



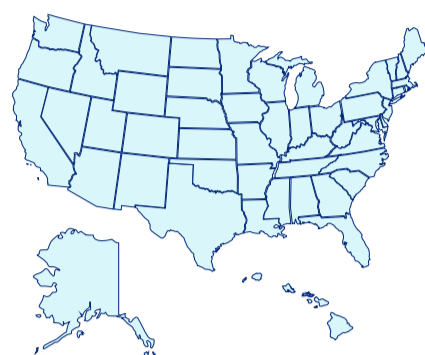
Field team support and digital connectivity yield better outcomes



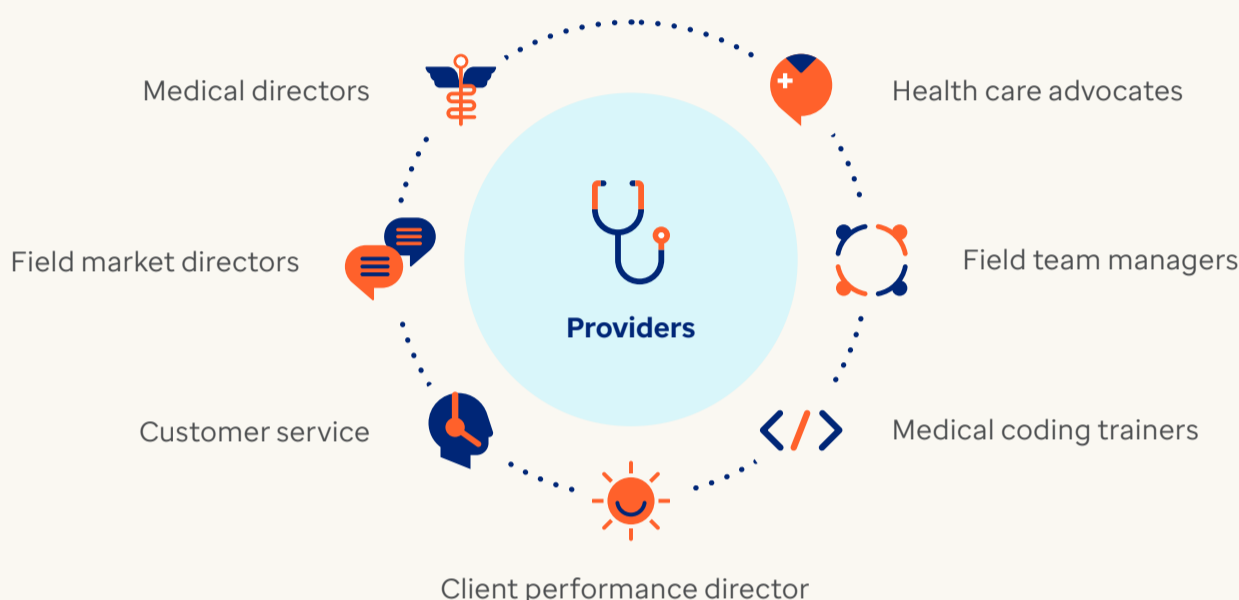
Optum® Prospective Solutions offers a dedicated, collaborative, multidisciplinary field team. They support providers who require unique or intensive guidance and training. Tiered compensation options foster timely, comprehensive documentation and allow for flexibility.

What is the field team?

Over **1,000 health care advocates** work with **70,000 providers** to manage **50 million gaps in care** in **all 50 states**. The field team engages with providers at the point of care on behalf of payers to deliver wraparound services that are customized to the level and type of support each practice requires.



The Optum field team puts the provider at the center



The Optum field team provides virtual and in-person support to providers and staff to drive program engagement, resulting in these improvements:

- Increased provider engagement and program participation
- Reduced administrative burden on practices
- Improved documentation and coding accuracy
- Increased risk adjustment accuracy and completeness
- Improved HEDIS® and Star Ratings results
- Improved provider satisfaction rates

Influencing provider behavior starts with relationships. The experienced Optum field team builds relationships with providers. That trust, along with Optum tools and analytics, influence provider behavior and drive results.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Full force of Optum field team takes the burden off payers to impact provider performance

Digital modalities supported for prospective member assessment submissions include:



Native workflow integration



Practice Assist platform



Integrated EHR applications



Partnership integration

Field team + relationships + technology = better outcomes

Practice Assist is a shared, multi-payer platform for providers and the field team. It supports digital connectivity, with platforms and processes that ease provider burden.



13K provider groups use Practice Assist, serving more than **16M members**

Yielding better outcomes



Addressing provider abrasion

Reducing provider administrative time by embedding intelligence in our operations



Comprehensive accuracy

Improving risk and quality performance for clients



Healthier members

Closing more care gaps and improving outcomes

Learn how Optum can drive better risk and quality outcomes for health plans, providers and members at optum.com/prospective.



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