



OPTUM FORUM 2019  
*FORWARD*



NEXT GENERATION OF  
POPULATION HEALTH

# The evolution of OptumCare and implications for the industry

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# Agenda

- OptumCare overview
- Optimal care
- Use cases
- Discussion

# Why OptumCare?



## Chronic conditions



**60% of adults** have chronic diseases, consuming **86% of health care spend**

## Specialty medications



Accounts for **~2% prescription volume**. Will be nearly **50% of drug spend** by 2022

## Rise of the consumer



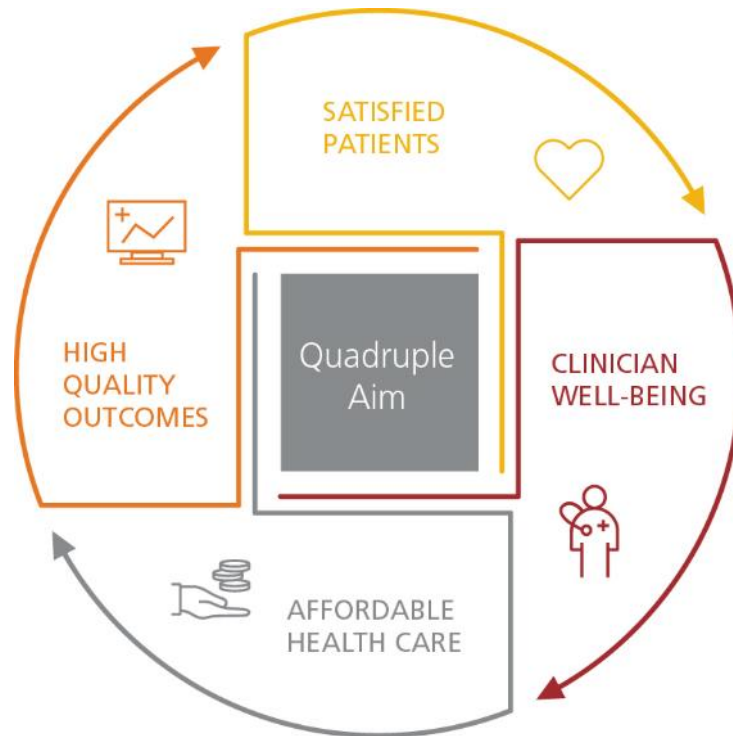
People will spend an additional **\$1.3T on US retail-centric health care** from 2016 to 2025

50% of physicians and 40% of nurses are reporting burnout



## OPTUMCare

Focused on shifting to value-based care to achieve the **QUADRUPLE AIM**.



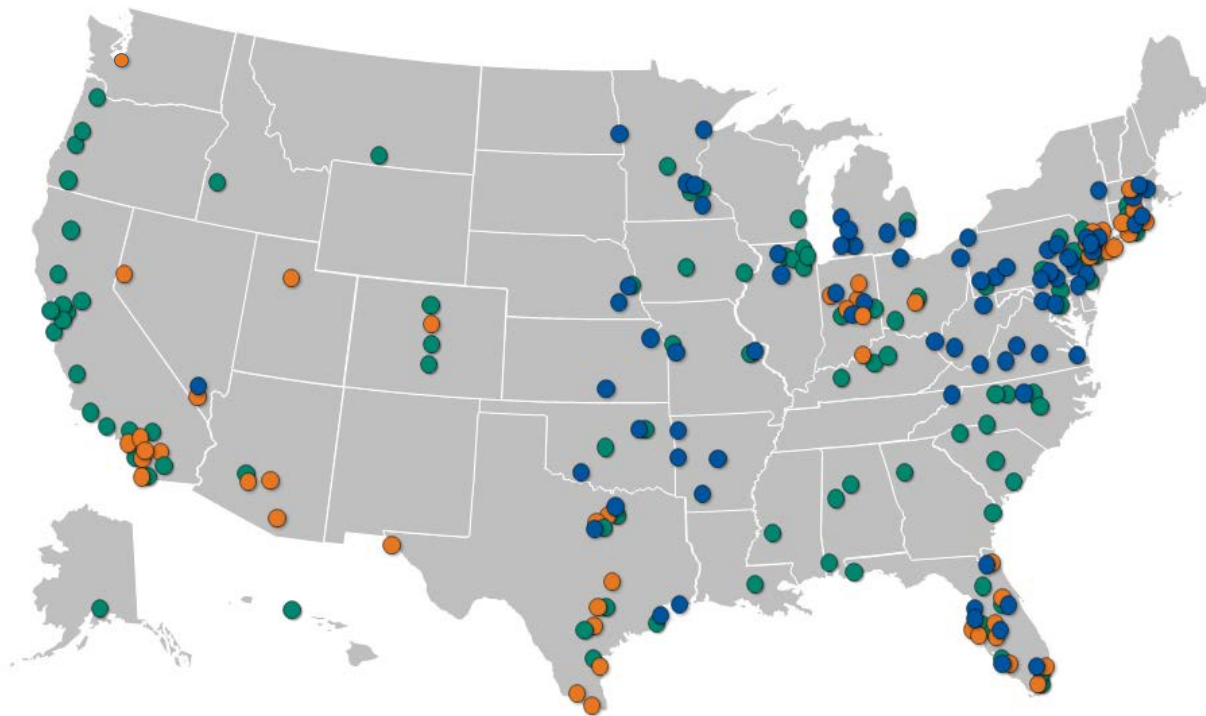
Dots represent markets ● Care delivery ● MedExpress ● SCA

