



Maintenance and operations (M&O) for eligibility systems  
Experience, expertise, scalability and a track record of helping state governments reduce M&O costs

## How can state agencies focus their energy and attention on determining services eligibility for their resident beneficiaries?

By delegating M&O to Optum for HHS eligibility. Participants are enrolled quickly and efficiently to receive the services they need. We can provide scale, and our service delivery is based on the metrics that enable effective operations for our customers.

### **More effective M&O**

For state Health and Human Services (HHS) agencies, outsourcing M&O services for eligibility functions has many benefits. It's more efficient, less costly and improves administrative outcomes. In a complex environment, outsourcing these functions establishes a single point of contact for system accountability.

Optum® can help reduce costs by enhancing system stability and proactively preventing incidents and outages. When an incident does occur, we strive to minimize the impact to all our customers and business users of the IT systems. We help eligibility processes operate more effectively, with a better experience for participants.

When agencies keep these functions in-house or retain a less-experienced vendor, they risk system instability. Optum has worked with state agencies for more than two decades to help them manage data and systems. With health care as our company focus, Optum state government staff includes subject-matter experts showcasing decades of experience with HHS programs. We understand the needs of states and their constituents.

Optum has proven expertise and vast IT resources that enable efficient transition or "takeover" of systems, which may be challenging for other vendors. We improve availability and stability on all supported applications.

### **Communication and transparency**

In our M&O engagements, Optum provides a complete description of all we plan to do. We deliver frequent updates and reporting regarding day-to-day operations, and we provide thorough, ongoing communications specific to service metrics and delivery. In addition, state clients have access to a reporting system that enables them to review system health.



## Our systems management approach

Our approach involves four stages of assuming responsibility for M&O eligibility services: transfer, stabilize, transform and optimize. We've developed best practices and use agile methodology to minimize disruption during the transfer stage. In the stabilize phase, we create baselines for service-level agreements (SLA), resolve issues and manage performance. In the transform stage, we use the Optum® Maturity Model to reveal opportunities for improvement and create an action plan. The final stage is ongoing, with continuous improvements to optimize the systems and business processes.



## Transform your agency with the Optum Maturity Model

The Optum Maturity Model helps states reduce costs by improving system stability and availability. It's a continuous process of assessing, analyzing, planning, executing and measuring. We use various transformation levers based on a state's needs. These levers include incident/problem management, availability/performance management, service management, delivery management and system operating controls.



## We provide end-to-end M&O functions for eligibility systems, including:

### Application support services

- User support
- Defect fixes
- Application performance tuning
- Integrations and interfaces
- Data cleanup
- Patching
- Enhancements and upgrades
- DevOps

### Infrastructure management

- Hosting
- Technical operations

**Optum can scale up or down to meet your needs, with vast resources, experience and expertise.**



### INFRASTRUCTURE

>35 petabytes of primary storage supporting:

- 80M+ members
- Approximately 4,500 software applications

Expertise in compliance with federal IT security requirements

Certified Gold<sup>1</sup> for Operational Sustainability, exceptional management and operations and building characteristic behaviors, and low site-location risks



### PROCESSING AND OPERATIONS

85+ billion computing transactions annually

Call centers support 1.4 billion inbound phone call minutes per year

1.5 billion claims processed annually

Manage more than 24 million personal health records



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**To learn more, contact us at 1-800-765-6092 or [innovate@optum.com](mailto:innovate@optum.com).**

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<sup>1</sup> Gold certification received from Uptime Institute.