



OptumServe: A federal health services business





Proven expertise to help federal agencies tackle some of the biggest challenges in health care

Federal health agencies are experiencing unprecedented change, with significant and growing pressure to modernize systems, reduce costs and increase value to citizens.

With the added complexity of America's health care system transforming simultaneously, federal agencies need trusted partners that have the capabilities, experience and scale to support their missions and improve the health and well-being of our communities.

As a leading health services and innovation company that serves the nation's entire health system, Optum® understands these challenges. That's why we created OptumServe — an organization that is specifically designed and committed to helping federal health agencies tackle some of the biggest challenges in health care.





Who we are and how we serve federal agencies

In 2017, Optum formed a new federal health services business called OptumServe™, bringing together the unique capabilities of Optum, its partners and several independent subsidiaries, including:



LEWIN GROUP®
The Lewin Group provides 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.

LHI
Logistics Health Inc. (LHI) specializes in creating and managing health care programs through on-location services, patient-specific in-clinic appointments, telehealth assessments, or any combination based on customer need.

OPTUM Serve™ | Technology Services
Formerly Quality Software Services Inc., OptumServe Technology Services (OSTS) provides IT services for government agencies that use data to improve outcomes. OSTS delivers solutions that support millions of users in highly secure, scalable environments.

Together, we have 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 policy research, analytics and consulting
- Health IT and operations
- Health care data and analytics powered by OptumIQ™
- Military and Veteran health services
- Population health management
- Pharmacy care services

Relationships and expertise are at the heart of everything we do. By partnering with the Departments of Health and Human Services, Defense, Veterans Affairs and other organizations, our solutions help:

- Accelerate VA modernization efforts to enable greater access to quality care for Veterans
- Support operational effectiveness and readiness in military health
- Guide the transition to value-based care

OptumServe capabilities, powered by OptumIQ



OptumIQ powers intelligence across the health care system and is infused into all our products and services. It represents our unique combination of data, analytics and health care expertise.

Powering intelligence across the health care system

OptumIQ is infused into everything we do. It starts with building a common language of curated data. That means standardizing, linking and integrating data from many disparate sources. We use industry-leading analytics to innovate with purpose. Data turns into insights through dynamic metrics, models and artificial intelligence. We apply predictive insights and expertise to guide the right action.



OptumServe capabilities



Health policy research, analytics and consulting

The Lewin Group (Lewin), part of OptumServe, helps federal agencies develop and implement new programs and evaluate existing policies for a wide range of populations. For 50 years, Lewin has provided analytic insight that helps federal decision-makers strengthen health care programs and make informed policy choices.

Lewin capabilities include:

- Economics evaluation and analytics
- Learning and communication
- Policy research
- Program design and implementation
- Program integrity
- Data reporting solutions
- Program management and strategy

Lewin combines professional expertise with extensive knowledge and a rigorous approach to analyzing and solving problems for clients and the broader health care community.

The Lewin Group is committed to independence and integrity in our work. Our core values are objectivity, analytical innovation and dedication to client satisfaction.



Health IT and operations

OptumServe technology solutions are distinguished by innovation, quality and deep health industry experience and expertise. As a strategic partner to government CIOs and other federal customers, we offer infrastructure modernization, system integration and innovative technologies to help improve performance and lower costs. We have more than 12,000 technology employees and a global infrastructure that provides:

- A full range of technology services including applications and infrastructure design, development and operations
- Program integrity/fraud, waste and abuse detection services
- Information technology consulting
- System integration/custom software lifecycle
- Cybersecurity and privacy solutions
- Software development and quality assurance
- Data management
- Managed business services
- Claims operations
- Provider network enrollment and management
- Revenue cycle management



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Health care data
and analytics

With **OPTUM IQ**™

OptumIQ represents our unique combination of data, analytics and health care expertise. We help federal agencies gain insight into program performance, develop evidence-based clinical guidelines to improve outcomes and quality, manage populations and identify those at risk, and better mitigate financial risk to contain costs.

Our capabilities include research, data and the analytics tools and technology to make modern health care work better. We partner with leading organizations to conduct population health and disease research to enable ground-breaking research to address unsolved mysteries and complex conditions.

