

Optum Advisory Services

Helping health care leaders address their biggest challenges



Many leaders today are facing unprecedented pressure to grow and transform while addressing increasing risks and margin threats.

Addressing rapid changes amidst growing risks can add unanticipated failures to successes in a competitive environment that leaves little room for errors. In today's uncertain environment, leaders often find themselves looking for new ways to:

- Control their organization's destiny amid uncertainty
- Thrive financially through both healthy margins and market expansion
- Engage consumers and physicians to improve quality and experience
- Create new partnerships and align with stakeholders that can help drive performance improvements

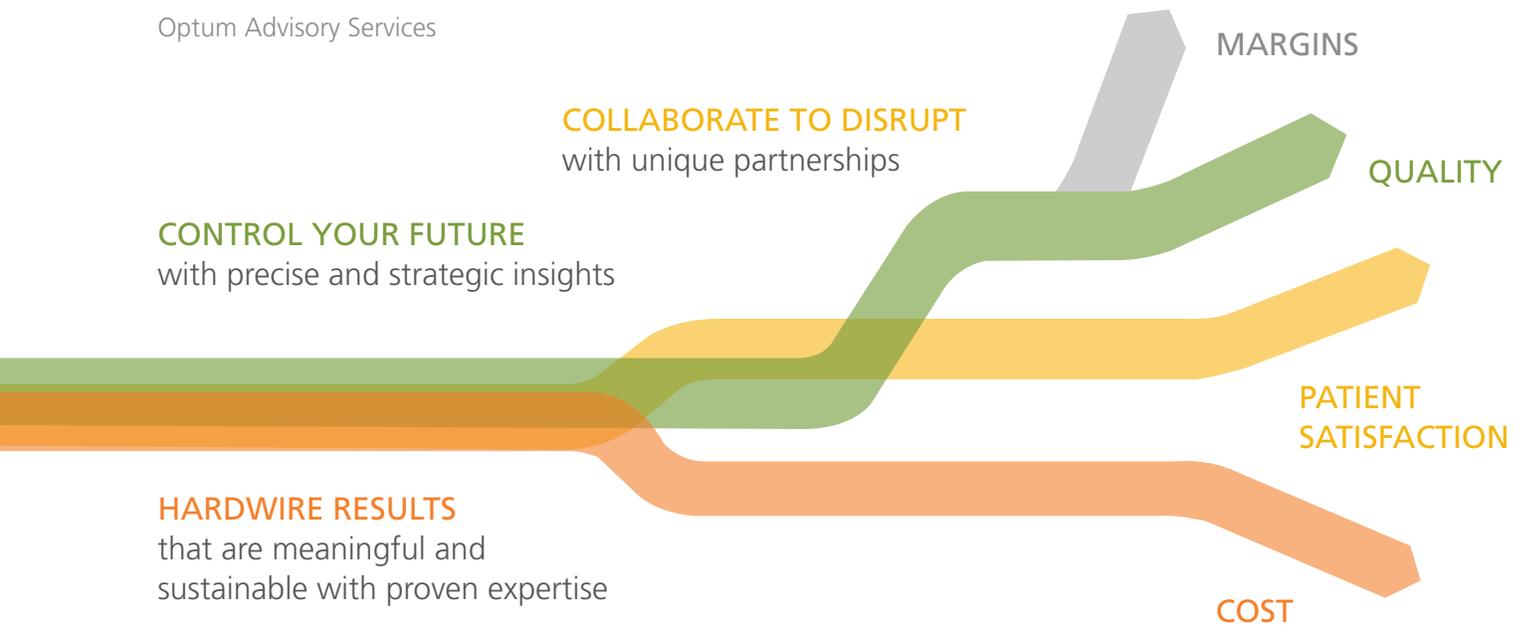
Helping leaders drive the right changes at the right time

Optum[®] Advisory Services specializes in helping health care leaders address their biggest challenges with guidance, insights and precise strategies needed to help assert control over their organization's future. Our diverse health care capabilities and real-world experience can help you to hardwire meaningful results that would otherwise not be achievable. You can depend on our proven track record of driving success with partners across the entire health care continuum to help you grow, thrive and disrupt.



