

Supporting mission-critical IT programs for CMS



As budgets shrink and the need for information technology (IT) solutions grows, government agencies are looking for ways to maximize their IT investment while working to improve the efficiency and quality of their health and human services programs. That's why government officials count on OptumServe™ to deliver market-driven business and technology solutions that measurably improve the health care ecosystem. Our global health services capabilities — distinguished by innovation, quality and deep health care industry experience — provide the full range of technology and business process services that can scale at any size.

OptumServe has been a trusted partner with the Centers for Medicare and Medicaid Services (CMS) for nearly 10 years, providing key IT capabilities on transformational projects such as the following.

One PI

To preserve and protect the integrity of Medicare and Medicaid entitlements, the CMS Center for Program Integrity (CPI) created the One PI system, an enterprise resource to help identify, deter and prevent all fraud, waste and abuse (FWA) activities across the agency. OptumServe maintains the One PI portal and continuously works toward improving access to data in support of advance analytics performed by its user base. OptumServe development and maintenance activities include:

- Ensuring that data available in the Integrated Data Repository (IDR) can be accessed by One PI users through a CPI-specific access layer
- Implementing new data sources
- Ensuring that portal users can access the One PI analytic tools
- Enabling people to share information about program integrity through the portal
- Providing training on advanced business intelligence tools in support of advanced data analytics
- Leading the Program Integrity Data Users Group
- Helping CMS arrive at the best ways to secure, load and interpret Medicaid data used for Medicare — Medicaid data matching so Medicaid data are available to One PI users

Enhancing the consumer experience for HealthCare.gov

As the Marketplace Advisor and Systems Integrator (MASI), We helped CMS monitor, assess, prioritize and manage the technical operations of HealthCare.gov. To accomplish this, we helped CMS manage and integrate the work of the many vendors working on the site and initiated:

- Implementation of infrastructure improvements
 - Defect prioritization and resolution processes
 - Change management processes and procedures
 - Reporting
 - Rapid deployment capabilities
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- Developing and maintains procedures and processes for quality assurance
- Maintaining a One PI Help Desk
- Ensuring One PI's high performance, throughput and response time data
- Helping CMS implement data labs
- Improving integration between business intelligence and analytical tools
- Supporting the growing base of One PI users
- Coordinating End User Acceptance Testing

Enterprise Identity Management System

We have assisted CMS with the implementation and operation of its Enterprise Identity Management (EIDM) System. EIDM uniquely identifies users who register to use CMS systems. It includes identity management, access management, user-authorized workflows and functions for managing an identity across its lifecycle — for example, functions to reset a password and help a user who has forgotten his or her user ID. We provide identity and credential management, access management, auditing and reporting, and operations engineering services.

Medicaid and CHIP Business Information Solutions

To make their systems' performance measurement, data collection and reporting more efficient and improve transparency, CMS entrusted OptumServe to oversee their Medicaid and CHIP Business Information Solutions (MACBIS) program.

For MACBIS, we provide CMS with a solution to:

- Manage and administer state plans and amendments under the various Medicaid and CHIP authorities
- Collect state data about plans, beneficiaries, prescriptions and payments, amounting to hundreds of pages of forms and data
- Deliver integrated analytics capabilities for state programs to assess the quality and efficiency of the underlying systems

In 2017, Optum formed a new federal health services business called OptumServe.

OptumServe™ provides health services and proven expertise to help federal agencies tackle some of the biggest challenges in health care. By partnering with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations, we help accelerate VA modernization, support operational effectiveness and readiness in military health, and guide the transition to value-based care. With capabilities in health policy research and consulting, health IT, data and analytics, health care operations, military and Veteran health services, and population health management, OptumServe is proud to support federal agency efforts to modernize the U.S. health system and improve the health and well-being of Americans.

Recognitions

Optum was ranked **No. 1** in *Healthcare Informatics* magazine's Top 100 in 2017.

UnitedHealth Group was ranked **No. 6 on the FORTUNE 500** in 2017.

Optum earned Frost & Sullivan's **2016 North America Company of the Year Award** for the population health management market.

UnitedHealth Group was honored by the National Business Group on Health with a **"Best Employer for Healthy Lifestyles"** Platinum Award in 2017.

UnitedHealth Group was named a 2017 **Top 100 Military Friendly Employer** and a 2017 **Top 50 Military Spouse Friendly Employer** by Victory Media.

UnitedHealth Group was named one of the **"World's Most Admired Companies"** by FORTUNE, 2011–2017.

For more information or to schedule a meeting, visit optum.com, call 1-800-765-6073 or email solutions@optum.com.



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