

# Addressing a range of emergencies that impact underserved populations



Optum Serve® Assured Access is an innovative program that extends your capabilities through access to our Ready-Set-Go framework, including an expert preparedness team, ready-to-deploy resources and recovery support. We integrate deep expertise from across UnitedHealth Group® (UHG), a Fortune 5 company, to deliver full-service support.

Health-related disasters have the ability to impact communities in numerous ways, and each community will experience these impacts differently. Indeed, the nature and magnitude of a disaster, combined with various socioeconomic factors, can greatly influence the extent to which a community is impacted.



## Why Assured Access

Public health and emergency response leaders are challenged to affordably maintain an appropriate posture of readiness to address a wide range of potential emergencies, including public health crises that disproportionately impact underserved populations.

Assured Access leverages a large fleet of mobile assets that allow us to bring care to the populations most in need. This fleet enabled us to respond to Hurricane Ian with 10 53-foot trailers that are outfitted to be able to provide medical care with running water, working restrooms, electricity, internet connectivity, temperature control, storage and a medical-grade fridge and freezer. These trailers were deployed to 10 locations to provide basic first aid and support local communities in recovery from the hurricane. All units were deployed within 72 hours of request and included the necessary staff to operate without pulling team members from local hospitals and clinics.

All teams are under the direction of the Optum Serve clinical leadership team comprised of the chief medical officer and/or assigned medical director (MD), public health preparedness and response experts and experienced registered nurses or advanced practice nurses who review ongoing compliance against standard operating procedures with daily meetings, ongoing training and virtual check-ins. These experienced clinical leaders hold active unrestricted licenses in their states. Our MD, a physician with an active license in all 50 states, leads both our onsite and virtual clinical quality teams. We operationalize a command center for staffing and quality support in coordination with the event operations center at Optum Serve. Over the past 3 years, Optum Serve has developed, fielded, and refined a core set of capabilities to assist public health organizations in responding to infectious disease outbreaks.

In support of the COVID-19 response, Optum Serve executed immunization operations in all 50 states and U.S. territories, conducted more than 9 million COVID-19 tests nationally, and performed COVID-19 test-to-treat services utilizing telemedicine services and onsite dispensing of treatment medication throughout California. In addition, we provided medical services at southern California border sites, providing 24/7 health care to migrants. These efforts were supported by the call center support line that is available to answer client questions, share disease information and provide COVID-19 testing results.

Public health leaders struggle to use limited resources to prepare for a wide range of scenarios and impacts. The unique Assured Access Ready-Set-Go framework leverages our expertise and operations arm to meet your preparedness goals and maintain a readiness posture during steady-state days. We will incorporate your preparedness plans, standard operating procedures, and Continuity of Operations Plans (COOPs) and strategies into our tailored solution. Our Assured Access team will work with you and your stakeholders to prepare for, respond to and recover from the crises that impact your community.



Optum Serve can deploy our units anywhere in the Eastern United States within 72 hours and will include staff and supplies tailored to the disaster. The Assured Access program will integrate seamlessly into your incident command system.

Optum Serve builds its Assured Access capability to fall into 2 billing cycles. The Ready and Set phases are billed as an annual contract, which is normally funded through state preparedness budgets or federal grants. The Go phase is a contingency contract that is normally funded through an emergency declaration and is billed separately from the annual contract.



## Ready

Preparedness is the critical element to ensure an effective response to a crisis. The ability to mitigate the impact of an event is determined, not during the response, but by the work completed during the rest of the year. Although it is common to have robust plans already in place, the pain point that most groups experience is ensuring these plans can be operationalized and put into practice as a measurable standard of readiness. Our goal is to seamlessly integrate with your team to provide a dedicated team of experts to increase and extend your current capabilities to close the gap between preparedness and readiness. The Assured Access and Ready phase of our Ready-Set-Go framework provide an avenue to extend already established teams and preparedness plans with the objective to transition those plans into practice during the Set phase of our framework.



## Set

Leveraging the information, planning and extended teams utilized in the Ready phase, Optum Serve will help you transition into a ready-to-deploy state in the Set phase. Our ready-to-deploy service provides access to a robust set of capabilities, including access to mobile medical units, dedicated clinical and nonclinical staff, and prepackaged supplies and equipment for rapid deployment. In addition, we will leverage our legal and clinical experts to support your organization to create preestablished agreements and contracts for rapid deployment immediately upon declaration of an emergency. Our dedicated team will work with you to build site-specific medical event designs and management workflows to address the unique needs of your emergency. Optum Serve will work directly with you throughout the Ready and Set phases to build a deep understanding of your community's specific needs and processes to build a better response.

