

Optum™ Health Care Advisor

Helps consumers find a clear path to the right health care.

Health Care Advisor assists in driving better health outcomes and making health care more affordable through simple, personal and relevant offerings that help consumers find a clear path to the right health care.

Advisors have broad knowledge and are uniquely trained to help consumers navigate the system, their health and benefits; from finding a provider, understanding their health and wellness benefits to resolving complex claims issues.

Integrated technology provides advisors with a holistic view of each individual, allowing advisors to personalize the conversation and ensure all consumer health care needs, both spoken and unspoken, are being met. We focus on outcomes, not call times, enabling advisors to do what it takes to create a positive experience.



Advisors can help:

Navigate the system

Advisors use a consumer dashboard to immediately access information, answer initial questions, create personalized navigation, and PROACTIVELY offer services and programs.

Navigate health

Our approach considers everyone: from someone with one question, to the individual with multiple health care concerns — one advisor IDENTIFIES AND ADDRESSES end-to-end needs.

Navigate benefits

Advisors take health care benefits from a compartmentalized system to an INTEGRATED experience where each partner's expertise is optimized.

INCREASED ENGAGEMENT

43% increase in clinical services engagement on average¹

DEVELOPED TRUST

95% of participants say a health care advisor is a trusted resource to use for support in solving a health concern²

LOWERED COSTS

23% lower emergency room utilization than average¹

1. Based on employer's historical experience and are not guarantees of future performance, actual results may vary. 2013 data.

2. Measured via UES survey, 1/13–11/13.