



An overview of Optum in India

# Performance inspired by purpose

**Optum**

# Table of contents

01

03

02

04

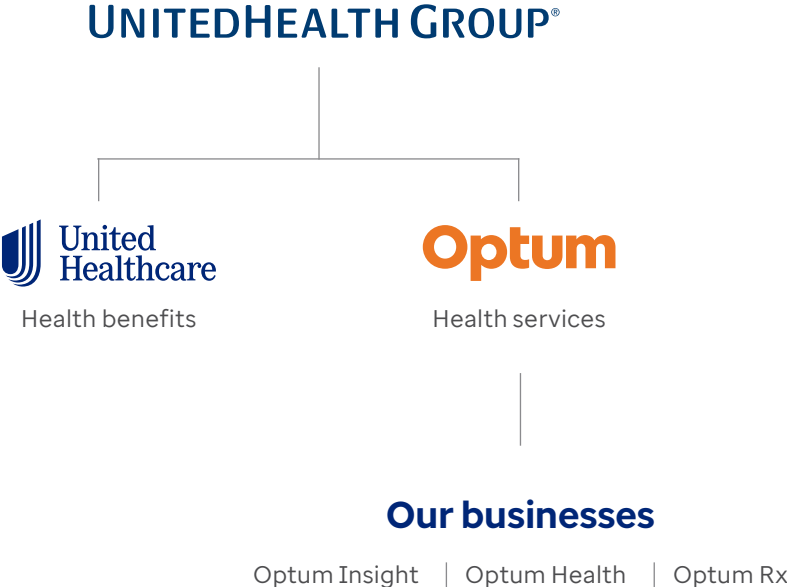
03

05

04

07

# A diversified enterprise with complementary yet distinct business platforms



**Our mission**

Helping people live healthier lives and helping make the health system work better for everyone

**Our values**

Integrity      Innovation  
Compassion      Performance  
Relationships

**UnitedHealth Group is ranked 5th of the Fortune 500 with a revenue of \$324.2 billion in 2022\***. We are a health care and well-being company, with two distinct and complimentary businesses working to help build a modern, high-performing health system through improved access, affordability, outcomes and experiences.

**Optum (\$182.8 billion revenue in 2022\*)** delivers care aided by technology and data, empowering people, partners and providers with the guidance and tools they need to achieve better health.

**UnitedHealthcare (\$249.7 billion revenue in 2022\*)**, offers a full range of health benefits, enabling affordable coverage, simplifying the health care experience and delivering access to high-quality care.

Approximately  
**400,000**

Optum employees worldwide serve our customers and consumers.



Named one of **America's Most Innovative Companies** by Fortune for 2023.

\* UHG Q4 2022 Earnings Report

# Optum – a health services innovation company

Working to create a healthier world for all



**129 million**

individual consumers



## Care providers

9 out of 10 U.S. hospitals; more than 67,000 pharmacies



## Government

Presence in all 50 states



## Life sciences

More than 100 global life sciences companies



## Health plans

4 out of 5 health plans



## Employers

9 out of 10 Fortune 100 companies

## Bringing all aspects of health together through three business segments:

### Optum Insight

Connects the health care system with trusted services and analytics to make clinical, administrative and financial processes simpler and more efficient.

- More than **286 million** lives of clinical and claims data leveraged for research and innovation
- More than **1 billion** transactions processed annually through Optum Data Exchange
- More than **\$8.6 billion** invested annually on technology development and innovation
- More than **\$31 billion** in annual health plan and employer savings through Optum payment integrity solutions

### Optum Health

Delivers comprehensive, patient-centered care to drive better outcomes and experiences for patients and care providers at a lower total cost of care.

- **103 million** unique individuals served by Optum Health
- More than **88,000** Optum Care aligned/employed physicians
- **415,000** in-network behavioral health providers
- **\$344 billion** in payments processed across 2.2 million providers

### Optum Rx

Integrates pharmacy, medical and behavioral care through its full spectrum of pharmacy services to give people affordable access to prescription medications and therapies.

- More than **1.5 billion** adjusted retail, mail and specialty drug prescriptions processed annually
- Manages approximately **\$157.9 billion** in pharmaceutical spending annually
- Provides pharmacy care services to more than 62 million people in the U.S.

# Optum in India

Through our India operations, we serve as a high value partner for the enterprise, with the potential to augment health care operations globally. Established in 2002, as one of the first global geographies, the India operations leverage a “team of teams” approach that architects and delivers end-to-end technology enabled solutions to our clients.

We are uniquely positioned to fuel the UnitedHealth Group and Optum agendas around profitable growth, consumer-centric engagement, digitization and analytics.

