

Helping federal agencies tackle health care challenges



Advancing the American health system is one of the biggest tasks federal agencies grapple with. Between the terabytes of data and the daily challenges, it's not an easy job. That's why so many agencies turn to Optum Serve.

Optum Serve was developed by Optum® and UnitedHealth Group®, specifically for federal agencies. Drawing on our experience as a leading nationwide health services and innovation company, Optum Serve gives federal agencies what they need to make health care faster, more efficient and more effective. And we're immensely honored and privileged to do it.

Our unique capabilities include:



Health services

Supports federal agencies in providing high-quality, reliable health services



Health information technology solutions

Develops, deploys and maintains health IT systems for federal agencies



Consulting

Helping decision-makers strengthen health care programs and make informed policy choices



Preparedness and emergency response

Dedicated to strengthening and preserving the long-term health of all communities



Health services

Federal agencies have access to a full array of health services through our nationwide care network. Services include:

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

Military Health System Nurse Advice Line

Managed by Optum Serve, the Military Health System (MHS) Nurse Advice Line (NAL) provides 24/7 access to health care services for more than 9 million MHS members worldwide. Available by phone, web chat and video chat, NAL offers full nurse triage services, health care advice, appointment scheduling and care coordination.



Health information technology solutions

Our health IT solutions increase efficiency, leading to better patient experiences. Services include:

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

CMS One Program Integrity

To prevent fraud, waste and abuse across the agency, the Centers for Medicare and Medicaid Services (CMS) uses CMS One Program Identity (One PI), a system designed to identify and deter it. Maintained by Optum Serve, One PI helps the U.S. government recover billions of dollars each year.



Consulting

Our consultants work across the public, private and nonprofit sectors, developing new public health programs and improving existing ones. Services include:

- Supporting policy research
- Program design and integrity
- Data reporting

Value-based payment initiatives

When CMS wanted to introduce value-based payments into its system, it turned to Optum Serve consultants. With their knowledge not just of how value-based payment works, but of front- and back-end system design, our consultants were able to seamlessly build it into the CMS payment structure.



Preparedness and emergency response

Helping federal, state and local governments prepare for and meet public health crises. Services include:

- Surveillance and early warning
- Predictive analytics and decision support
- Preparedness and readiness
- Emergency response and crisis mitigation
- Health equity and community resilience

COVID-19 response

Optum Serve was part of the public-private response to COVID-19, equipping public health agencies with the data and analysis they needed. Ultimately, Optum Serve was responsible for more than 2000 end-to-end testing locations in 31 states, administering over 9 million tests and over 1 million vaccines.



To learn more, contact optumservemarketing@optum.com or visit optumserve.com.



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