

DELIVERING HIGH-QUALITY, AFFORDABLE, AND CONVENIENT CARE—ONE PERSON AT A TIME

Through our mission to help people live healthier lives and help make the health system work better for everyone, Optum is providing high-quality, affordable, and convenient care that improves patient outcomes and reduces costs.

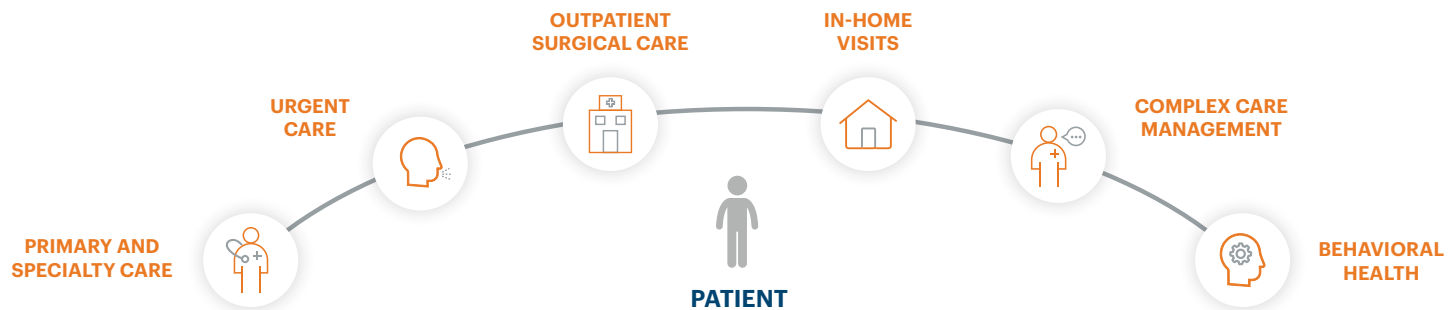


UNITEDHEALTH GROUP®



High-Quality, Affordable, and Convenient Health Care

Optum's care delivery capabilities are provider-led, patient-centered, and clinically focused, effectively building an integrated health care experience for patients - and the people who care for them - while improving health outcomes and reducing costs.



Primary and Specialty Care

A full range of primary-care-led services, including preventive, acute, and post-acute care, as well as management of chronic conditions – such as diabetes, asthma, congestive heart failure, and chronic obstructive pulmonary disease – that afflict tens of millions of Americans and drive a majority of health spending:

- Over **90 health plan partners** served by UnitedHealth Group across the country
- **35-40% lower Medicare medical expense** trend for care delivery to seniors in Medicare Advantage vs. Medicare Fee-For-Service
- **740 primary and specialty care practices** across the U.S. driving integrated, convenient, and personalized care to help patients meet their health and wellness goals

Urgent Care

MedExpress® centers provide affordable and convenient urgent care services, including treatment for illnesses and injuries, preventive health care, and employer services. MedExpress offers a one-stop option for unscheduled care of non-life-threatening conditions at a fraction of the cost of emergency room care.

- Over **250 neighborhood centers** across the country, open **7 days** a week, **12 hours** a day
- Average clinic visits are **less than one hour**
- Over **90% of patients** would recommend MedExpress

Outpatient Surgical Care

Surgical Care Affiliates® (SCA), the largest network of independent ambulatory surgical centers and surgical hospitals in the U.S., provide access to high-quality care at a lower cost, while prioritizing patient satisfaction.

- **Over 200** surgical facilities in 33 States
- Over **7,500 affiliated surgeons** and physician partners who perform approximately **1 million procedures** in SCA facilities each year

In-Home Visits

The HouseCalls program provides an annual in-home clinical assessment for Medicare Advantage and Medicaid members enrolled in qualified health plans. The visit is voluntary, supplemental to the care a member receives from their primary care provider, and is provided at no cost to members by their health plan.

