

Optum



About Optum

The people of Optum are creating a higher-performing, value-oriented and more connected health system to help every person in every community. Bringing together clinical expertise, technology and data to make care simpler, more effective and more affordable, we are advancing whole-person health, creating a seamless consumer experience and supporting clinicians with insights to deliver personalized, evidence-based care – where, when and how people want it.

Our businesses

Optum Health

Optum Health is accelerating a patient-centered, value-based care model to achieve quality outcomes and improved experiences for patients, while lowering the total cost of care. Serving nearly 103 million individuals, we proactively engage people in managing their health and well-being in-person, in-home and virtually, and we empower care teams with the latest information and insights to help them efficiently coordinate patient care.

Optum Insight

Optum Insight is creating stronger connections across payers, providers and consumers through software-enabled services and analytics to make clinical, administrative and financial processes simpler and more efficient. We apply advanced data, technology and clinical expertise within the decision-making flow to improve the entire health care experience.

Optum Rx

Optum Rx is integrating pharmacy, medical and behavioral care through its full spectrum of pharmacy services and benefits to give more than 62 million consumers affordable access to prescription medications and therapies, comprehensively manage their complex care needs and provide a better, more transparent digital pharmacy experience.

Who we serve

Consumers

Enabling health care for 132 million individual consumers

Care providers

Empowering nearly 130,000 physicians and advanced practice clinicians, 9 out of 10 U.S. hospitals and more than 67,000 U.S. pharmacies

Health plans

Improving performance and member health for 4 out of 5 U.S. health plans

Employers

Engaging with nearly 9 out of 10 Fortune 100 companies

Government

Engaging through partnerships in all 50 states and the District of Columbia

Life sciences

Advancing clinical research with nearly 120 global life sciences companies

Optum Health

Optum Health is a patient-centered care organization serving communities nationwide by enabling high-quality, fully accountable value-based care. We use our clinical expertise, digital tools and advanced technologies to simplify the patient experience, empower care providers and integrate a broad range of care services.

Delivering integrated, high-quality care

Offering primary, specialty and ambulatory surgical care in clinics, at home and virtually through medical groups, independent practice associations and specialty partnerships to serve patients where, how and when they need us the most.

Providing comprehensive care solutions

Caring for people at every stage of their lives, from maternal and child health to older adults, through preventive care, benefits navigation and utilization management for complex specialty conditions that manage costs and improve quality and experience.

Offering coordinated behavioral care

Supporting the behavioral health needs of individuals through both benefits and care delivery capabilities that advance evidence-based care, when and where they need it.

Simplifying health care payments

Delivering end-to-end financing and payment solutions, including health savings and spending accounts, to create seamless and frictionless health payments and card solutions for care providers and consumers.

~103M

Unique consumers served

>4M

Patients in fully accountable value-based arrangements

~130K

Physicians and advanced practice clinicians

>2.7K

Sites of care

>100

Health plan partners

HEALTH FINANCIAL SERVICES
(Optum-wide)

>\$20B

Assets under management

>2.7M / >24M / ~60K

Health care providers, consumers and retail locations in financial services networks

>\$500B

In annual payment volume

Accelerating the value-based care transformation

Optum Health continues to accelerate the shift to a more accountable and connected health care system for individuals and their families. Serving more than 4 million patients with fully accountable value-based care, our advanced tools and technology solutions support the delivery of evidence-based care, drive better outcomes and create an overall better patient and provider experience.

Our integrated, equitable whole-person care model delivers high patient activation and improved health outcomes in clinics, at home and virtually. For example, people are 18% less likely to have an inpatient admission and 11% less likely to have an emergency department visit through our preventive care and proactive care management when compared to traditional fee-for-service plans.

Deepening care in the home

Optum Health continues to deepen and connect its primary, specialty, behavioral and ambulatory care delivery capabilities to serve the most complex and vulnerable patients in their homes. Our growing home capabilities provide medical, behavioral and social services, along with post-acute health services, community and facility-based services and palliative care to our most complex patients as one integrated delivery system.