Our proprietary health care database is one of the largest in the world and comprises administrative claims data on 230 million individuals and clinical data on more than 95 million individuals. By leveraging this highly secure data, OptumServe can partner with federal agencies to make better decisions and provide smarter, more efficient care.

Administrative claims data on

~240 million
individuals

Clinical data on

110+ million
individuals

As of March 31, 2019





Military and Veteran health services

OptumServe offers a full spectrum of health solutions to support the unique needs of Military Service Members and Veterans. Through our nationwide care network, we provide:

- Physical exams
- Dental exams and treatment
- Immunizations
- Periodic health assessments
- Vision and audio services
- Behavioral health services
- Other diagnostic and on-site screening services

We also provide services that can supplement existing Veterans' health networks:

- Primary and specialty care
- Urgent care
- Complex care management
- Telehealth services
- NurseLine services
- Outpatient surgical care
- In-home visits

Through our LHI team, we help enhance the physical and mental readiness of our Military Service Members by providing medical, behavioral and dental services to support active and reserve forces. We also provide medical and behavioral health examinations to assist with Veteran disability compensation and benefits administration. In the past year, OptumServe has touched the lives of over 1 million Military Service Members and Veterans.



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Population health management

Optum serves the unique needs of a population by delivering a broad range of care options that help lower costs, improve productivity and reduce absenteeism.

Our behavioral health services are person-centered, evidenced-based, and make up the largest managed behavioral health care organization in the United States. We work across the health system to identify undertreated problems early and then manage conditions following best practices. In addition, we offer comprehensive health and well-being services including:

- Biometric screenings
- Wellness engagement tools
- Employee assistance programs
- Tobacco-cessation programs
- Mindfulness trainings

Our approach addresses all aspects of a person's health, whether being treated by a primary physician or behavioral health specialist. We believe that identifying co-occurring physical, mental and social issues is integral to treating the whole person.

Our care and clinical management programs help optimize the value of health care spending through data-driven intervention, ongoing engagement and access to leading health care provider networks. Optum operates the Military Health System's Nurse Advice Line, which provides 24/7 nurse and primary care manager telehealth access to more than 9 million Military Service Members, retirees and their families. It includes triage services, self-care advice, care coordination, and general health advice via telephone, web-chat and video teleconferencing services.

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Pharmacy care services

OptumRx® goes beyond traditional pharmacy cost management by helping clients and partners understand how pharmacy impacts total costs, especially where it matters most — with complex conditions. We put patients at the center of the pharmacy experience, making health care more connected and less fragmented. This helps ensure patients get the right medication at the right time at the best cost. OptumRx offers home delivery, walk-in pharmacies, member engagement services, pharmacy benefit management and specialty pharmacy management. We are unique in offering a completely synchronized pharmacy care experience.

Overall, OptumRx serves more than 65 million people across the United States with a network of 67,000 community pharmacies.



65 million

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Who we serve

OptumServe is proud to support federal agency efforts to modernize the U.S. health system and improve the health and well-being of Americans. As individuals, we feel called to serve all those who serve our country, including the following agencies:

Department of Health and Human Services <ul style="list-style-type: none">• Administration for Children and Families• Agency for Healthcare Research and Quality• Centers for Disease Control and Prevention• Centers for Medicare and Medicaid Services• Health Resources and Services Administration• National Institutes of Health• Office of the Assistant Secretary for Planning and Evaluation• Office of the National Coordinator for Health Information Technology• Office of Public Health and Science• Assistant Secretary for Preparedness and Response	Department of Defense <ul style="list-style-type: none">• Defense Health Agency• National Guard Bureau
	Medicare Payment Advisory Commission
	Department of Veterans Affairs <ul style="list-style-type: none">• Veterans Health Administration• Veterans Benefits Administration
	Department of Education
	Office of Personnel Management

Supporting mission-critical causes

UnitedHealth Group and Optum are honored to support Military Service Members, Veterans and their families through partnerships, meaningful volunteer opportunities, and community service initiatives across the country.

To learn more about OptumServe, visit optumserve.com.

For more information on how we support our military and Veterans, visit Optum.com/militaryandveterans or call **1-800-765-6092**.