- **Over 1.4 million** in-home patient visits annually with a **98%** member satisfaction rate
- **1,700 advanced practice clinicians** serving members in over 45 States
- **1.8 million gaps** in care closed in 2017

Complex Care Management

Complex care and palliative care programs are focused on ensuring that needs are met for patients with serious illnesses, providing patients and their families with added coordinated care and support to help them receive the right care when and where they need it.

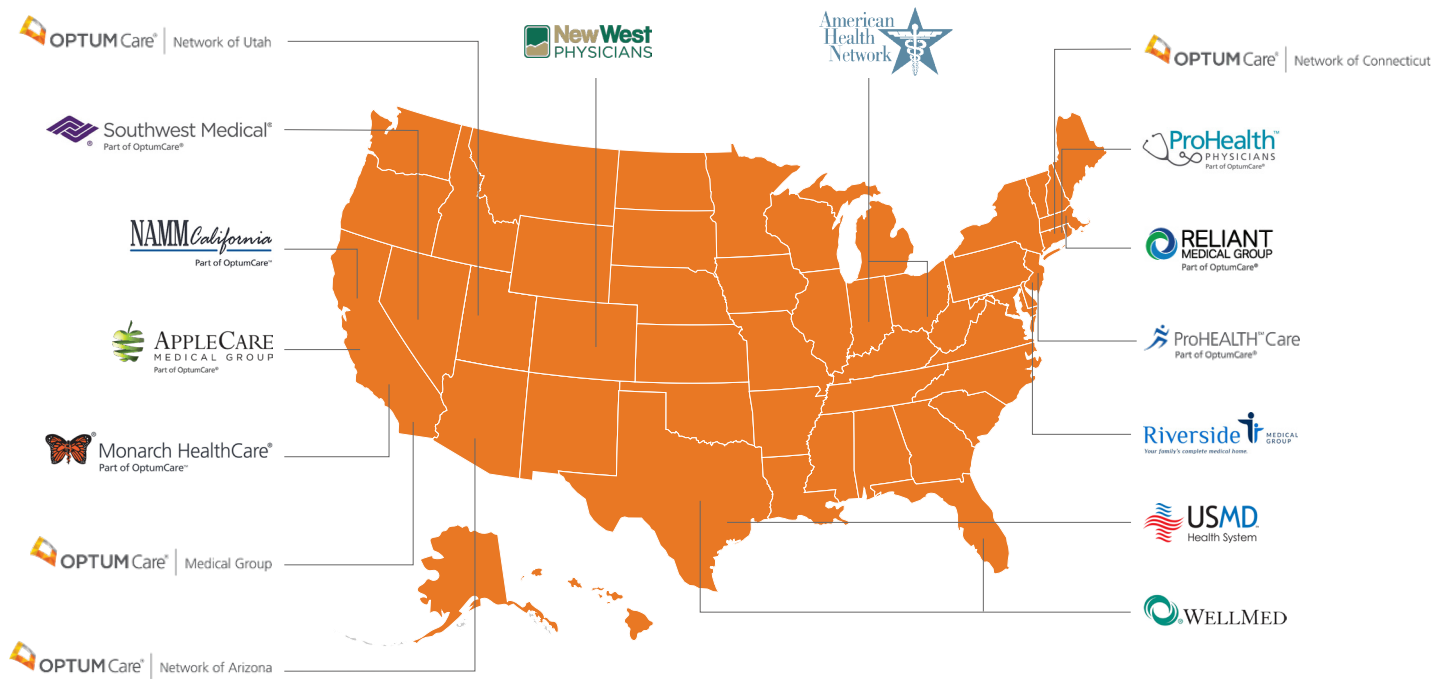
- Serving more than **85,000 individuals** in 26 States
- Caring for patients in nearly **2,000 skilled nursing facilities** or assisted living communities
- **49% reduction** in emergency room visits and **60% reduction** in hospitalizations

Behavioral Health

Connecting consumers to top-quality, high-impact, integrated care and engaging them in their own wellness to drive better health outcomes, while bringing down the total cost of care.

