

Advocacy Solutions: Focused support far beyond just health



Optum® Advocacy Solutions acts as the front door to employee benefits including medical, pharmacy, health savings accounts, wellness vendors, employee assistance programs and more. By providing one resource for all benefits, we help reduce time and confusion which may help to increase productivity.

We meet your employees where they are — not just on the phone, but via chat, applications and online. Our team of compassionate advisors provide education and support that help employees receive the right information and resources to meet their “current and future” needs. Employees are also able to digitally access resources and information to:

- Get help with a claim
- Find in-network providers
- Connect to their rewards or well-being benefits
- Discover facilities based on cost and quality
- Receive real-time deductible status cross-carrier

A holistic approach to support your employee

We understand that employers are looking to help their employees find answers to their questions so they can focus on what’s important. Our front door approach connects employees to a full array of benefits and programs which removes the burden from their shoulders, saving them time while saving costs for employers.



Employers strive to create a rich benefit system for their employees, but the abundance of options can result in a lot of noise and confusion.



72% OF CALLERS intending to use the ER were able to find a more appropriate service provider after speaking with an advisor.³

70%+ OF EMPLOYEE population engage with Advocacy solution.²

67% OF CALLERS saved time by calling Health Care Advisor.³

Economic

We address waste and unnecessary medical spend to help you return funds to your bottom line. By making the right benefits and resources easy to access and navigate, you may see decreases of absenteeism and presenteeism, which could increase the return on your existing workforce.

People

We leverage your population to help turn health care into your greatest asset instead of your biggest burden. Our advisors activate engagement to reduce confusion, save time and solve problems.

Performance

Our interventions can deliver behavior change to drive the health outcomes of your population, which may result in higher performing and more productive employees.



Aligning the whole system with OptumIQ™

OptumIQ™ is at the epicenter of the health system. We utilize curated data, applied expertise and leading analytics to provide a comprehensive view and deliver dynamic and multi-dimensional insights. Advocacy Solutions rely on OptumIQ™ to identify gaps in care and better understand your employees. The solutions all feed into a common dashboard so advisors can provide answers, support and resources that will have meaningful impact.

The value Advocacy delivers

A large client with more than 30,000 eligible employees realized their employee experience was far too complex. Optum built an integrated solution for health, financial and other benefit needs. To build trust and confidence with employees, we created a team that felt like an extension of the employer. As a result, employee engagement increased 28 percent and the client saved \$13.1M in medical savings.²

MORE THAN 1.6M MEMBERS

use our Advocacy solutions. We integrate and partner with more than 10 different health plans.

With **OPTUM IQ™**

Sources

1. Optum 8th annual "Wellness in the Workplace" study, 2017.
2. Analytics on client BOB 2014–2016. Savings information based on Optum claims data. This is not a guarantee of savings. Individual plan results will vary.
3. Health Care Advisor book of business analytics, 2016.

Email: info@optum.com
Phone: 1-866-386-3404
Visit: optum.com



11000 Optum Circle, Eden Prairie, MN 55344

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