

Optum



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.

Leading the transition to value-based care

Advancing value-based care that places a greater emphasis on prevention and early disease detection. We provide integrated primary, specialty, behavioral and ambulatory surgical care in clinics, at home and virtually.

Providing comprehensive care solutions

Caring for people at every stage of life, from preventive to post-acute care, as well as benefits navigation and care management for complex specialty conditions.

Offering coordinated behavioral care

Supporting the behavioral health needs of individuals through both benefits and care delivery capabilities that advance evidence-based care.

Simplifying health care payments

Improving how care is financed and paid for by creating a better experience for consumers, providers and payers, reducing administrative burden and expanding access and affordability.

Optum Health Highlights

Accelerating the transition to value-based care

In 2024, Optum Health will serve approximately 4.7 million patients in value-based care that delivers better health outcomes at a lower cost. Yet that is only a fraction of the nearly 340 million Americans today.

We work with more than 100 health plans, with a focus on deeper engagement with patients to diagnose disease earlier, leading to better health outcomes – especially for older adults, vulnerable patients and those with chronic diseases. As a result, people cared for by Optum physicians in value-based care models are 18% less likely to have an inpatient admission and 11% less likely to visit the emergency department compared to traditional fee-for-service plans.

Expanding care in the home

Home care is a key element of our value-based care approach. It is essential to delivering more equitable and accessible care that effectively addresses a patient's complex conditions, medication adherence, social needs and behavioral health challenges. This year we will make approximately 16 million home visits, helping to reduce hospital admissions and ensure more of our patients have access to a primary care physician.

Our home care model provides integrated, comprehensive, risk-based care for patients that addresses each person's medical, behavioral, social and financial needs. Our home-based approach serves a growing number of Medicare special needs patients who are managing multiple conditions, lack access to transportation or live in rural areas, and are frequently dealing with mental health issues.

Optum Health Highlights

Additionally, our HouseCalls interdisciplinary home care model earns a 99% satisfaction rate from patients while driving a double-digit reduction in hospital admissions and emergency department visits, as well as shorter wait times for follow-up primary care. Our HouseCalls teams are on track to make nearly 700,000 referrals to improve people's social drivers of health.

~16M
home visits in 2024

Integrating behavioral health care

We continue to grow our behavioral health capabilities in managed care services for payers, employers and governments by integrating a patient's medical and behavioral care across settings and through on-demand and digital clinical capabilities.

We are embedding behavioral health clinicians into primary care settings to integrate medical and behavioral care and expand access, which has led to improvements in depression and anxiety.

Our network of behavioral health professionals supports care for more than 48 million people. We continue to offer multimodal options to access care, including virtual and digital tools, to simplify the patient experience and ensure timely access to the right care in the appropriate setting.

Enabling simpler, more efficient health care payments

Our card technology allows consumers to easily purchase items covered by their health benefits, including food, medication and utilities, at more than 62,000 retail locations and e-commerce partners.

More than 27 million consumers, 2.9 million care providers and 58,000 employers benefit from Optum Financial's extensive payment network, which works across multiple health plans. Our distinctive, transparent and frictionless payment experience allows providers to secure digital payments on behalf of hundreds of payers, reducing administrative burden and ensuring timely, accurate payment.

Optum Health growth outlook

Optum Health expects to grow by accelerating value-based care with a focus on quality, affordability and service excellence. We expect to deliver double-digit revenue growth, on average, and target a long-term operating margin profile in the 8% to 10% range.

Optum Insight

Optum Insight is partnering with payers, providers, governments and life sciences companies to simplify and enhance clinical, administrative and financial processes through software-enabled services and analytics, while advancing value-based care. Our differentiated products, technology insights, clinical expertise and analytics support the entire health system – ultimately delivering better experiences for consumers.

Delivering evidence-based clinical guidelines and tools

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

Creating administrative efficiency

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

Simplifying payment processes for payers and providers

Increasing the speed, accuracy and security of payments.

Optum Insight Highlights

Creating a modern 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. Our solutions help customers manage rising medical costs, deliver quality health care and eliminate unnecessary administrative waste.

~\$33B

projected revenue backlog for 2024

Our administrative, clinical and payment solutions support payers, providers and life sciences companies. We combine our deep expertise in health care with advanced data, technology and analytics, including artificial intelligence and machine learning.

We support care providers transitioning to value-based care with clinical decision support tools based on the most up-to-date standards of care. Data-driven insights embedded into the clinical workflow help clinicians quickly identify at-risk patients and address

their care needs. In 2024, our provider enablement tools will help primary care physicians close approximately 25 million gaps in care.

With a large database of real world claims and clinical information, we partner with life sciences companies to accelerate innovation and transform the life cycle of medicine development to positively advance patient care and improve health outcomes.

160

global life sciences customers served

Our technology solutions help improve claims accuracy at every step of the billing cycle and automate prior authorizations – saving time, lowering costs and eliminating unnecessary delays. Our payment solutions simplify payments across care providers, payers and consumers. Payment information is shared quickly and accurately, while our payment integrity services deliver billions in annual savings to payers.

