

**Optum**





**The people of Optum are helping to create a healthier world, one insight, one connection, one person at a time.**

## About Optum

Every day, the people of Optum bring together clinical expertise, technology and data to make health care simpler, more effective and more affordable, at scale. Connecting every aspect of health care, we are advancing whole-person health, supporting care providers with insights to deliver proactive, evidence-based care across all care settings, and creating a seamless consumer experience through our growing direct-to-consumer capabilities.

Working with partners across health care and within our nearly 3,000 sites of care, Optum is committed to enabling a higher-performing, value-oriented health system to ensure every person, in every community, has access to the health care they need, when they need it.

## Our businesses

### Optum Health

Optum Health delivers comprehensive, patient-centered care to drive better outcomes and experiences for patients and care providers at a lower total cost of care. We proactively engage people in their health through in-clinic, in-home, virtual and digital clinical platforms.

### Optum Insight

Optum Insight connects the health care system with trusted services and analytics to make clinical, administrative and financial processes simpler and more efficient. We apply advanced data, technology and clinical expertise within the flow of decision-making to improve the entire health care experience.

### Optum Rx

Optum Rx integrates pharmacy, medical and behavioral care through its full spectrum of pharmacy services to give people affordable access to prescription medications and therapies, comprehensively serve patients with complex clinical needs and provide consumers a better, more transparent digital pharmacy experience.

## Who we serve

**Consumers:** 129 million individual consumers

**Care providers:** 9 out of 10 U.S. hospitals; more than 67,000 pharmacies

**Health plans:** 4 out of 5 health plans

**Employers:** 9 out of 10 Fortune 100 companies

**Government:** Presence in all 50 states

**Life sciences:** More than 100 global life sciences companies

## Optum Health

Optum Health is a comprehensive and patient-centered care organization enabling high-quality, fully accountable value-based care. We help deliver better experiences for patients and care providers, improve health outcomes and lower total cost of care. We proactively engage people in managing their health and well-being in person, in home and virtually.

We care for our patients through integrated capabilities:

- **In-clinic care.** Delivering primary, specialty, urgent and ambulatory surgical care through medical groups, independent practice associations and specialty partnerships.
- **In-home care.** Serving patients with complex medical, behavioral and social needs, including post-acute care planning and coordination, clinical health and wellness assessments, home-based medical care and longitudinal care for our most complex chronic patients.
- **Behavioral care.** Addressing the need for mental health and substance use support through in-clinic outpatient care, on-demand clinical capabilities, employee assistance programs and digital self-care tools, all supported through our employed and affiliated care providers.
- **Population health.** Delivering navigation, engagement and complex clinical and risk management services to proactively engage patients, improve their health and well-being, and lower care costs through digital wellness services and coaching.
- **Optum Serve.** Partnering with federal, state and local health care agencies to provide technology, consulting and mobile health capabilities to individuals and communities.

We alleviate friction within the health financing and payment systems:

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

## Fast facts

### INTEGRATED CARE

**101M**

Unique consumers served

**>3M**

Patients served under fully accountable value-based arrangements

**~70K**

Employed or aligned physicians

**>2.2K**

Sites of care

**>100**

Optum Health payer partners

### HEALTH FINANCIAL SERVICES

**>\$295B**

Payment flow volume

**\$19B**

Assets under management

**>2M**

Health care providers in financial services network

## Accelerating the transition to a value-based system

Optum Health is accelerating the shift to fully accountable value-based care and creating a simpler, more connected and more effective care experience for patients and care providers. Importantly, this model delivers higher member engagement and better health outcomes – comparing our Medicare Advantage patients with fee-for-service, our fully accountable value-based care patients complete annual wellness visits 24% more often and have 14% fewer avoidable emergency department visits.

These and other results are made possible by Optum’s broad capabilities, including interoperable platforms and technology, scalable operating model and comprehensive network. Nationally, our Medicare Advantage fully accountable value-based care patients have 44% fewer inpatient admissions for COPD and asthma, and 18% fewer hospitalizations overall.