**>16M** People served

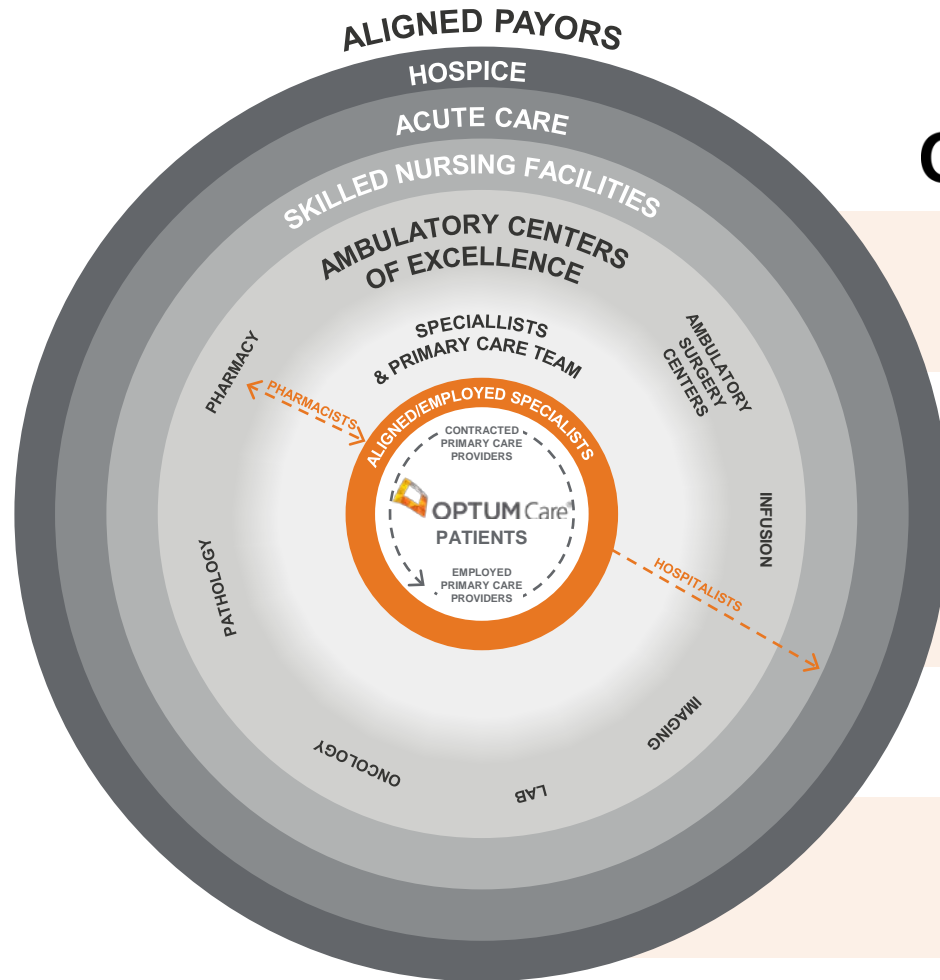
**>45K** Aligned physicians

**>9K** Advanced practice clinicians

**>80** Payers



Building  
coordinated health  
care systems to  
improve the health  
of communities



POWERED BY  
**Optimal Care**

Patient  
experience



Clinical  
expertise



Embedded  
technology & data

# The how

Taking full **clinical and financial accountability** for the patients we serve



**Deliver**  
superior clinical  
outcomes



**Align**  
with strategic  
payers




**Build**  
national  
capabilities



**Deepen**  
our culture



The background features several overlapping circles in shades of orange and purple. The largest circle is a bright orange, with other circles in darker orange and purple tones layered on top and bottom, creating a sense of depth and movement.

