

## Caring for those who deliver care



Engaging individuals at risk for chronic or complex conditions is a challenge across the health care system. When the employer is in the business of delivering health care, poor engagement, though, has a special poignancy. Physicians and health professionals, better than most, understand the ramifications of unaddressed chronic conditions. For this reason, Optum<sup>®</sup> offers a care coordination module specifically designed to help health care employers overcome these challenges in their benefit programs.

Our pre-emptive approach focuses on early identification of members with chronic conditions — and those at risk for them. Early engagement and enrollment in a care coordination program provides the education and empowerment these individuals need to take charge of their well-being. This holistic approach leads to meaningful engagement and reduced financial risk.



### **A solution built on flexibility**

Large provider groups, like hospitals, multi-specialty clinics and accountable care organizations, need solutions tailored to their individual population. Our flexible approach helps meet the needs of your entire organization — no matter where an employee fits on the economic or health risk spectrum.

**OptumIQ™**, at the epicenter of our approach, collects a breadth of data from across the health care system, individuals, claims, labs and more. Combining, refining and continually enriching billions of data points provides OptumIQ with the comprehensive view to identify at-risk employees. Our data-driven — as well as our referral-based — identification focuses on the small but complex segment of patients dealing with life-limiting diseases, chronic conditions and multiple comorbidities as well as those rising in risk.

### Data turned into action

Our registered nurses and community health workers engage employees on site or wherever they are most comfortable. Their support, education and guidance empower employees to take charge of their health, helping address gaps in care. This flexible approach also allows us to adjust the risk criteria based on emerging costs and disease prevalence — for example, the incidence of diabetes within the population.

### Meaningful results add value

Optum helps reduce costs by improving engagement and outcomes, nurturing and guiding employees to a healthier future. Individualized engagement builds trust, essential for helping members follow their plan of care.



#### Engagement for your employees

- One-on-one engagement with caring and knowledgeable professionals
- Individualized and discrete approach leads to more personalized engagement
- Field-based outreach engages employees where they are



#### Reduced financial risk for you

- Early identification of emerging and at-risk employees
- Reduce medical spend trend by encouraging and guiding members to in-network providers
- Flexibility to adjust the system risk criteria based on disease prevalence and emerging costs



#### Unique solutions for your employee medical plan:

- Identify disease prevalence and highest risks
- Improve employee advocacy, satisfaction and productivity
- Guide and support domestic network providers

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Learn more about how Optum can help improve your employees' health and well-being while curtailing medical plan expenses.

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