We currently serve over 3 million patients under fully accountable value-based care models. Across Optum Health, we serve over 100 payer partners, and we continue to expand and strengthen our capabilities, build deeper relationships and serve more patients across existing and new geographies. We will continue to grow both organically and in new and distinct ways, such as retail health care and health system partnerships.

## Seamless care experience for patients on their terms

We are working to create a seamless experience across in-clinic, in-home, behavioral, specialty and urgent care to help patients receive comprehensive care on their terms.

We are meeting patients’ needs by providing care in the home and caring for some of the most vulnerable patients with complex, chronic conditions. We address their physical, mental and social needs with more than 5 million interactions a year.

In-home care gives us a more complete understanding of a patient’s needs. It allows us to reduce the risk of serious health events by detecting undiagnosed health conditions, closing care gaps and minimizing the need for emergency department visits and hospital admissions, leading to a 12% reduction in hospitalizations. With 99% of our patients in a 4 Star or higher plan, home care is a critical part of our efforts to optimize care settings and drive the best outcomes at lower costs.

Supported by data and technology, we offer an integrated approach to ensuring patients get the right care at the right time and in the right place.



## Quality and timely access to integrated behavioral care

We serve over 42 million people through a network of 375,000 behavioral care professionals. In addition, Optum’s growing employed team consists of nearly 4,500 care providers supporting millions of patient sessions per year. We guide people to the right care for their unique needs across the full range of an individual’s behavioral needs, from education to digital self-help tools, medication management to higher levels of behavioral health care both in person or virtually, including critical incident response services.

# ~12M

people across multiple health plans in 2023 will have access to our proprietary integrated card.



## Frictionless health care payment experience

Optum Financial helps more than 17 million individuals and 58,000 employers make payments simpler, convenient and affordable. Our card technology will be available to nearly 12 million people across multiple health plans by early next year. The card allows users to easily pay for items covered by their health benefits, including food, on a retail network that includes 6 of the 10 largest grocers in America, as well as most pharmacies. More than 90% of the U.S. population lives within 5 miles of a participating store.

Optum's payment platform is integral to our efforts in transforming how care is financed and paid. Using the most trusted and secure payment network, we deliver payments digitally into the accounts of more than 2 million care providers on behalf of more than 150 payers. We enable seamless and frictionless experiences for care providers to reduce their administrative burden and ensure they are paid quickly and accurately.

## Optum Health growth outlook

Our comprehensive care platform strongly positions us for consistent growth, across geographies and populations, over the next decade. As we accelerate the shift to fully accountable arrangements, we expect to deliver double-digit revenue growth on average and continued long-term operating margin profile in the 8% to 10% range going forward.

## Optum Insight

Optum Insight provides technology-enabled services built on the foundation of our health care focus, advanced analytics and cross-industry connections to help customers reduce costs, better manage risk and quality, and grow revenue. We connect the health care system with trusted services, analytics and platforms that make clinical, administrative and financial processes easy and efficient for all participants in the health care system.

We apply intelligence, technology and scale to optimize performance and drive results. Improved transaction efficiency, less friction and better decision-making in health care needs advanced solutions that are deeply connected. Optum Insight’s foundational data and technology deliver results in three key areas:

### Clinical alignment

Enabling care decisions to be made on evidence-based standards of care right within the workflow of clinicians. By providing insights at the point of care, clinicians use this information as they seek the “next best action” on behalf of their patients.

### Administrative efficiency

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

### Payment simplification

Improving accuracy and accelerating speed of payment to benefit all stakeholders. Our payment integrity solutions help both payers and providers improve payment accuracy.

## Fast facts

**~285M**

Lives of clinical and claims data

**~\$31B**

Annual health plan and employer savings through payment integrity solutions

**>\$120B**

Annual billings managed for revenue cycle customers

**>22B**

Electronic transactions processed

**~\$29B**

Projected revenue backlog for 2022

**>100**

Life sciences companies served

**4 out of 5**

U.S. health plans served

*Facts reflect full year 2022 projections.*

## Simplifying transactions with data and analytics

Optum Insight is helping to make the health system simpler, smarter and more connected by improving the flow of information and making transactions more transparent, efficient and secure.

