated and works across electronic health record (EHR) vendors. This data foundation includes:
  - Clinical data of more than 85 million patients
  - 20 years of longitudinal claims data
  - Claims data covering more than 180 million lives
  - Robust socio-demographic and care management data

**Population and behavioral health services**, serving the physical, mental and financial needs of individuals and organizations:

- National network of providers, including outpatient clinics and primary/specialty care clinicians
- Clinical and other resources to improve health care outcomes and help reduce expenditures including call centers and nurse lines, wellness engagement tools, employee assistance programs
- Behavioral health services and specialized capabilities in high-risk populations including post-traumatic stress disorder (PTSD)
- Health engagement platforms, such as Rally for Health, that encourage and reward healthy behaviors
- Long-term support and services including home health services and telehealth solutions for acute, chronic and psychiatric care

**Pharmacy management** for service, affordability and clinical quality to improve overall health outcomes:

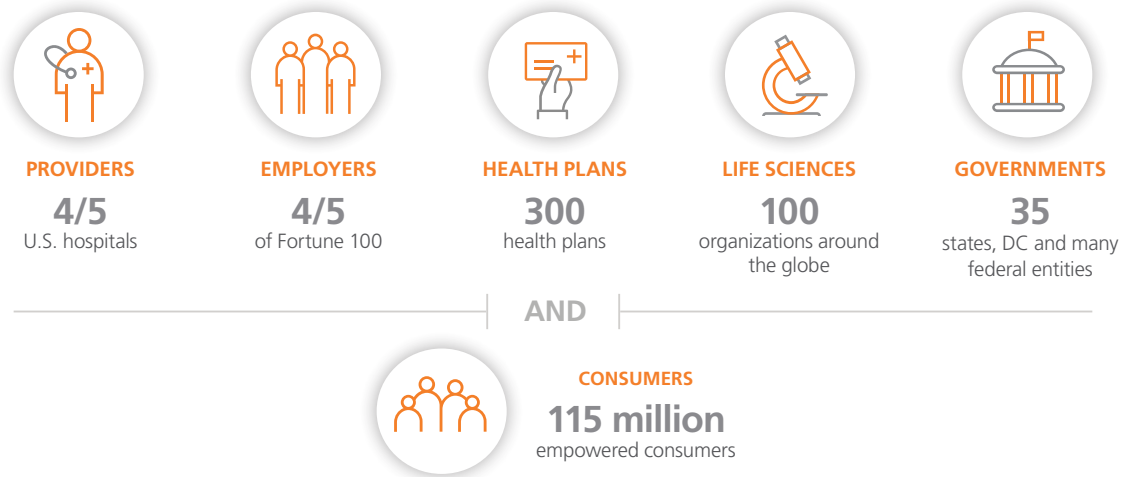
- Full range of pharmacy services including mail order and walk-in pharmacies
- Comprehensive medication review to close medication-related gaps in care
- One synchronized platform for clinicians, consumers and patients
- Consumer engagement programs



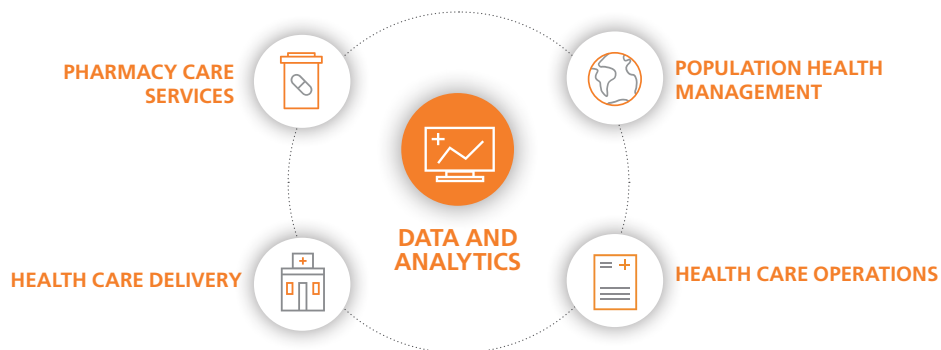
## Supporting federal clients to achieve transformation

- Department of Health and Human Services:** As the Marketplace Advisor and System Integrator for Healthcare.gov, Optum successfully assisted the Centers for Medicare & Medicaid Services (CMS) to improve marketplace system performance. Optum has been asked by states to support their health insurance exchange implementations; Optum works with CMS CMMI to provide health system transformation services throughout the country through ACO pilots and technical assistance; Optum successfully rolled out for HHS a federal data hub, enabling key government agencies to share data about individuals in a secure and consistent manner; Optum successfully rolled out for HHS a unified identity management solution with high-performance capabilities.
- Department of Veterans Affairs:** Optum provides medical disability exams to veterans in 42 states and 20 VISNs; our work with the VA's Center for Innovation promotes innovative projects in health care services, such as the VA Blue Button Program.
- Department of Defense:** Optum provides medical processing for military applicants. We ensure a medically ready workforce for reserves and the National Guard Bureau, and we support the UnitedHealthcare TRICARE program for nearly 3 million active-duty military members and their families in 21 states in TRICARE's West Region.
- Office of Personnel Management:** The Optum Health Claims Data Warehouse receives and analyzes health claims from more than 100 plans supporting the Federal Employees Health Benefits Program and the state insurance exchanges. This data warehouse provides extensive analytic tools to Office of Personnel Management for the analysis of ACA.

## CONNECTING AND SERVING THE WHOLE HEALTH SYSTEM



## OPTUM IS POWERING MODERN HEALTH CARE TO CREATE A HEALTHIER WORLD.



### Contact us

1-800-765-6073

[solutions@optum.com](mailto:solutions@optum.com)



11000 Optum Circle, Eden Prairie, MN 55344

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