By creating a more connected and simple health care experience for patients, we can more effectively address a patient's complex conditions, medication adherence, social needs, food and housing insecurities, and substance use and mental health challenges. Our interdisciplinary in-home care model has been shown to reduce hospital admissions and ER visits by double digits, delivering a better experience for patients and improved costs.

In 2023, Optum Health added to its home health capabilities, which will complement our existing home care businesses, including in-home patient assessments, post-acute care, senior community care, navigation services and in-home care for our most complex patients.

Providing timely access to integrated behavioral care

Behavioral care is a core part of our care model, and we see increasing access to behavioral health services as a positive sign that we are delivering holistic, high-quality care. We continue to advance the integration of physical and behavioral health across our service lines by bringing together our full range of in-person and virtual capabilities. Supported by the expertise of our outpatient behavioral health business and our digital innovation team, we are integrating new behavioral health tools and services directly into our primary care clinics and home-based care settings to deliver more comprehensive, whole-person care.

>430K
behavioral health professionals
in network

Our network of more than 430,000 behavioral health professionals supports access to effective care for the more than 45 million people we serve. We continue to offer new integrated virtual and digital tools that simplify navigation for patients. These tools provide timely, accessible, quality and appropriate levels of care that lowers the total cost and improves the experience of the patient to get the care they need.

Enabling a simpler health care payment experience

Optum Financial helps more than 24 million individuals and more than 57,000 employers make payments simple, convenient and affordable. Our card technology will be available to more than 18 million people across multiple health plans by early next year, enabling seamless payments for items covered by health benefits, including food, medications and utilities. Through an expanded payment network and e-commerce platforms, we are creating a distinctive consumer experience.

>18M

people across multiple health plans will have our card technology in 2024

In 2024, we are adding e-commerce partners to our already expansive retail network of nearly 60,000 locations. Consumers will be able to access health care and shop both in-store and online with their benefits. Optum's payment network is the foundation of our strategy and is integral to our efforts in transforming how care is paid for and financed. Using the most trusted and secure payment network in health care, we deliver payments digitally into the accounts of more than 2.7 million care providers on behalf of hundreds of payers, reducing administrative burden and ensuring quick and accurate payment.

Optum Health growth outlook

Optum Health expects to deliver consistent and durable growth in new and existing markets by offering integrated, comprehensive care and capabilities and accelerating our path to value-based care with an enduring focus on quality, affordability and service excellence. We expect to continue to deliver double-digit revenue growth on average and continue to target a long-term operating margin profile in the 8% to 10% range.

Optum Insight

Optum Insight is creating stronger connections across payers, providers and consumers through software-enabled services and analytics to make clinical, administrative and financial processes simpler and more efficient while advancing value-based care. We apply advanced data, technology and clinical expertise within the flow of decision-making to improve the entire health care experience.

Our health care expertise, data and technology together deliver results in three key areas:

Supporting evidence-based medicine and empowering care providers

Providing evidence-based clinical insights at the point of care to help clinicians identify next best actions and deliver better patient outcomes.

Reducing administrative burden

Streamlining administrative transactions by connecting and enriching data flows and analytics-driven intelligence.

Improving payment accuracy for payers and providers

Increasing the speed and accuracy of payments to help create a more modern, real-time, transparent payment system.

~285M

Lives of clinical and claims data

>140M

Clinical decisions facilitated annually

~23B

Electronic transactions facilitated

~\$32B

Projected revenue backlog for 2023

~\$140B

Annual billings managed for revenue cycle customers

4 out of 5

U.S. health plans served

~120

Life sciences companies served

Creating a modern, connected health system through better insights

Optum Insight is improving the flow of health data and information to create a simpler, smarter and more connected system. We remove friction and drive better alignment between care providers and payers, and ultimately consumers.

We serve three key markets: care providers; payers, including health systems and state governments; and the life sciences industry. Each market offers meaningful growth potential of its own, and together they represent a significant market opportunity.