We combine our deep expertise in health care with our data, technology and analytics to improve the patient and provider experience and reduce costs. Our solutions embed critical data and information into daily workflows to reduce time-consuming rework within the billing and claims cycles. Payment accuracy is improved with patient and payer payment information shared quickly and accurately. Care decisions are aligned to evidence-based standards.



### For care providers

Clinical decision support tools help improve patient outcomes, while automated claims submission reduces administrative burden and results in faster payments.



### For payers

We provide a more comprehensive view of the patient to improve health outcomes and operational processes, while reducing cost.



### For consumers

We enable better experiences before, during and after care, and help patients and their care providers understand treatment costs in real time.

With long-established firewalls and strong legal, reputational, ethical and financial incentives to protect patient and customer information, we standardize, link and integrate data from disparate sources resulting in a database of deidentified clinical and claims data representing approximately 285 million lives.

Our proprietary predictive models use natural language processing and machine learning to enrich and analyze information to help care providers determine the next best steps for their patients. This helps our clients and partners anticipate if an individual will develop a chronic condition.

## Driving higher performance in varied markets

Optum Insight serves four key markets: Payer, care provider, state government and life sciences. Each market offers strong growth potential on its own and together they represent more than \$300 billion in market opportunity.

Our major business lines are revenue cycle optimization, including coding and billing for care providers; risk, quality and payment integrity analytics and services for payers; real-world evidence analytics to help life sciences companies advance therapeutic discovery; and data management and technology services for government health care agencies.

Our payment integrity services deliver nearly \$31 billion in total cost savings annually to health plans by reducing inaccurate payments. Our advanced analytic platforms and consulting services improve client performance and electronic data interchange.

**~\$31B**

total cost savings delivered annually through our payment integrity services

## Deepening partnerships with local health systems

As local health systems face growing financial and operational challenges, we are helping them tackle their most pressing issues by drawing upon the full breadth of Optum's strengths — from operations and revenue cycle management to enhancing the patient experience.

We help our partners succeed at value-based care by:

- Addressing gaps in care, managing populations and identifying high-risk patients.
- Reducing variation in the health care setting.
- Reducing length of stay by helping people return home with effective care plans.
- Ensuring accurate billing to help partners get paid faster and reduce bad debt.
- Managing health care information technology.
- Maximizing supply chain efficiency.

Optum Insight added new health system partners this year and expanded our scope of engagement across partnerships. With a growing pipeline of future engagements in place, our partners value our ability to increase the accuracy of clinical documentation, payments and reimbursement, and eligibility and authorization approvals. We also help them successfully participate in Primary Care First, a government program that rewards clinics for providing Medicare patients with high-quality care at lower cost.

### **Expanding capabilities and reach to drive better decisions**

In October 2022, we combined with Change Healthcare, bringing advanced clinical decision support capabilities and an extensive multi-payer technology platform connecting millions of people to payers and care providers across the United States.

With these capabilities and our analytics, clinical expertise and administrative technologies, Optum Insight is positioned to accelerate and improve the vital clinical, administrative and payment processes on which health care providers and payers depend to serve people.

Our intention is to achieve a more intelligent and adaptive health system for patients, payers and care providers. Increasing efficiency and reducing friction will benefit the entire health system, resulting in better patient outcomes, lower costs and a more positive experience for all stakeholders.

### **Optum Insight growth outlook**

Even as Optum Insight continues to invest in advanced technologies and more comprehensive services, we expect to average 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 pharmacy services simplify how consumers, clients and partners navigate the pharmacy space to deliver improved experiences, better health outcomes and a lower total cost of care.

### Pharmacy care services

We deliver convenience, savings and better outcomes to consumers through our specialty pharmacy, infusion services, rare disease and gene therapy support services, community pharmacies, and home delivery that includes multi-dose packaging capabilities.

### Pharmacy benefit business

Our pharmacy benefit business is the evolution of our differentiated pharmacy benefit manager. We negotiate directly on behalf of our clients to drive affordability and value. Our primary role is to lower drug costs for the 61 million people we serve, delivering them affordable access to medications, and consumer-oriented tools to help them optimize their benefits and health.