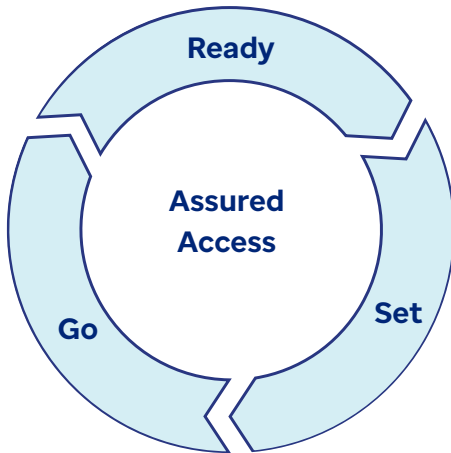


## Go

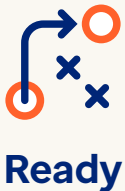
Once a disaster strikes and an emergency declaration is released, Optum Serve immediately transitions into the Go phase by leveraging preestablished governance models to receive an authorization to proceed with a response. Using the preestablished contracts and customizable clinical packages created during the Set phase, Optum Serve will mobilize baseline resources within 72 hours of request. The deployment team will be your support from beginning to end to provide real-time decision support and scalable response resources. In addition to medical care, the on-site team can provide telehealth, case management and social services.

The Optum Serve Assured Access framework is a cyclic process, not a linear one. When decommission of services is requested, we transition back into the Ready phase, leveraging lessons learned from the previous response and working to improve preparations for the next one. While the deployment costs will be separate from the annual Assured Access contract, once the response is decommissioned, the cyclic return to Ready phase is included in your annual contract costs.

## Assured Access in practice



The Ready-Set-Go framework for Assured Access in practice aims to position and prepare a community or company for an effective, coordinated response to a range of scenarios, rather than being reactive. Using the example of a chain of urgent care clinics located throughout the southeastern United States, we can break down into more detail how this framework will function. For simplicity, this urgent care company will be referred to as Company A moving forward.



### Ready

During the **Ready** phase, Optum Serve would work with Company A to support preparedness activities, including risk assessments and hazard mapping to identify potential threats and implement actionable plans to mitigate these risks and prepare for potential disaster scenarios. Deliverables may include tabletop exercises, grant writing support, review of preparedness plans, community engagement and community health needs assessments. We will provide a team of experts to extend your team, working with you to identify the most appropriate cost model for your needs and your funding source (e.g., T&M/ hourly support, fixed fee or retainer).

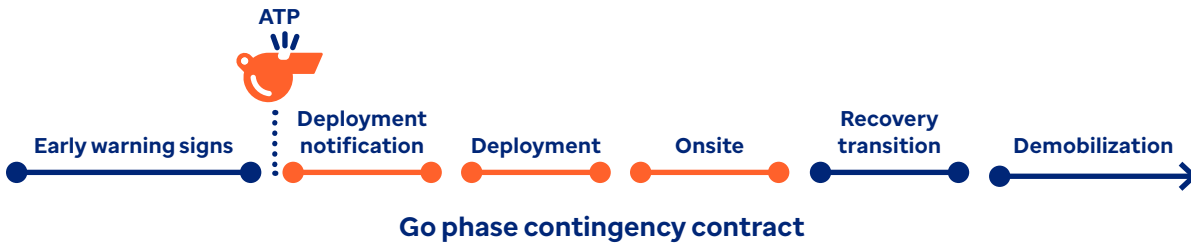


### Set

During the **Set** phase, Company A and Optum Serve would work together to build specific clinical staffing and supplies packages for the most likely scenarios, as well as site-specific standard operating procedures for the deployment of our dedicated mobile assets, staff and supplies. For example, for clinics located in Florida, we could leverage our hurricane response supply and staffing plans, tailor them to the specific needs of Company A, and preposition all supplies and equipment at our regional staging site.



Finally, following the same example of a hurricane response, during the **Go** phase, once the storm hits and Company A requests staff, supplies and mobile units, Optum Serve would leverage the preestablished contracts and pricing to quickly mobilize all aspects of our response within 72 hours to begin providing medical care at the location dictated by Company A. Based on the request from Company A (and advice from our world-class clinical operations team), we will add and tailor capabilities that are unique to the specific disaster and will continue to be active and operating until Company A requests a decommission. This can include transitioning onsite units to a temporary infrastructure for four months+ or long-term staffing solutions to ensure a full recovery.



Optum Serve has access to a vast coalition of partners from within and outside the UHG enterprise, enabling us to quickly surge and scale operations in response to changing needs.

In sum, our Optum Serve motto is *Serving Others, Honored to Serve*, and we live our mission through standing at the ready to serve alongside you. Our capable Ready-Set-Go framework will support you and your communities with your preparedness, response and recovery efforts in the event of an emergency or natural disaster.



To learn more, contact [information@optum.com](mailto:information@optum.com) or visit [optumserve.com](https://optumserve.com).



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