

Empowerment. Inclusion. Self-Determination.

Optum Integrated Solutions for Individuals with Intellectual and Developmental Disabilities



The Optum Integrated Solutions for Individuals with Intellectual and Developmental Disabilities (I/DD) provide person-centered services that focus on community inclusion, self-determination, life satisfaction and improved health outcomes. Through support and assistance, Optum helps empower individuals to achieve their life goals and aspirations. Along the way, our solutions also strengthen vital programs and systems that support and serve the I/DD community.

An empowering, person-centered approach

Our approach promotes and supports self-determination, offering individuals the ability to design, implement and adjust their own Individual Service and Support Plans (ISPs). With the support of a community-based Optum support navigator, individuals will have the ability to chart their own course, building a plan toward independence and inclusion.

With an ISP in place, Optum support navigators will provide service coordination and a full view of critical and desired services. The Optum I/DD technology platform features an online dashboard where individuals and members of their support network can see a real-time view of ISPs, eligible services, supports and providers. These capabilities will ensure services are more customized to the wants and needs of the individual.

The Optum Approach

Empowerment and inclusion

Empower individuals with I/DD to achieve their goals for employment, community engagement and wellness

Commitment and support

Provide support for families, educators, advocates, coordinators and providers

Strength and service

Strengthen programs and systems that serve and support individuals with I/DD nationwide

A partner serving:

The I/DD community for many years with support including:

- Long-term care
- Service coordination
- Behavioral Health services

State programs by:

- Coordinating fragmented delivery systems
- Managing rising program costs
- Increasing access to services

Support for families, service providers and advocates

From major life transitions to daily transportation, the Optum mission is to increase access to vital services, simplify the complexities of service coordination and unify the efforts of the individual's circle of support.

With its concentration on person-centered planning and coordination, the Optum I/DD Solutions include:

- Life stage and transition planning, quality of life, quality care and other support services
- Coordination of housing, family support and assistive technology
- Behavioral Health, crisis prevention and intervention, and decision making support
- Mentoring, and employment services

Strengthening programs and systems nationwide

The Optum I/DD Solutions are developed to address state program challenges. Our unique solutions are designed to personalize support experiences, manage rising costs and tackle and improve challenges across services and programs – including Long Term Services and Support, Personal Care Assistance, Home and Community-Based Services (HCBS), service waiver authorizations, community-based advocacy and support organizations. All grounded in a program goal of improving the lives of people with I/DD.

Why Optum

With many years of service to the I/DD community, Optum I/DD Solutions build on our strengths as an innovation company. Through support that ensures community inclusion and independence, we partner across programs and systems to tackle the challenges facing millions of people every day. We understand the most complex populations, including 34 million individuals who access Optum Behavioral Health resources nationwide. Optum is a collaborative partner that builds and supports effective networks of service providers and navigators by listening to the individuals, providers, advocates and families we serve.



Key features

Foundational excellence

- Person-centered planning
- Service coordination and authorization
- Claims and reporting

Data and insights

- Access to national-level data to inform best practices

Support navigators

- Personal relationships with individuals and providers
- Committed to helping achieve every individual's highest potential

Comprehensive network

- High-quality providers
- Streamlined operations
- Value-based contracting

Innovation and technology

- Smart, mobile and online solutions for a new level of support

For more information contact your Optum representative or contact us at:
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