Supporting health systems

We partner with health systems to help them remain financially stable, improve community care and accelerate growth and performance. We manage and staff key functions, including revenue cycle, information technology and clinical operations. Scalable and standardized operations help remove performance variability, collaboration tools assist with prioritizing operations, and 24/7 workforce support helps clients improve operating results and invest in strategic opportunities.

>\$190B

**annualized billings managed for
revenue cycle customers**

Our solutions help health systems maintain financial independence, while further advancing streamlined and efficient care at the local level.

Optum Insight growth outlook

Optum Insight expects to deliver double-digit revenue growth over the long term as we continue to invest in advanced technologies. Our innovative products and services, competitive positioning and diverse capabilities contribute to continued growth in our sales pipeline and revenue backlog, and we target long-term operating margins of 18% to 22%.

Optum Rx

Optum Rx is helping people access safe and effective prescription medications and therapies at more affordable costs than those charged by manufacturers. Powered by deep clinical expertise and integrated data and analytics, our full spectrum of pharmacy services is designed to improve patient experiences, deliver better health outcomes and lower the total cost of care.

Supporting personalized, integrated pharmacy care

Our specialty pharmacy, infusion services, community pharmacy and home delivery capabilities help deliver the right medication to the right person at the right time.

Expanding access to affordable medications

Our pharmacy benefit management services are designed to optimize drug effectiveness while managing affordability through negotiated discounts and clinical tools that deliver savings and better patient health.

Optum Rx Highlights

Lowering the cost of prescription drugs

Optum Rx plays an essential role in ensuring consumers have access to safe and effective prescription medications and therapies, while managing their costs.

The median annual list price set by drug manufacturers for a new medicine has more than doubled since 2021. Pharmacy benefit managers (PBMs) act as a counterweight to the substantial market and pricing power of drug manufacturers, and our negotiated discounts and clinical tools deliver more than \$2,000 in average annual drug savings per person to our customers. More than 5,000 customers – from local businesses and national companies to unions, labor groups and public sector organizations – rely on us to secure the lowest net cost for prescription drugs. Optum Rx generated more than \$85 billion in savings last year through negotiations with drug manufacturers and pharmacies. With the savings Optum Rx generates, our customers can choose to reduce premiums, provide point-of-sale discounts and invest in population health and wellness programs.

>\$2,000

**annual drug savings per person
delivered to our customers**

We support the broader transition to value-based care and limit risk for customers through value-based contracts with pharmaceutical manufacturers. These contracts align the cost of a drug to patient outcomes, while ensuring patients have the option to switch to a more effective medication. We also help customers manage the cost of specialty drugs and gene therapies with solutions that protect against potentially catastrophic risk.

We help clients manage rising obesity drug costs by offering multiple coverage options and negotiating with manufacturers to ensure access to appropriate medications. We have partnered with vendors to enable nutrition guidance, coaching, fitness and expert-led care for people with obesity. Since launching in mid-2023, more than 80% of enrollees in the behavioral change program continue to engage in coaching and educational curriculums, working toward their weight-loss goals.

>62M

**people served through
Optum Rx**

Optum Rx Highlights

To help our health plan clients comply with requirements under the federal Inflation Reduction Act, we developed a service to make it easier for patients to pay for medications, giving people with Medicare coverage the option to spread out the total cost of medications in monthly installments.

Delivering affordable pharmacy care

Our community pharmacies help more than 1 million patients manage behavioral health, substance use disorders and complex medications. By integrating medical and pharmacy care, we deliver high-touch engagement, which results in positive clinical outcomes and strong NPS performance for patients and care providers.

~625K

30-day adjusted prescriptions delivered to consumer homes daily

Our infusion services, provided at home and at infusion suites, lead to strong outcomes, with savings of more than 80% compared to hospitals for immunoglobulins and biologic drugs. We provide health systems with support in sourcing and dispensing specialty medications, including infusion therapies, and helping care transitions. In 2024, we expanded our services in these settings, operating inpatient and specialty pharmacies.

Specialty drug costs continue to be a challenge for consumers and employers in both access and cost. Through dedicated programs designed to serve people with complex and rare conditions, we are delivering integrated, high-quality pharmacy care to those who need it most. Our specialty pharmacy is on track to save clients and patients more than \$5,000 for each brand drug switched to a generic. By connecting specialty patients to available financial resources, we are helping them save more than \$2.5 billion in out-of-pocket costs by the end of 2024.

We help care providers identify the best treatment regimen, weighing clinical and financial information. Our specialty pharmacy provides care and clinical expertise covering more than 200 conditions, including in oncology, neurology and immunology. These 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%.

Providing greater price clarity

Our digital tools give consumers and providers transparent, clear cost information, helping them find effective drugs at affordable prices.

Both consumers and providers have access to real-time medication costs, allowing them to choose the best option at the lowest cost. Consumers can easily search prices personalized to their benefits by using our mobile app or website, or by calling a representative, saving an average of \$58 per prescription.

~\$1B

consumer savings in 2024 through price scanning and alerts for lower cost drugs

This year, we integrated an automatic price scanning tool, available to more than 9 million people, to help them shop at the pharmacy counter for on-benefit and non-covered generic drugs. We are on track to generate nearly \$1 billion in savings opportunities in 2024 through our price scanning tool and by alerting consumers when they have a lower cost 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.