

OPTUMCARE | MODERN HEALTH CARE DELIVERY

UNITEDHEALTH GROUP®

*Ranked 6th of the Fortune 500
\$184.8B FY16 revenue*

OPTUM®

*124,000 people serving the health system
\$83.6B FY16 revenue*

Helping people live healthier lives and to make the health system work better for everyone.

OPTUM POWERS MODERN HEALTH CARE THROUGH FIVE CORE CAPABILITIES



DATA AND ANALYTICS



PHARMACY CARE SERVICES



HEALTH CARE DELIVERY



POPULATION HEALTH MANAGEMENT



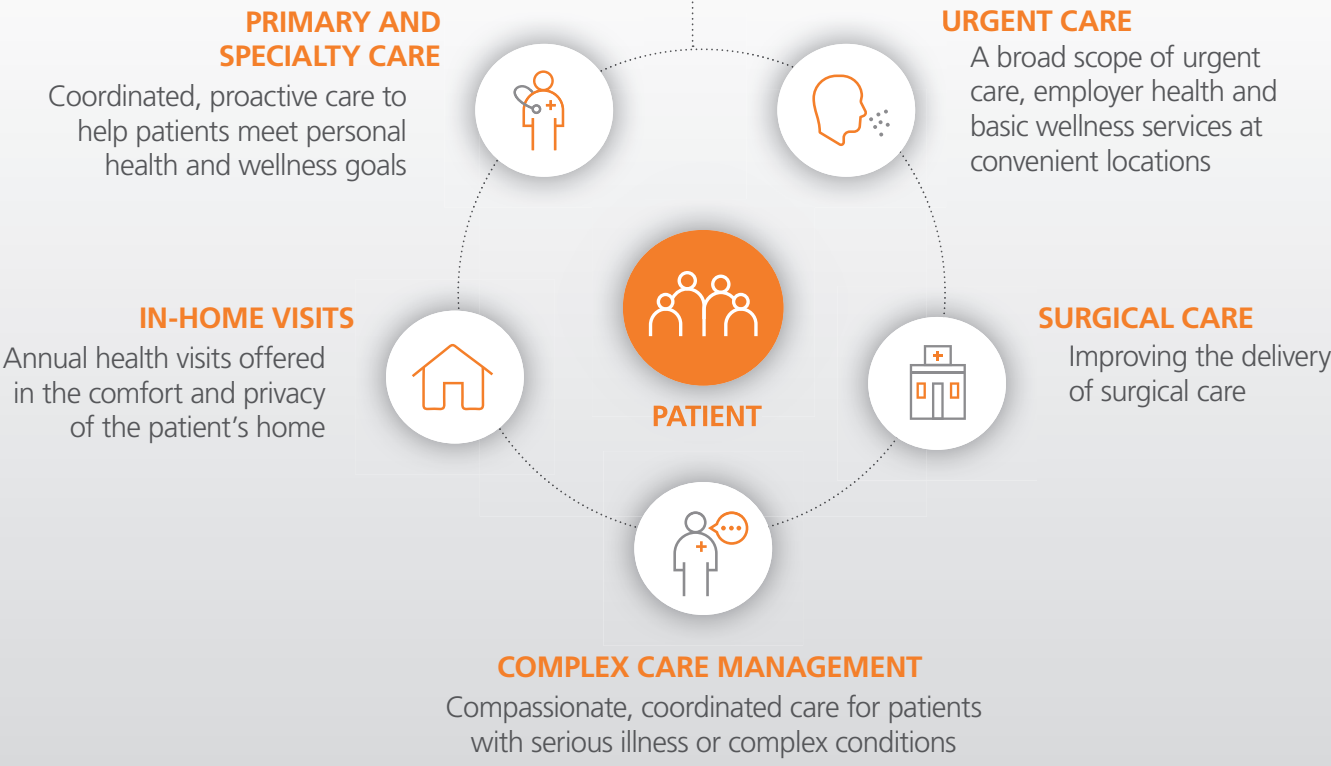
HEALTH CARE OPERATIONS

PERSONALIZED COORDINATED CARE AND AN EXCEPTIONAL PATIENT EXPERIENCE

OPTUMCare®

Serving 10M+ consumers

Who we serve: patients, providers and health plans



BETTER CARE AND BETTER EXPERIENCE LEAD TO BETTER HEALTH



IMPROVED HEALTH OUTCOMES



LOWER COSTS

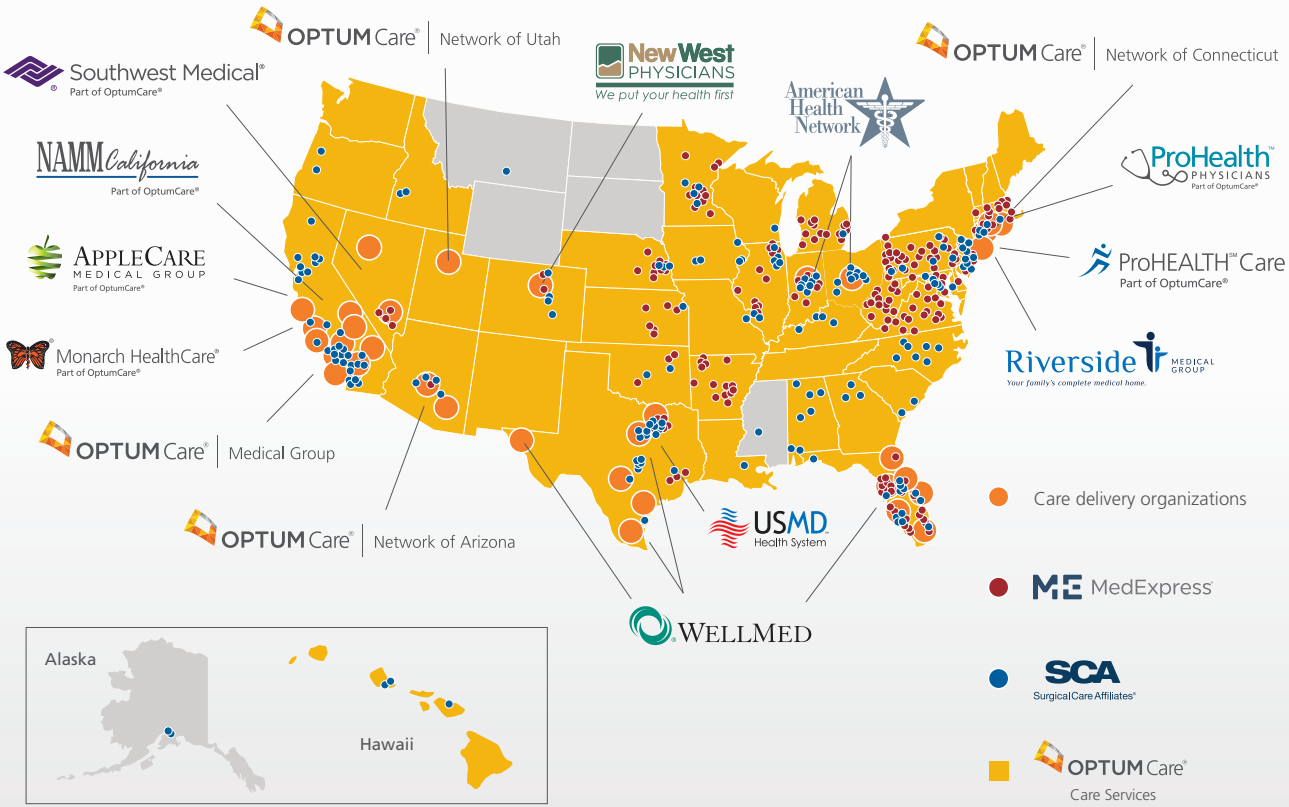


EXCEPTIONAL PATIENT CARE EXPERIENCE



EXCEPTIONAL PROVIDER EXPERIENCE

THE GROWING OPTUMCARE PRESENCE





The OptumCare Story

Keeping patients healthier by providing personalized and coordinated care, resulting in an exceptional patient experience



August 2017

THE CONTINUUM OF CARE

Improving patient health and helping to make health care work better



PRIMARY AND SPECIALTY CARE

OptumCare provides a full range of primary care-led services, from annual wellness visits and preventive care, to acute care for illness and management of chronic conditions. Our care providers work closely with medical specialists to coordinate care and make sure each patient gets the care they need, when they need it.

80 HEALTH PLAN PARTNERS
served by OptumCare across the country

> 21,000 PHYSICIANS
and 6,500+ advanced practice clinicians delivering patient care

25% LOWER ADMIT RATES
for care delivery seniors vs. Medicare fee-for-service

4+ STAR PLANS
> 84% of care delivery members in a 4.0+ Star plan



URGENT CARE

Our MedExpress® centers provide affordable and convenient urgent care including treatment for illnesses and injuries, preventive health care and employer services. We offer a one-stop option for unscheduled care of non-life-threatening conditions at a fraction of the cost of emergency room care. OptumCare also offers cost-effective urgent care in markets without a MedExpress presence.

