







OptumServe: Helping federal agencies tackle some of the biggest challenges in health care

From rapidly evolving technology and treatments, to terabytes of health data, the U.S. health care system is experiencing some of the biggest changes in generations, while simultaneously enduring a pandemic. With the added complexity of an aging population and health care costs increasing each year, federal health agencies need trusted partners that have the capabilities, experience and scale to support their missions and improve the health and well-being of America's communities.

As a leading health services and innovation company that serves the nation's entire health system, Optum understands these challenges. That's why we created **OptumServe — the federal health services business of Optum and UnitedHealth Group** — specifically designed and committed to helping federal agencies tackle some of the biggest challenges in health care.

At OptumServe, our mission is clear: Help federal agencies deliver their missions and improve the health and well-being of those we collectively serve. By partnering with the Departments of Defense, Health and Human Services, Veterans Affairs and other agencies and organizations, we help accelerate innovation and modernization, support operational effectiveness and readiness in military health, and guide the transition to value-based care in both policy and practice.

Our unique capabilities include:

Health services	Health information and technology	Health care operations	Consulting
 <p>OptumServe supports multiple government agencies in providing high-quality and reliable health services to communities across the nation.</p>	 <p>OptumServe develops, implements and maintains health information and technology (IT) solutions for federal agencies to help modernize the U.S. health system.</p>	 <p>We combine market-leading technology and modernized platforms with health care operations expertise to drive business efficiency with quality, speed and better experiences for all.</p>	 <p>OptumServe consultants have deep analytical capabilities that help decision-makers strengthen health care programs and make informed policy choices.</p>



Health services

Through our nationwide care network, OptumServe offers a full spectrum of health services to support the unique needs of Military Service Members, Veterans and other U.S. populations.

OptumServe health services and capabilities include:

- Screenings and exams
- COVID-19 screening and testing
- Case management
- Care coordination
- Occupational health
- Value-based care
- Population health
- Well-being and prevention



Health information and technology

Our health IT solutions are distinguished by innovation, quality and vast health care industry experience, and are designed to improve the experiences and outcomes for everyone we serve.

OptumServe health IT capabilities include:

- Data analytics and management
- Cloud, platforms and IT operations
- Enterprise and cloud application services
- Digital services
- Cybersecurity



Health care operations

In addition to world-class health care delivery and technology, OptumServe also helps federal agencies connect and improve the “business” side of health care.

OptumServe health care operations capabilities include:

- Payment integrity
- Business process modernization
- Revenue cycle management
- Third-party administration



Consulting

OptumServe consultants help clients in the public, nonprofit and private sectors develop and implement new programs and evaluate existing policies for a wide range of populations, such as Medicare and Medicaid beneficiaries, dual eligibles, low income and other vulnerable populations.

OptumServe consulting capabilities include:

- Economics, evaluation and analytics
- Learning and communication
- Policy research
- Program design and implementation
- Program integrity
- Data reporting solutions
- Program management and strategy



In the past year, OptumServe has touched the lives of more than **1 million Military Service Members and Veterans.**

PROGRAM EXAMPLE:

The Military Health System Nurse Advice Line

OptumServe manages the Military Health System Nurse Advice Line (NAL), which provides timely access to health care services for more than 9 million MHS beneficiaries worldwide. From helping military families with health care concerns to making acute care appointments, the NAL provides full nurse triage services, health care advice, appointment scheduling and care coordination for beneficiaries.



PROGRAM EXAMPLE:

CMS One Program Integrity

OptumServe partners with the Centers for Medicare and Medicaid Services (CMS) to help maintain the CMS One Program Integrity (PI) system. One PI is the CMS enterprise resource created to identify, deter and prevent all fraud, waste and abuse activities across the agency. Utilizing program integrity capabilities, OptumServe helps the U.S. government recover billions of dollars each year.



PROGRAM EXAMPLE:

VA Community Care Network

Optum partners with the VA through its Community Care Network (CCN) as the third-party administrator for the VA CCN for Regions 1, 2 and 3. In these regions, VA CCN provides more than 6 million Veterans with additional options for receiving quality care in their communities across 36 states, Washington, D.C., Puerto Rico and the U.S. Virgin Islands.



PROGRAM EXAMPLE:

Value-based care initiatives

As a trusted partner to CMS, OptumServe provides design and operational support and technical assistance to implement new value-based payment models. These models are designed to transform health care delivery and positively impact the health of millions of people. Through learning systems and collaboration, OptumServe enhances knowledge sharing and facilitates the dissemination and adoption of best practices.



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