How does our value-based care  
vision align with your needs?

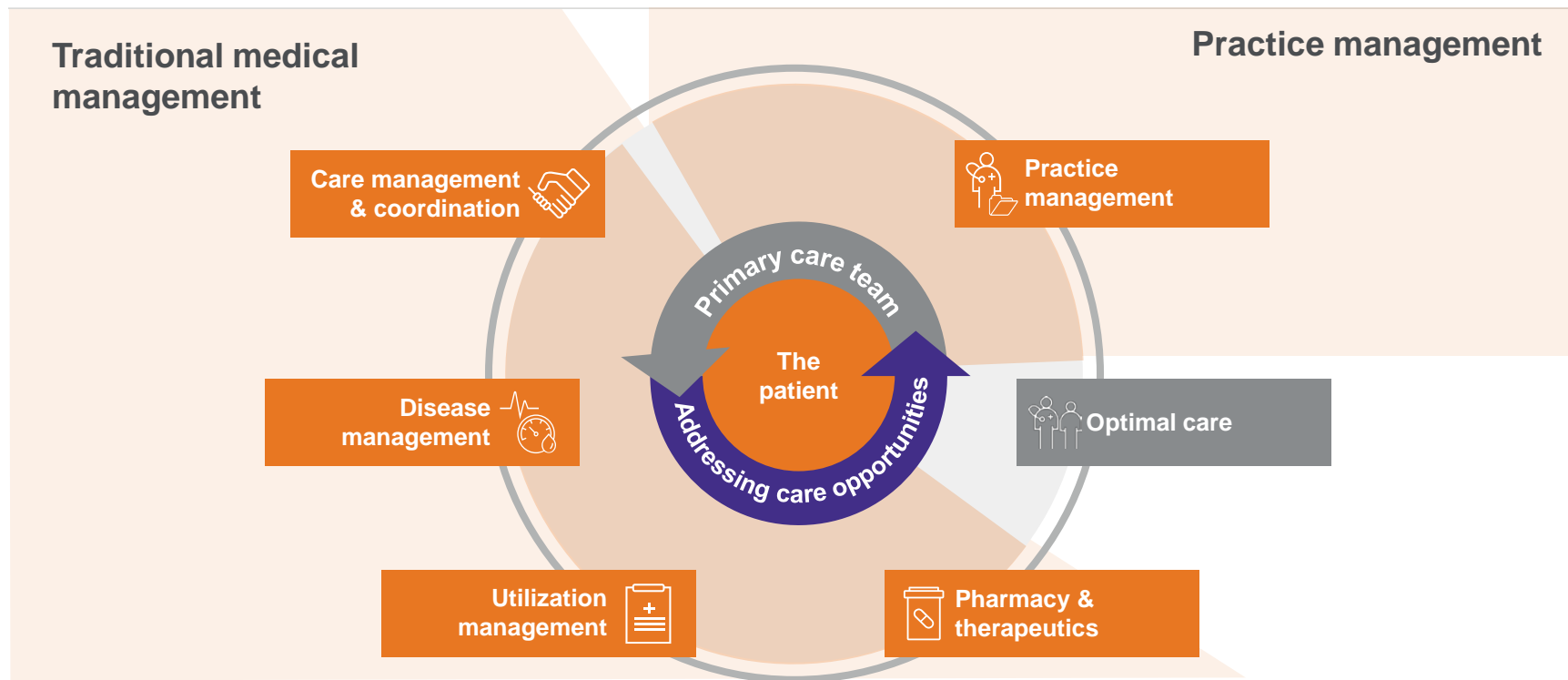
DISCUSSION

# Optimal care

OUR UNIQUE CARE MODEL

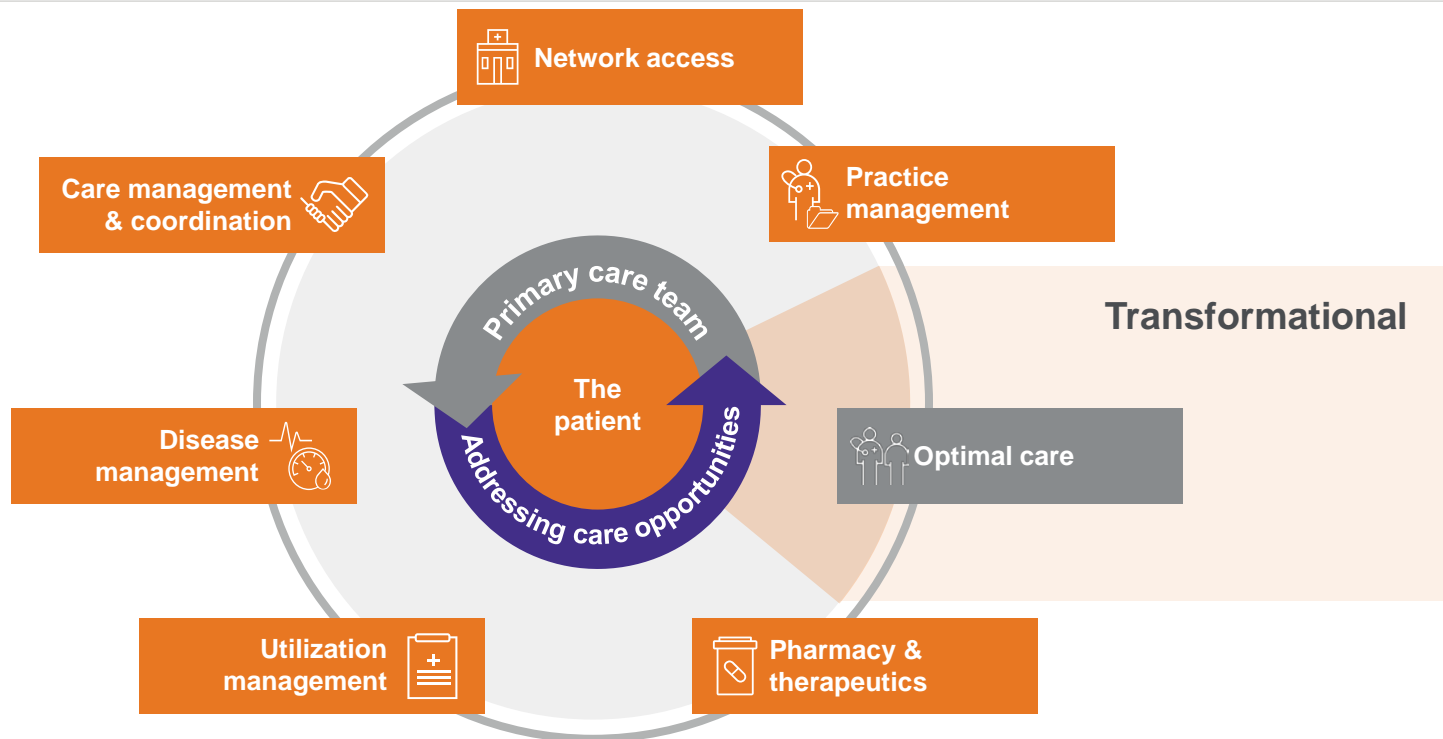


# Our care model



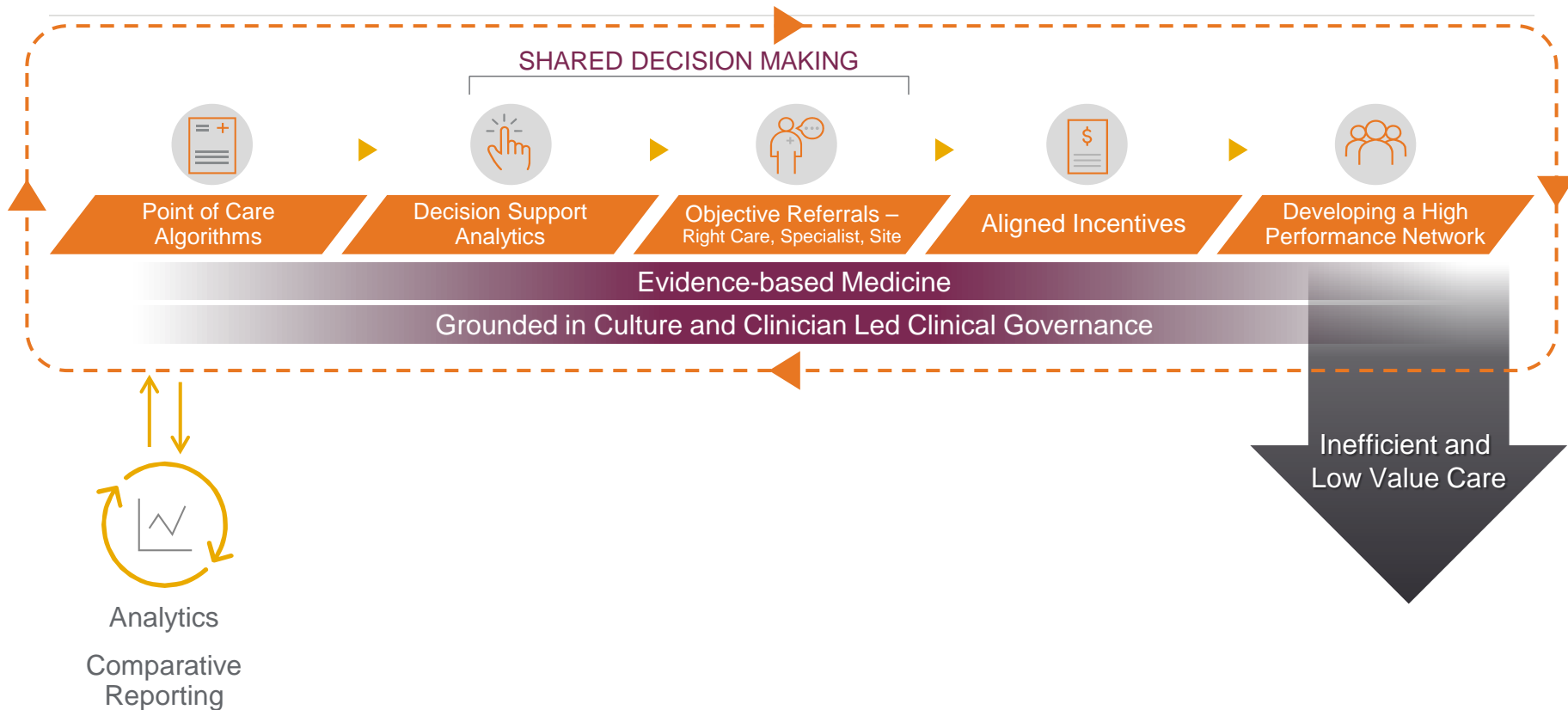
Grounded in our culture & supported by Clinical Governance

# The time is **now** to transform



Grounded in our culture & supported by Clinical Governance