Our core focus areas include:

- Administrative solutions that deliver revenue cycle optimization, coding and billing for care providers.
- Clinical solutions that enable care providers to increase care quality, grow their practices and transition to value-based care.
- Software, network and data solutions that facilitate and simplify connections across health care.

We help clients achieve greater administrative efficiency by connecting data and information to make administrative processes simpler and more accurate. Our technology solutions help improve claims accuracy at every step of the billing cycle and automate preauthorizations – saving time and costs – to give consumers and care providers better experiences.

We embed critical information into the daily workflows of both care providers and payers, ensuring both have the same relevant clinical and benefits information about a patient at the point of care, eliminating unnecessary delays and rework.

Our provider enablement solutions are helping care providers and payers advance value-based care, ensuring decisions are made on evidence-based standards of care, which continually update as

care standards evolve. Within our clinical decision support tools, data-driven insights are embedded directly in the clinical workflow to help our health system partners identify high-risk patients, address gaps in care and support the most appropriate treatment setting. These solutions are helping primary care physicians close nearly 20 million care gaps.

We are helping create a more modern, real-time, transparent payment system by simplifying payments across care providers, payers and consumers. Patient and payer payment information is shared quickly and accurately, while our payment integrity services deliver billions in annual savings to payers.

Together, our administrative, clinical and payment solutions combine our deep expertise in health care with our data, technology and analytics to remove friction, improve the patient and provider experience and reduce costs.

Supporting an expanding portfolio of health systems

Health systems today face headwinds impacting cost and revenue that create a difficult operating environment and the need to find new and effective alternatives to successfully navigate changing market dynamics.

Optum Insight partners with health systems to help them remain financially stable, improve community care and accelerate performance. We continue to add new health system partners to help clients address core performance, growth and innovation.

We help clients improve operating results and invest in strategic opportunities by taking responsibility for many key functions, including revenue cycle, information technology and clinical operations.

Optum Insight Highlights

Health systems, regardless of size or location, want our end-to-end solutions, including access to our artificial intelligence capabilities and support in transitioning to value-based care.

With a robust pipeline of future engagements, our partners are maintaining financial independence and redefining what the health system of the future will look like through streamlined and efficient local care.

Optum Insight growth outlook

Even as Optum Insight continues to invest in advanced technologies and more comprehensive services, we expect to deliver double-digit revenue growth over the long term.

Our current products and solutions, competitive positioning and diverse capabilities contribute to continued growth in our sales pipeline and revenue backlog, which is the demand for Optum Insight's products and services. We target operating margins of 18% to 22%, as our customers look to us for more comprehensive solutions.

Optum Rx

Optum Rx is a pharmacy care business providing people with more affordable access to prescription medications and therapies. Powered by deep clinical expertise and integrated data and analytics, our full spectrum of pharmacy services deliver improved experiences, better health outcomes and a lower total cost of care.

Personalized, integrated pharmacy care

Our pharmacy care services business delivers convenience, savings and better outcomes to consumers through our specialty pharmacy, infusion services, rare disease services, community pharmacies and home delivery. A team of more than 5,000 pharmacists and nurses provides high-quality clinical care, supported by innovative digital tools, affordability solutions, and processes that make pharmacy care simpler and easier to navigate for consumers, payers and prescribers.

Expanding access and affordability of medications

Our pharmacy benefit management services are designed to optimize drug effectiveness while serving the important role of managing affordability. We partner with pharmaceutical manufacturers, pharmacies, pharmacists, consumers, payers and prescribers to give the more than 62 million people we serve convenient access to the medications they need at the lowest possible cost.

>62M

Consumers served

>1.5B

Adjusted scripts managed annually

~\$158B

Total prescription spend managed annually

~\$62B

Annual specialty pharmacy spend managed

~770

Community and infusion pharmacies

>13K

Clinicians, pharmacists and pharmacy technicians

220M

Adjusted scripts delivered to consumer homes annually

Delivering high-quality, affordable pharmacy care

Our pharmacy benefit management business serves payers and patients by administering prescription drug plans and offering clinical and cost management services that improve health outcomes while lowering drug costs. We have modernized the traditional pharmacy benefit management model through a focus on transparency and the consumer. Our market-leading client solutions offer simplified and transparent pricing directly tied to the services performed by our pharmacy benefit business.

