OPTUM Serve™ | Technology Services

Supporting mission-critical IT programs for CMS

As budgets shrink and the need for information technology (IT) solutions grows, government agencies are looking for ways to maximize their IT investment while working to improve the efficiency and quality of their health and human services programs. That's why government officials count on OptumServe™ to deliver market-driven business and technology solutions that measurably improve the health care ecosystem. Our global health services capabilities — distinguished by innovation, quality and deep health care industry experience — provide the full range of technology and business process services that can scale at any size.

OptumServe has been a trusted partner with the Centers for Medicare and Medicaid Services (CMS) for nearly 10 years, providing key IT capabilities on transformational projects such as the following.

One PI

To preserve and protect the integrity of Medicare and Medicaid entitlements, the CMS Center for Program Integrity (CPI) created the One PI system, an enterprise resource to help identify, deter and prevent all fraud, waste and abuse (FWA) activities across the agency. OptumServe maintains the One PI portal and continuously works toward improving access to data in support of advance analytics performed by its user base. OptumServe development and maintenance activities include:

- Ensuring that data available in the Integrated Data Repository (IDR) can be accessed by One PI users through a CPI-specific access layer
- Implementing new data sources
- Ensuring that portal users can access the One PI analytic tools
- Enabling people to share information about program integrity through the portal
- Providing training on advanced business intelligence tools in support of advanced data analytics
- Leading the Program Integrity Data Users Group
- Helping CMS arrive at the best ways to secure, load and interpret Medicaid data used for Medicare — Medicaid data matching so Medicaid data are available to One PI users

Enhancing the consumer experience for HealthCare.gov

As the Marketplace Advisor and Systems Integrator (MASI), We helped CMS monitor, assess, prioritize and manage the technical operations of HealthCare.gov. To accomplish this, we helped CMS manage and integrate the work of the many vendors working on the site and initiated:

- Implementation of infrastructure improvements
- Defect prioritization and resolution processes
- Change management processes and procedures
- Reporting
- Rapid deployment capabilities

- Developing and maintains procedures and processes for quality assurance
- Maintaining a One PI Help Desk
- Ensuring One PI's high performance, throughput and response time data
- Helping CMS implement data labs
- Improving integration between business intelligence and analytical tools
- Supporting the growing base of One PI users
- Coordinating End User Acceptance Testing

Data Services Hub Health Insurance Exchange project

We are proud to serve as the prime contractor for the CMS Center for Consumer Information and Insurance Oversight (CCIIO) Data Services Hub (DSH) Health Insurance Exchange (HIX) project. DSH is a system-to-system solution providing data used by CMS and state officials, insurance carriers and issuers, and citizens seeking to find information or to enroll in health insurance programs.

To date, DSH has processed more than 2.2 billion marketplace transactions and helped process over 20 million enrollments. We helped CMS by building the DSH to help route enrollment verification requests between the federally facilitated exchanges (FFE), State-Based Exchanges (SBEs), Medicaid/Children's Health Insurance Program (CHIP) agencies, and the authoritative data sources (Federal agencies).

DSH also routes enrollment transactions, including transactions in the Small Business Health Options Program (SHOP), from the FFM to issuers. We provide integral monitoring services to the DSH to ensure that the system's components clearly document its operational functionality and to help stakeholders see where improvements would yield the most benefit. These monitoring services are vital to maintaining the DSH's health; they include operational reports providing daily statistics of the number of "successful" and "failed" service requests; workload reports detailing the health of DSH's virtual machines; and electronic file transfer reports listing the electronic file transfers between the systems. OptumServe successfully migrated DSH from the legacy data center to AWS in March of 2019 within a span of 9 months.

About OptumServe Technology Services (OSTS)

OSTS (formerly Quality Software Services Inc. – QSSI) develops and delivers health IT solutions for the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations that help modernize the U.S. health system. Our services transform data into real-world insights that can improve outcomes and support millions of users in highly secure, scalable environments.

Services offered:

- Software and cloud application engineering
- Cybersecurity and privacy solutions
- Software quality assurance
- Data management
- Managed business services

OSTS is part of Optum and the UnitedHealth Group® family of companies.

Recognitions

Optum was ranked **No. 1** in *Healthcare Informatics* magazine's Top 100 in 2018.	UnitedHealth Group was ranked **No. 6 on the FORTUNE 500** in 2019.	Optum earned Frost & Sullivan's **2018 North America Company of the Year Award** for the population health management market.
UnitedHealth Group was honored by the National Business Group on Health with a **"Best Employer for Healthy Lifestyles"** Platinum Award in 2018.	UnitedHealth Group was named a **2019 Military Friendly Employer** by Viqtory, a veteran-owned business that connects the military community to civilian opportunity.	UnitedHealth Group was named one of the **"World's Most Admired Companies"** by FORTUNE, 2011–2019.

For more information or to schedule a meeting, visit optum.com, call 1-800-765-6073 or email solutions@optum.com.

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