# Optimal Care



A portrait of Donna Bridges, an older woman with long, wavy grey hair, smiling warmly. She is wearing a white turtleneck sweater under a red jacket. The background is a blurred indoor setting, possibly an office or a home. In the bottom left corner, there is a white and orange graphic overlay containing her name and titles.

# Donna Bridges

Airline Pilot  
Patient

# Optimal Care early results



**83K**

of full-risk  
membership engaged  
via OptimalCare as of  
Q1 2019

**10  
CDOS**

in implementation or pre-  
implementation stage for  
OptimalCare or our OptimalCare  
informed referral technology as  
of Q1 2019

**52%** ↓

In low value /  
unnecessary knee  
arthroscopies

**3% to 26%**

Increased ratio of  
home based sleep  
studies

**\$ 4.5M** ↓

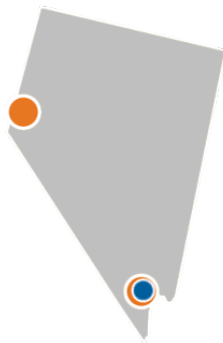
YTD through March –  
Med Ex reduction  
savings in WellMed

# Market Examples

TRANSFORMING CARE







- 249** Aligned Physicians
- 185** Aligned APCs
- 370,000** Patients served
- 9** Urgent care centers