Key questions leaders are asking themselves today:

- What margin and growth rates can I expect to sustain and lead within my markets?
- How much time and money should I invest in advancing value-based care?
- Which partners and stakeholders can help me transform higher care quality, engagements and cost efficiencies?
- Where are my biggest opportunities for reducing care costs while improving quality?



Control your future with precise and strategic insights

We can help you drive results that you might otherwise not be able to achieve by tapping into our team's deep health care experience. We can assess your organization's position in the marketplace by analyzing your data alongside the industry's largest health care data asset. We'll help you realize your vision by developing your best strategic pathways for sustainable success with actuarial precision.



Hardware meaningful and sustainable results with proven expertise

We are more than consultants. We are also operators with real-world health care expertise who can help you hardware meaningful and sustainable results. Whether it's growing your organization's top line or defending the bottom line, we work alongside you to implement lasting change by drawing upon a unique breadth of financial, IT, operations, analytics and clinical capabilities.



Collaborate and disrupt with unique partnerships

We are here to help your organization thrive. We can help you create new partnerships across the health care spectrum to develop new opportunities for value in the financing and delivery of health care. Developing new partnerships and forward thinking business and clinical models can help you to deliver cutting-edge results.



- Team of over **1,300 experts** in health care
- Unrivaled breadth and granularity of clinical and claims data — **including 98 million lives** of clinical data **and 188 million lives of** claims data
- Seasoned multidisciplinary team that has built **15 percent of all clinically integrated networks (CINs) in the U.S.**

Examples of real-world results



Leveraging analytics to uncover cost savings and transform value-based care

<p>Challenge: Health system needed guidance to understand how much to invest in value-based care (VBC) transformation. System wanted to improve results with current population health and analytics platforms.</p>	<p>Solution: The discovery analytics capabilities of Optum helped to identify opportunities to reduce care cost and reinvest into VBC initiatives. We partnered to develop strategic pathways for network, contracting and new clinical models to help advance care quality and reduce costs.</p>	<p>Results: Discovery analytics uncovered opportunities to save \$10 million per year by targeting and managing growing top chronic disease care costs. Health system savings were reinvested into new initiatives to help transform.</p>
<p>Challenge: Northeast health system concerned about risk exposure and unfavorable financial outcomes as a new participant in an accountable care organization (ACO) risk contract.</p>	<p>Solution: Experts analyzed population health data to identify the highest impact intervention points to establish the right care management programs.</p>	<p>Results: Together, Optum and the health system achieved a 15 percent reduction in readmissions and 50+ percent increase in care management program member engagement.</p>



Responding to risk and quality pressures in Medicare Advantage

<p>Challenge: Medicare Advantage plan struggling with financial stability with low performing Star ratings and uncertainty around risk adjustment factor (RAF) scores.</p>	<p>Solution: Expert analysis identified high-risk member care gaps were negatively impacting results. To address gaps, Optum aligned process improvements, technology and analytics along with services to conduct patient outreach and improve coding.</p>	<p>Results: By partnering across teams, Optum helped increase Star ratings by 10 percent, increased annual face-to-face visits from 3,418 to 8,368 and improved RAF accuracy by 0.086.</p>
---	--	---



Addressing care variation with clinical care redesign

<p>Challenge: Leadership of five-hospital, integrated delivery system wanted to grow the cardiovascular service line into high-performing heart institute model.</p>	<p>Solution: Optum consultants assessed performance to identify highest priority opportunities for achieving high-reliability care, reducing variation in quality and cost. We partnered to develop and implement a unified program, provide in-depth implementation support and build a culture of improvement.</p>	<p>Results: Implementation resulted in \$7.5 million in savings from 10+ initiatives across year one.</p>
---	---	---



