

Helping federal agencies tackle some of the biggest challenges in health care

We bring the vast capabilities of the entire UnitedHealth Group enterprise, including Optum and UnitedHealthcare, to our federal customers. OptumServe is a health services company enabled by technology with one core mission: Help federal health agencies improve the health and well-being of our Military Service Members and their families, Veterans and all who benefit from federal health programs.

Our capabilities include:

Health Services, specializing in creating and managing health care programs through on-location services, patient-specific in-clinic appointments, telehealth assessments or a specific combination based on customer need.

Health Information Technology, providing Health IT services for government agencies that use data to improve outcomes.

Research and Consulting, providing health care and human services policy research, analytics and consulting to multiple federal clients, including the U.S. Departments of Health and Human Services, Defense and Veterans Affairs.

HEALTH SERVICES

On-Location Services

Teams of professionals administer health care services wherever they are needed, and coordinate the necessary supplies, equipment and facilities to maximize the convenience for the patient. OptumServe electronically captures exam data for secure transfer and reporting.

Readiness

Through exams and screenings, OptumServe helps satisfy medical readiness requirements. Health care services are provided within network clinics, on-location at group events or through our contact center.

Case Management

Case managers serve as a navigator and liaison between the individual, health care facilities/providers, insurance companies and other payment sources available. This service enables patients and their caretakers to focus on recovery and returning to functional capacity.

Vaccine Management

OptumServe performs vaccine management, which includes the acquiring, storing, distributing and administering of vaccines.

In-Clinic Services

Using a nationwide network, OptumServe coordinates individual provider encounters within a given radius of a patient's home or work location. When patients at on-location events require additional attention, follow-up care is simplified with a referral to an in-clinic provider.

Contact Center / Telehealth

OptumServe operates a suite of 24/7, globally accessible contact centers staffed with a variety of agents with diverse training, from administrative and scheduling staff to medical health professionals. This includes nurse advice lines and telehealth capabilities.

Occupational Health

OptumServe administers pre-deployment and post-deployment assessments and periodic screenings to meet regulatory and DoD health requirements throughout the service member lifecycle. We offer a provider network that meets service members' unique health requirements close to their home and ends with a clear picture of individual and population health status. Real-time communication tools are available to provide instant updates on the status of services provided.

HEALTH INFORMATION TECHNOLOGY

Data and Analytics

OptumServe helps agencies make fact-based decisions by leveraging proprietary advanced analytic solutions and expertise. We standardize, link and integrate data from many disparate sources, and apply predictive analytics to identify future outcomes. We have a strong understanding of Medicare claims data for Part A, B and D, Medicare encounter data, Medicaid claims, beneficiary data, provider data and diagnosis codes.

Cloud Platforms and Operations

OptumServe delivers scalable and reliable infrastructure, platforms and cloud-based solutions. We build web services that are capable of transferring data in any format between agencies, as well as host the data in a cloud environment for agencies to quickly access and analyze. We have the ability to meet spikes in demand, while retaining an advanced level of security.

RESEARCH AND CONSULTING

Tracking Outcomes and Healthcare Utilization

Optum is one of multiple payer partners in FDA's Sentinel System, which allows us the ability to help track data on utilization and outcomes including adverse events from anti-virals and vaccines, as well as gaps in care. We can also track health care services and product utilization, including patient subgroup analyses.

Vulnerability Scores

OptumServe has the ability to create a vulnerability score at the community level and a heat map based on the scoring/ ranking of vulnerability. By leveraging data within the Area Health Resources Files, we are able to create a scoring method at the county level, which is then compared to a national average or ranked against least vulnerable communities.

Predictive Modelling

OptumServe has extensive predictive modeling expertise to help improve population health. Predictive models have a significant impact on the quality and cost of care, and our experience and expertise in this area enables us to predict and identify high-risk patients allowing for early intervention. The results are better health outcomes and lower costs across the healthcare system.

About OptumServe

OptumServe is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve

Learn more about OptumServe and how we can help your agency.

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