> 200 NEIGHBORHOOD CENTERS
across the country

> 90% OF PATIENTS
would recommend MedExpress

OPEN 7 DAYS A WEEK
12 hours a day

AVERAGE CLINIC VISITS
are less than one hour

*Statistics shown are for MedExpress



OUTPATIENT SURGICAL CARE

Surgical Care Affiliates® (SCA) is the largest network of independent ambulatory surgical centers and surgical hospitals in the U.S. We build strategic partnerships that allow for the acquisition, development and optimization of facilities to help provide better access to high quality care at a lower cost, while prioritizing patient satisfaction. OptumCare also offers outpatient surgical services in non-SCA markets.

> 200
surgical facilities

> 8,000
teammates

> 7,500 AFFILIATED SURGEONS
who perform approximately 1 million procedures in SCA facilities each year

> 95% OF OUR PATIENTS
would recommend SCA's facilities to a friend or colleague

*Statistics shown are for Surgical Care Affiliates



COMPLEX CARE MANAGEMENT

The OptumCare complex care and palliative care programs are focused on ensuring that needs are being met for patients with serious illness, now and in the future. We provide patients and their families with added care and support to help ensure they are receiving the right care when and where they need it.

SERVING MORE THAN 70,000 INDIVIDUALS
in 26 states

CARING FOR PATIENTS IN NEARLY 1,900 SKILLED NURSING FACILITIES
or assisted living communities

49% REDUCTION
in emergency room visits

60% REDUCTION
in hospitalizations



IN-HOME VISITS

The HouseCalls program provides an annual in-home clinical preventive assessment for Medicare and Medicaid members enrolled in qualified health plans. The visit is voluntary, supplemental to the care a member receives from their primary care provider (PCP), and is provided at no cost to members by their health plan.

> 1 MILLION
in-home patient visits annually

98%
member satisfaction rate

> 1,800 ADVANCED PRACTICE CLINICIANS
serving members in over 43 states

45-60 MINUTES
of one-on-one time for patients in the comfort of their own homes

LEARN MORE AT [OPTUMCARE.COM](https://www.optumcare.com)



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