Implementing value-based contracts

<p>Challenge: Startup organization was interested in a value-based contract opportunity with a regional health plan serving Medicaid and Medicare Advantage populations.</p>	<p>Solution: Identified opportunities to create a financially viable contract based on the health plan's claims data and a completed performance improvement opportunity analysis.</p>	<p>Results: Optum contractual recommendation utilization resulted in a 5-8 percent improvement in reimbursement.</p>
---	---	--

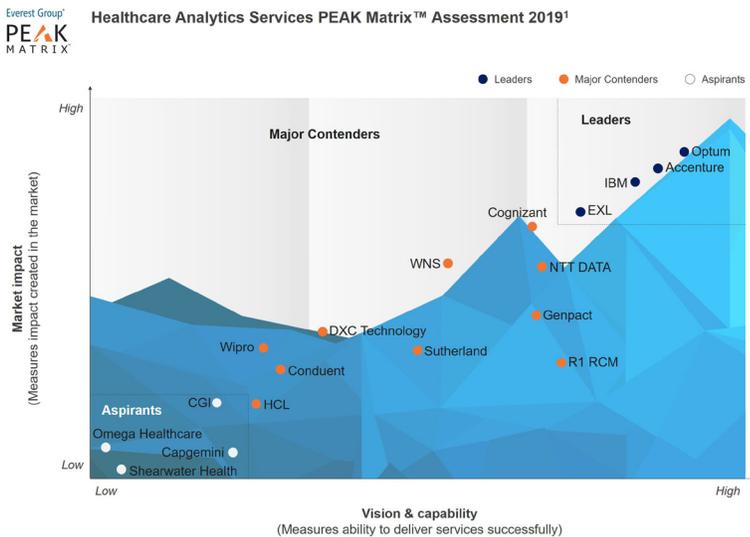
What others say about us

"Health care organizations are looking for health care consulting firms to effectively adapt to digital business models, manage their cost equation, improve quality of care delivered and navigate through regulatory uncertainties. Optum, with its deep domain strengths, strong data assets and differentiated consulting pedigree, is positioned well to help health care organizations navigate these winds of change and embrace the digital-first normal."

— Jimit Arora, partner, Everest Group

The analytics leader

In its debut as a category, Optum emerged as a leader among 18 competitors for its extensive investments and unique demonstration of both clinical and administrative capabilities across the entire payer and provider value chain.



In 2018, Optum Advisory Services was ranked as the second largest health care consulting firm in *Modern Healthcare*. Additionally, clients rated Optum Advisory Services the highest for expertise among Focused Healthcare-Specific consulting firms in the 2018 KLAS Healthcare Management Report. KLAS reported that clients often view Optum Advisory Service experts as “trusted partners” who help guide organizational vision and strategy, and solve problems. Clients noted:

"[Optum] deep knowledge allows for the quick and clear decisions in value-based care, and [their] depth and experience allow them to come to the table prepared with solutions to challenges that haven't arisen yet."

— Client*



11000 Optum Circle, Eden Prairie, MN 55344

Optum® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2019 Optum, Inc. All rights reserved. WF1126350 03/19



Meet our experts and learn how we can help you address your biggest challenges. Ask how our discovery analytics can uncover cost savings and help you invest in future growth.

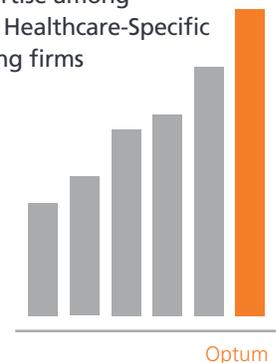
Call: 1-800-765-6807

Email: empower@optum.com

Visit: optum.com

TOP RATED

for expertise among Focused Healthcare-Specific consulting firms



*Source: 2018 KLAS Healthcare Management Report