We are committed to helping reduce consumer out-of-pocket costs. Our expanding portfolio of consumer-targeted tools includes solutions that provide the most competitive price to the consumer at the point of sale.

Optum Rx accelerates the treatment of the whole patient – including medical, pharmacy and behavioral care – by embedding our pharmacists in the care team. Our pharmacists are key to helping consumers navigate their care and providing clinical expertise that leads to positive health outcomes.

For example, the pharmacy benefit management diabetes program connects members to specialized pharmacists for services including counseling, achieving more than \$1,000 in average savings for each engaged member, more than three-quarters of whom experience an improvement in A1C.

Caring for patients who require complex therapies

Specialty drugs continue to be a challenge for consumers, providers and employers. Although these medications are used by about 2% of patients, they represent over 50% of all pharmacy spending.

Optum Rx addresses the high cost of specialty drugs through integrated cost management across medical and pharmacy benefits. We help care providers identify the best treatment regimen, weighing clinical and financial information. Our specialty pharmacy provides care and clinical expertise for patients with more than 200 conditions, including in oncology, neurology and immunology. The end-to-end clinical and care management models lead to better adherence. For example, patients on oral oncology medications have adherence rates greater than 90%.

>200

complex conditions supported by specialty pharmacy

Our rare, cell and gene therapy programs provide tailored pharmacy and patient services, dispense and distribute specialty medications, and use data reporting and analytics to advance therapeutic outcomes. By improving access to therapies and providing end-to-end patient support, from diagnosis to treatment and beyond, we're driving positive health outcomes and high patient satisfaction. We are well positioned to offer increased levels of support as more orphan, rare, cell and gene therapies launch over the next several years.

Our infusion services, provided in the convenience of the home and at infusion suites, lead to strong outcomes, with savings of more than 80% compared to traditional settings for immunoglobulins and biologic drugs.

Optum Rx partners with payers and pharmaceutical manufacturers to make therapies more affordable. Our solutions include outcomes-based contracting, utilization management, networks, distribution solutions and risk management. In 2023, our pharmacy benefit management business promoted a fair and competitive biosimilars market in immunology, including biosimilars on formularies, which offers consumers and providers choice, flexibility and clinical stability for treatment options.

Simplifying the pharmacy experience

We simplify the pharmacy experience for our clients, care providers and consumers with self-service tools, easy home delivery enrollment and enhanced digital solutions.

Our community pharmacy provides behavioral health, substance use disorder and complex medication management, serving more than 1 million individuals annually. We deliver high-touch engagement and specialize in managing complex conditions, enabling high-quality clinical outcomes and strong NPS performance for both patients and care providers.

Our home delivery pharmacy provides a cost-effective and easy way for patients to receive prescriptions where they live. By reducing barriers for consumers to fill and refill their prescriptions, our home delivery pharmacy improves adherence rates to above 90%, compared to 70% to 80% for 30-day scripts at retail pharmacies. Additionally, our multi-dose packaging capabilities simplify the daily experience for those with complex medication regimens.

~600K

**30-day adjusted prescriptions
delivered to consumer homes daily**

Our pharmacy benefit management digital tools lead to a better consumer experience and higher satisfaction levels. Consumers can search for their medication and compare pharmacy and alternative drug options online, at their care provider's office or on the phone with our customer service team. On average, consumers save 34% on non-specialty generics when our automatic price scanning tool finds a more affordable option, including by digitally transferring their prescriptions to home delivery.

34%

**average consumer savings when
automatic price scanning tools
find a more affordable option**

Optum Rx growth outlook

Optum Rx expects long-term revenue growth at an average annual rate of 5% to 8%, with operating margins in the 3% to 5% range. We expect continued growth in our pharmacy care services business that will allow us to grow faster than the overall market, while maintaining operating margins in our target range going forward.