- **172,000 providers**, the largest national performance-tiered network in the U.S.
- **18%-24% lower readmission rates** for members who access local, in-network treatment facilities for substance use disorders
- **60% of appointments are scheduled faster** than industry standard

Optum is Delivering Local Care Solutions Across the United States



ME MedExpress®

**Affordable and Convenient
Urgent Care Services**

250 locations across 18 States

SCA
Surgical Care Affiliates®

**Largest Network of Independent Ambulatory
Surgical Centers and Surgical Hospitals**

220 locations across 33 States

Optum is Integrating Care and Improving the Patient Experience

The future of health care holds tremendous potential. Patients - and the people who care for them - are empowered to take an active role in their health care. They need an integrated, high-quality health care experience.

Optum's providers and solutions are enabling the next generation of health care delivery. Each day, Optum's:

- Providers are deploying best practices to deliver a localized, personalized, and coordinated experience one person at a time;
- Technology is combining data from multiple sources with advanced technologies and analytics that help providers achieve results and implement clinical best practices; and
- Partnerships are enabling higher quality care, better outcomes, and the development of a culturally competent workforce equipped to meet the needs of an evolving health system.



EMPLOYING 86,000

physicians, nurse practitioners, certified case managers, nurses, behavioral health professionals, pharmacists, and other clinical professionals



SERVING 91 MILLION
individuals

Optum is Partnering with and Supporting Providers to Deliver High-Quality Care

Optum helps providers with the integrated solutions, tools, and distinct capabilities they need to deliver high-quality, affordable, and convenient care to their patients by:

Creating a connected digital community for payer-provider information sharing

A digital health platform designed to facilitate information sharing across the system efficiently, securely, and in real time. This gives providers a customized, integrated digital experience to allow for instant information exchanges among providers and payers, reducing administrative burden and costs and supporting value-based care.

Enabling providers to connect patients to lower-cost, clinically equivalent prescription drugs

Optum empowers providers to support patients at the point of prescription, enabling better decisions and improving adherence, transparency, and health outcomes through a digital platform that allows providers in real time to check current prescription coverage and prices for their patients. Providers are able to:

- Get information on lower-cost prescription alternatives, if available, to help patients save money;
- See which prescriptions currently require prior authorization, or are non-covered or non-preferred; and
- Request prior authorization and receive status and results.

Leveraging capabilities to improve outcomes and reduce total cost of care

A suite of tools – network administration, claims administration, benefits administration, medical management, technology, and analytics – to help providers manage care for beneficiaries facing complex diseases including transplants, cancer, kidney disease, heart disease, and musculoskeletal conditions.

Delivering actionable, digital health care information to help patients and providers work together to improve outcomes

A digital personalized medical record using a proprietary clinical ontology and artificial intelligence to put patients at the center of their care and allow for greater collaboration between the patient and provider. Providers will have access to data from multiple sources, including electronic health records, pharmacies, labs, imaging facilities, claims, and other large record systems to receive, organize, and make useful data to improve health care outcomes.

Partnering to Develop the Next Generation of Providers

The United Health Foundation is supporting the development of a culturally competent health care workforce to expand access to primary care and meet the needs of diverse communities.

Diverse Scholars Initiative	University of Nevada, Las Vegas (UNLV) School of Medicine	Milwaukee Area Technical College
A program that works to increase the number of diverse primary care health providers through grants and scholarships, predominantly in underserved communities. Since the program was launched in 2007, the United Health Foundation has provided more than \$18 million in assistance and funded nearly 2,400 scholarships.	A \$3 million grant to UNLV School of Medicine in support of the Longitudinal Integrated Clerkship model. The 18-month program allows students to experience firsthand the specialties of family/internal medicine, neurology, obstetrics and gynecology, psychiatry, and surgery, working with the same patients for an extended period of time – replacing traditional curriculum and block rotation models.	A \$2.3 million grant over 3 years to help address Wisconsin's growing nurse shortage. The grant is serving to double the size of the school's registered nursing program by increasing local program recruiting at high schools and in low-income neighborhoods, as well as aiding in the hiring of new instructors to teach at the nursing school.

For more information, please visit [Optum.com](https://www.optum.com)

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