

# OptumServe: Helping federal agencies tackle some of the biggest challenges in health care

OptumServe is the federal health services business of Optum and UnitedHealth Group — specifically designed and committed to being a trusted partner to help federal agencies tackle some of the biggest challenges in health care.

At OptumServe, our mission is clear: Help federal agencies deliver their mission and improve the health and well-being of those we collectively serve. By partnering with the Departments of Defense, Health and Human Services, Veterans Affairs and other agencies and organizations, we help accelerate innovation and modernization, support operational effectiveness and readiness in military health, and guide the transition to value-based care in both policy and practice.

## Learn more about OptumServe

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## OptumServe capabilities:

### Health services



OptumServe supports multiple government agencies in providing high-quality and reliable health services to communities across the nation.

#### Health services include:

- COVID-19 screening and testing
- Screenings and exams
- Case management
- Care coordination
- Occupational health
- Value-based care
- Population health

In the past year, OptumServe has touched the lives of more than **1 million Military Service Members and Veterans.**

#### PROGRAM EXAMPLE: The Military Health System Nurse Advice Line

OptumServe manages the Military Health System Nurse Advice Line (NAL), which provides timely access to health care services for more than 9 million MHS beneficiaries worldwide. From helping military families with health care concerns to making acute care appointments, the NAL provides full nurse triage services, health care advice, appointment scheduling and care coordination for beneficiaries.

### Health care operations



We combine market-leading technology and modernized platforms with the exceptional talent of health care operations expertise. Together, they drive business efficiency with quality, speed and better experiences for all — patients, physicians, business partners and federal agencies.

#### Health care operations capabilities include:

- Payment integrity
- Business process modernization
- Revenue cycle management
- Third-party administration

#### PROGRAM EXAMPLE: VA Community Care Network

Optum partners with the VA through its Community Care Network (CCN) as the third-party administrator for the VA CCN in Regions 1, 2 and 3. Within those regions, VA CCN provides more than 6 million Veterans with additional options for receiving quality care in their communities across 36 states, Washington, D.C., Puerto Rico and the U.S. Virgin Islands.

### Health information and technology



Our health IT solutions are distinguished by innovation, quality and vast health care industry experience, and are designed to improve the experiences and outcomes for everyone we serve, while reducing the total cost of care.

#### Health information and technology capabilities include:

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

#### PROGRAM EXAMPLE: CMS One Program Integrity

OptumServe partners with the Centers for Medicare and Medicaid Services (CMS) to help maintain the CMS One Program Integrity (PI) system. One PI is the CMS enterprise resource created to identify, deter and prevent fraud, waste and abuse activities across the agency. Utilizing program integrity capabilities, OptumServe helps the U.S. government recover billions of dollars each year.

### Consulting



OptumServe consultants have deep analytical capabilities that help decision-makers strengthen health care programs and make informed policy choices.

#### Consulting services include:

- Economics, evaluation and analytics
- Learning and communication
- Policy research
- Program design and implementation
- Program integrity
- Data reporting solutions
- Program management and strategy

#### PROGRAM EXAMPLE: Value-based care initiatives

As a trusted partner to CMS, OptumServe provides design and operational support and technical assistance to implement new value-based payment models. These models are designed to transform health care delivery and positively impact the health of millions of people. Through learning systems and collaboration, OptumServe enhances knowledge sharing and facilitates the dissemination and adoption of best practices.