● Care delivery   ● MedExpress   ● SCA

## BREAKTHROUGH RESULTS

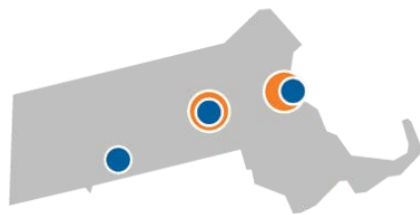
**99.6%**  
generic RX  
substitution rate

**80%**  
telehealth users directed  
to appropriate site of  
care

**20%**  
better HEDIS  
measurements

**12.5%**  
lower healthcare cost  
for PCP patients

# Massachusetts



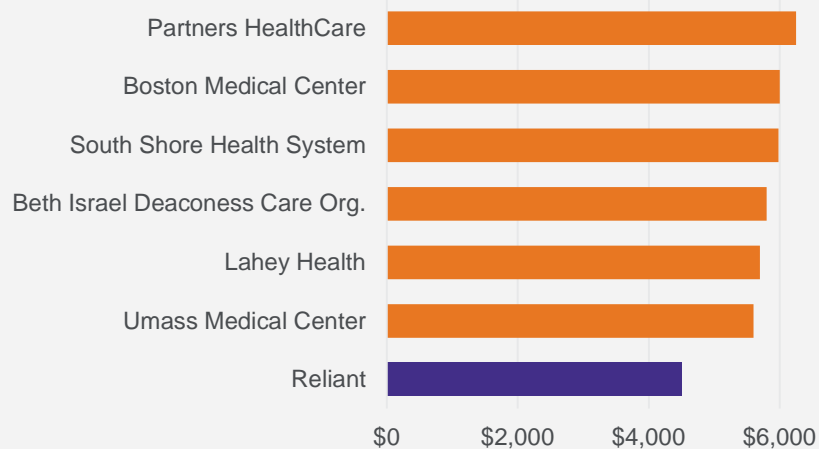
**327** Aligned Physicians  
**265** Aligned APCs  
**400,000** Patients served  
**13** Urgent care centers

*Dots represent markets*

 Care delivery  MedExpress  SCA

## BREAKTHROUGH RESULTS

### Variation in spending among Mass. providers



# Achieving our 2025 vision

80%

patient base in  
value-based care

▼ 10%

cost of care

1.5%

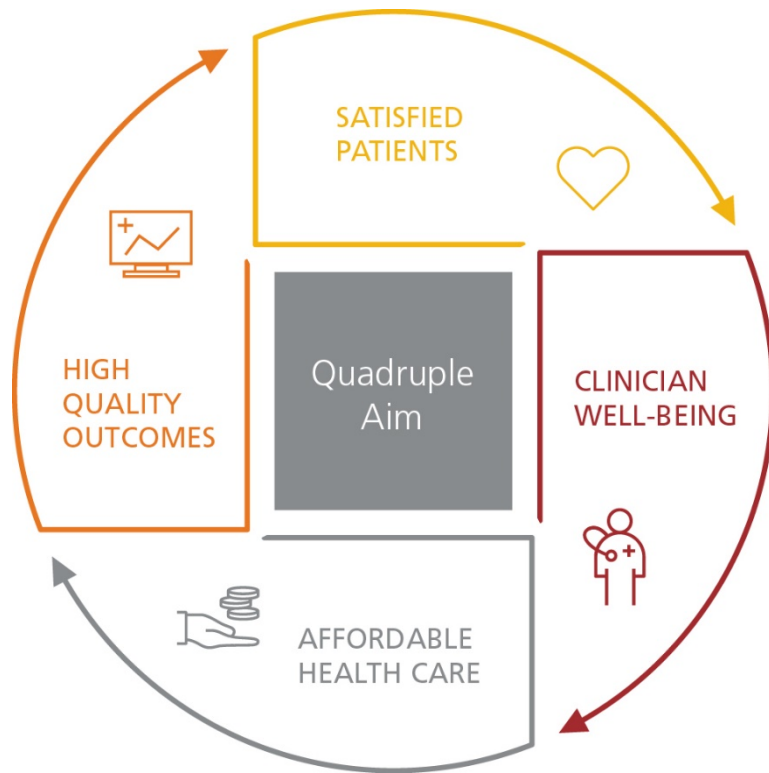
medical trend

HIGH 80s

NPS

▲ 5 POINT

provider engagement



Thank you.