### Direct-to-consumer platform

Our prescription cash card solution offers off-benefit transparency and affordability, while Optum Store provides a direct-to-consumer platform for affordable and convenient health products and services that are accessible to all 330 million Americans, including seamless delivery directly to the home.

## Fast facts

**>61M**

People served

**>1.4B**

Adjusted scripts processed annually

**~\$124B**

Total prescription spend managed annually

**\$52B**

Annual specialty pharmacy spend managed

**~720**

Community and infusion pharmacies

**>12K**

Clinicians, pharmacists and pharmacy technicians

**>190M**

Adjusted scripts delivered to consumer homes annually

## Expanding the value proposition of Optum Rx

Optum Rx is accelerating the integration of medical, pharmacy and behavioral care and treating the whole patient by embedding our pharmacists as key members of the patient care team. Our pharmacists are key to providing consumers with clinical value and helping them navigate their care.

We are committed to helping reduce out-of-pocket costs for consumers. This year, UnitedHealthcare and Optum Rx announced that generics and preferred brands in five vital drug categories will be covered at \$0 copay for fully insured members. Our distinct value proposition and expanding portfolio of innovative offerings are fueling growth and customer retention in a highly competitive market.

## Differentiated approach to specialty pharmacy

Optum Rx solutions address the high cost of specialty drugs through integrated cost management. We help care providers identify the best treatment regimen, weighing clinical and financial information, to give customers a better, more affordable experience across their medical and pharmacy benefits.

Optum Rx is partnering with specialty pharmaceutical manufacturers to make therapies more affordable. We support a fair and competitive biosimilars market, while piloting programs to expand biosimilar adoption.

Finally, as the growing pipeline of rare disease and gene therapies offers the promise of life-altering outcomes for conditions that have historically been difficult or impossible to treat, we are working with payers and manufacturers to help patients access these life-changing therapies. Solutions include outcomes-based contracting, utilization management, networks, distribution solutions and risk management.

## Simplifying the pharmacy experience

We simplify the pharmacy experience for our clients, care providers and consumers. Our pharmacies and services work together to meet people in their community, at their front door and inside their home, providing 20% higher medication adherence for maintenance medications compared to 30-day prescriptions at retail pharmacies.

Within our pharmacy care services, our multi-dose product creates simplicity for patients, our infusion services bring care conveniently into the patient's home, and our cell and gene therapy product delivers transparency and predictability to our clients.

Our rare and orphan drugs pharmacy serves patients with the most complex needs who face multiyear diagnostic journeys and are impacted by a multitude of pharmaceutical, medical and social issues. Optum Rx works closely with payers, care providers, patients and pharmaceutical companies to create a holistic, end-to-end experience to support each patient's needs. We are an innovator, well positioned to grow, as more orphan, rare, cell and gene therapies launch over the next several years.

Our home delivery pharmacy includes multi-dose packaging capabilities for people with multiple medications.

**~520K**

adjusted prescriptions  
delivered to consumer  
homes daily

# \$71

average per script savings when a consumer acts on a savings opportunity

Our digital tools lead to a better consumer experience and higher satisfaction levels. Optum pharmacy was ranked as a Top 3 mail order pharmacy in a 2022 J.D. Power survey.

Consumers can search for their medication and compare pharmacy and alternative drug options online (OptumRx.com or Optum Rx mobile), at their care provider's office or on the phone with our customer service team.

Our self-service tools proactively notify patients if a drug or pharmacy savings opportunity is available. Individuals are able to act on these savings opportunities digitally, including automatically transferring their prescriptions to Optum home delivery pharmacy. One in four people are notified of a savings opportunity of \$5 or more and consumers save an average of \$71 per script when they act on a savings opportunity.

### Optum Rx growth outlook

Optum Rx expects revenue to grow 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 services, such as home delivery, specialty pharmacy, infusion services and community pharmacies, that will allow us to grow faster than the overall market, while maintaining operating margins in our target range going forward.

