OPTUM Serve™

Community health events — increasing access to health care services

Community health events bring on-site health care services to local facilities in a safe and effective manner. They provide participants with essential health services, as well as valuable information about their current health status.

Managing community health events from beginning to end

OptumServe has an established process for managing and executing community health events for individuals in need of certain of health care services. These services are conducted at a centralized location to make it convenient and safe for the community to access. Teams of professionals are sent to administer services wherever they are needed. OptumServe coordinates the necessary supplies and equipment needed at each location through a robust supply chain process. This maximizes efficiency and improves the experience for participants. OptumServe performed more than 2.9 million health services through community health events in 2019, and we have over 20 years of experience implementing these events across the United States.

OptumServe has a configurable workflow and data management platform, which was developed utilizing the latest technology, to operate secure web portals for interfacing with health care data obtained from community health events. With the ability to simultaneously conduct these community health events at multiple locations across the country seven days a week, we can accommodate a large surge of individuals requiring health care services and rapidly scale this model to meet the needs of a population.

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.

20+
YEARS OF EXECUTING COMMUNITY HEALTH EVENTS

2.9M+
HEALTH SERVICES PROVIDED THROUGH COMMUNITY HEALTH EVENTS IN 2019

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Services provided

Depending on the needs of the population, OptumServe has a variety of health services that can be delivered on site, including:

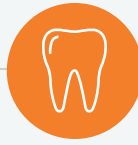|					
Immunizations	Laboratory services	Health assessments	Audiology services	Physical exams	Health screenings

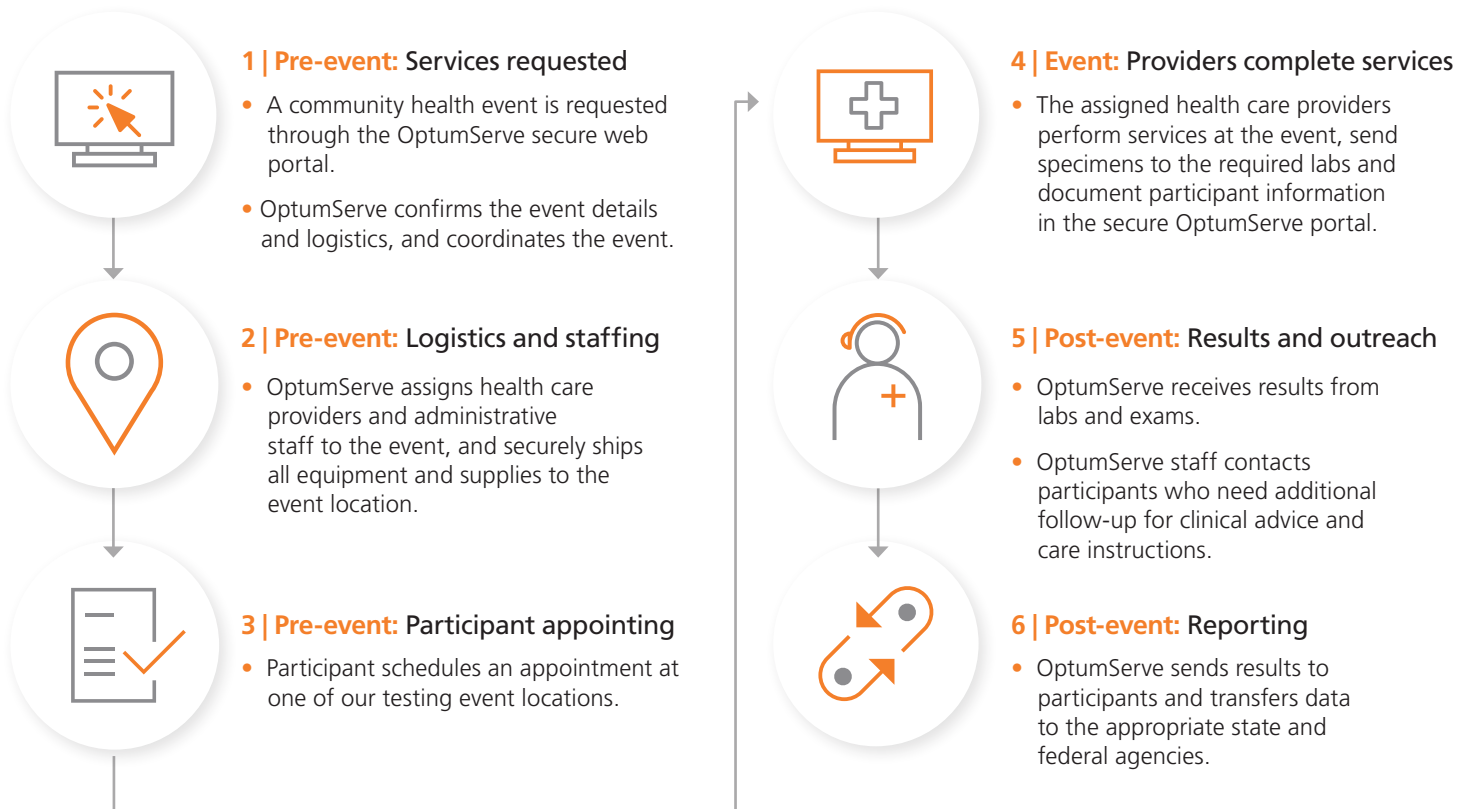|			
X-ray and radiology services	Dental exams & treatment	Behavioral health	Vision services

495K health screenings completed in 2019 at community health events

Now serving state and local communities across the U.S. to support community health events

Community health event process

1 | Pre-event: Services requested

- A community health event is requested through the OptumServe secure web portal.
- OptumServe confirms the event details and logistics, and coordinates the event.

2 | Pre-event: Logistics and staffing

- OptumServe assigns health care providers and administrative staff to the event, and securely ships all equipment and supplies to the event location.

3 | Pre-event: Participant appointing

- Participant schedules an appointment at one of our testing event locations.

4 | Event: Providers complete services

- The assigned health care providers perform services at the event, send specimens to the required labs and document participant information in the secure OptumServe portal.

5 | Post-event: Results and outreach

- OptumServe receives results from labs and exams.
- OptumServe staff contacts participants who need additional follow-up for clinical advice and care instructions.

6 | Post-event: Reporting

- OptumServe sends results to participants and transfers data to the appropriate state and federal agencies.

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For more information:
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