Our operations and technology capabilities, bolstered by over 2,000 targeted processes, span the entire health care value chain and are augmented by advanced analytics and automation solutions

Optum has state-of-the-art delivery centers across 5 cities: Gurugram, Noida, Hyderabad, Bengaluru and Chennai.

Optum was established in India in 2002.

More than **34,000** health care professionals



**Brandon Hall Awards 2023:**  
**Gold – best use of games or simulations for learning**  
**Silver – best learning program that supports and promotes diversity, equity and inclusion**  
**Bronze – best development program for frontline leaders**

**Recognized as one of ‘the best organizations for women 2023’ by Economic Times**

**Recognized by Avtar and Seramount as one of the ‘100 best companies for women in India (BCWI) 2023’**

## A bird's eye view of our services and capabilities



### Business process solutions

Our operations' teams in India work on transformative solutions across product/benefit configuration, network management and end-to-end claims processing, including appeals and grievances, billing & enrollment, medical coding, revenue cycle management and provider data operations.

To deliver measurable and sustainable performance improvement across all services, our teams are enabled by the transformational capabilities inbuilt in business excellence, operational excellence, learning and development, transitions, business quality and workforce management functions.

### Technology, analytics and automation

We pursue technology as a unifying force, bringing together deep industry expertise with data, advanced analytics, reengineering and automation, and emerging technology. By adopting technologies such as artificial intelligence, deep learning and natural language processing, we deliver quality, innovation, speed, and scale at comparatively low costs.

Our comprehensive IT delivery, product and data engineering, and advanced research and analytics capabilities include, application, and development, testing and data warehousing, quality engineering, cloud engineering, information security, robotic process automation, product development and management, global applied research, big data analytics, data science, clinical analytics, reporting and business intelligence, fraud, waste and abuse, payment integrity and more.

\* Advanced analytics, reengineering and automation

# Our united culture

Our united culture brings us together and our core values of **integrity, compassion, relationships, innovation and performance** guide us, inspire our behaviors and hold us together as individuals and as an organization.



## Diversity equity and inclusion (DEI)



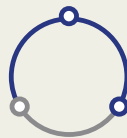
### Our DEI vision

Our vision is to create an innovative culture, where our diversity fuels our performance, and where we leverage our collective power to help people live healthier lives and make the health system work better for everyone.

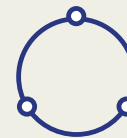
We are a team of doers and innovators, driven by the values of caring, connecting and growing together. DEI is woven through our business processes, policies, learning and development, and performance. We know that our individual and collective contributions are magnified when we value, embrace and learn from a range of people and perspectives.



**Our mission calls us.**



**Our values guides us.**



**Inclusion and diversity fuel us.**

## Growing and developing our diverse talent

Taking a data-driven approach to setting priorities and measuring progress, we leverage insights to improve hiring, development, engagement and retention of our diverse talent. Our employee surveys help us better measure and understand employee sentiment related to fairness, affirmation, safety, identity and connection.

We promote:

- **Recruiting practices and integrated programs that prepare** and bring diverse communities to our workforce, including LGBTQ+, people of all ages, and people with disabilities. SOAR (Strength - Opportunities - Aspirations - Results) - our return-ship program supports gender diversity. Similarly, our veterans' program is focused on talent from the armed forces
- **Equal and fair access to opportunities, resources, and a safe work environment** for people from the LGBTQ community and people with disabilities.
- **Career advancement** with programs such as United Women Leading in Technology (UWLIT) forum to support gender diversity across technology career paths, UHG Women Invent to enhance patent diversity, and more.
- **Learning solutions** on interacting and working with diverse talent, including trainings on unconscious bias, mindfulness in the workplace etc.
- **Employee engagement and well-being** through our award-winning employee wellness program, LiveWell, include a maternity support program CareNine and CareNine Beyond, day care benefit, flexible work schedules and more, which support and empower our employees to help maintain work-life balance.
- **Favorable policy changes** include, extending health insurance coverage for same gender partners, and covering advanced fertility treatments like IVF. We have gender agnostic parental leave to allow 26 weeks paid leave, also covering adoption/surrogacy
- **DEI awareness through forums and speaker sessions** on themes of gender equality, overcoming resistance, and bias and its impact on women's journey to leadership, to name a few.



**UnitedHealth Group was named to Forbes' list of America's 500 best large employers for 2023.**

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**UnitedHealth Group received a perfect score of 100 on the Human Rights Campaign Foundation's Corporate Equality Index 2023**

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**The Disability Equality Index® (DEI) has named UnitedHealth Group one of the best places to work for disability inclusion in 2023.**

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**The Business Group on Health honoured UnitedHealth Group with a "Best Employers: Excellence in Health & Well-Being" award for 2023.**



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