

OptumCare

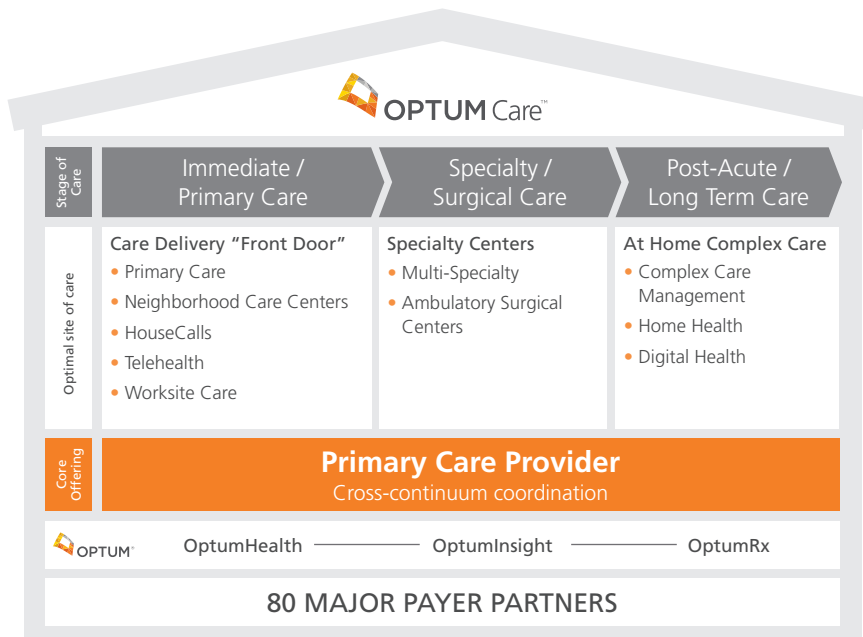
Delivering outstanding patient care

Empowering value-based care success

OptumCare is the premier ambulatory-oriented integrated health care organization focused on improving the health of patients and delivering value-based care. The organization seeks to advance population health by providing a premier patient experience, highest-quality care, lower per capita costs, and an outstanding provider environment. With its patient-centered focus, OptumCare delivers the right care at the right time in the right setting, assuming responsibility for health care quality and cost across a continuum of settings.

Our national system of coordinated care extends across physician practices and medical groups, independent practitioner associations, specialty care and surgery centers, advanced practice clinicians, urgent care, home health, post-acute transitions, complex care in skilled nursing facilities, and palliative care.

The OptumCare care continuum



By investing in high performing primary care providers who serve as the base of care for all we do, we surround them with supporting assets and capabilities across the continuum of care.



Success factors

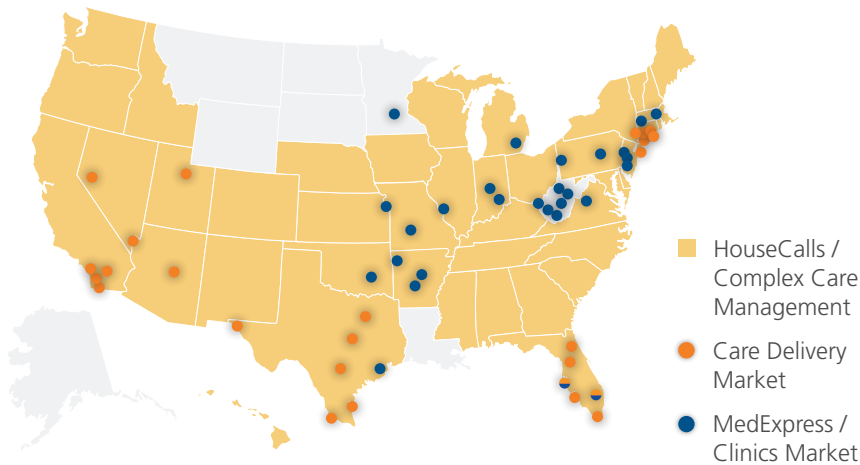
-  Enhancing local care with Optum data, analytics and technology
-  Building a national operational and clinical support model
-  Maximizing performance in a multi-payer value-based model
-  Operating a flexible model that embraces market-level innovation
-  Delivering a patient-centric care experience

Growing presence

Over the next decade, we aspire to develop and operate the premier national model for a population-health-oriented, ambulatory-facing, integrated delivery system. Today our presence spans:

8.5M consumers served	80 health care payers	20k physicians	6,500 advanced practice clinicians	500 primary & urgent care clinics
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Geographic footprint



Three- to five-year growth drivers

OptumCare is a strategic asset that enables broader enterprise relationships and strategic opportunities. Today, OptumCare represents over half of OptumHealth revenues and will continue to be a significant contributor to future revenue growth.

OptumCare plans to grow in several ways over this time frame:

- Aligning with 8,000 additional physicians
- Growing by 4 million new consumers
- Adding 15 new large payer relationships

OptumCare has made strong progress toward achieving the quadruple aim of: **better care**, **lower costs** and a **superior patient experience** – all with high provider satisfaction.

Best-in-class **quality** care

- 1 of 12** 5-star plans in the country
- >90%** Care Delivery HEDIS metrics showing year-over-year improvement

Enhanced **cost** management

- 33%** Lower Care Delivery senior admit rates vs. Medicare fee-for-service
- 10%** A MedExpress urgent care visit averages only 10% of the cost of an emergency room visit

Streamlined **patient** experience

- 70** NPS at MedExpress
- 96%** Care Delivery patients recommend their provider's office

Provider destination of choice

- 85%** Physicians would recommend their provider group to friends or family who need care
- 88%** Advanced practice clinician engagement score