

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.