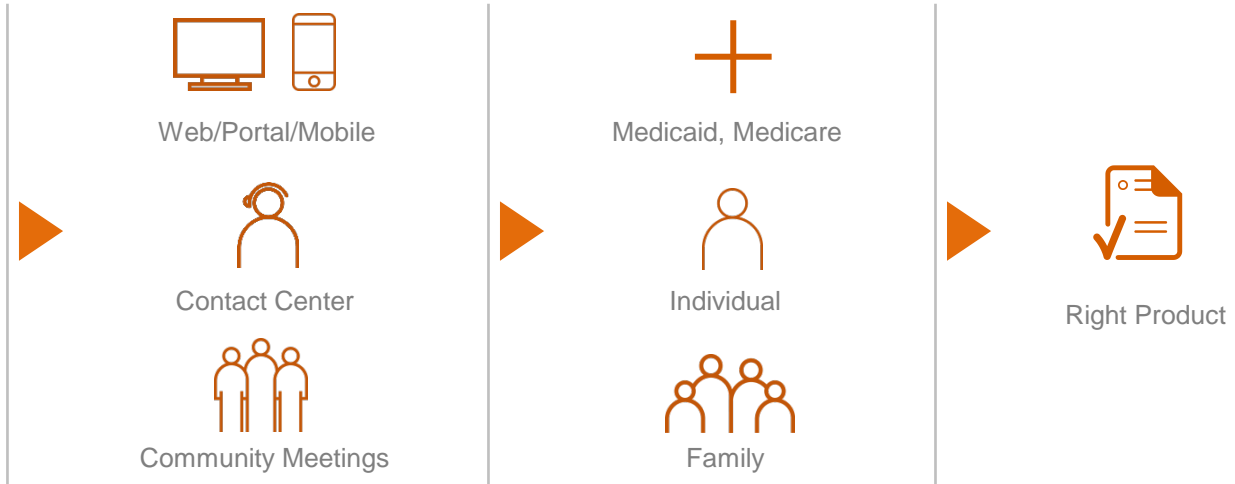




Consumer/Member



### Account Profile

**Client Since:** 2007

**Products Offered:** Acquisition & Retention

**Markets Served:** Medicare, Medicaid, Individual & Family

**Site Locations:** Orlando, FL, Denver, CO, Dallas, TX

**Total Agents:** 1100 (peak)

- Optum CSS acquisition and retention model gets consumers into the right products the first time, and retains them through continuous proactive engagement.
- This partnership has grown membership by over 1 million members, and contributed to achieving a 5-star rating in each Medicare contract active today.