

# Optum



## Total Care Management

Optum delivers end-to-end solutions for workers' compensation and auto no-fault claim management needs.



## Total Care Management is the Optum mission, value and solution for our clients

We go beyond simple transactional savings and look at the injured person's complete treatment. By managing all aspects of medical care for an injured person, Optum can help ensure the level and timing of care are appropriate and effective and drive to the best outcome at the lowest possible cost.

We call this Total Care Management...it is the Optum way.

### Optum makes your needs our focus.

Our coordinated programs and services are in place to help you:

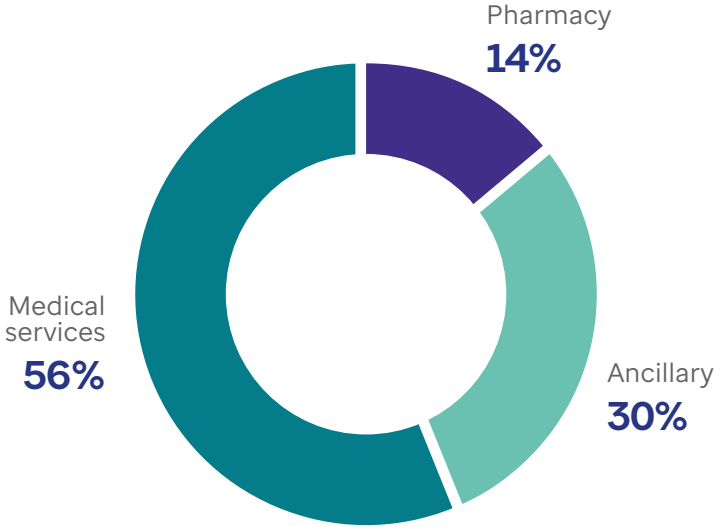
- Reduce overall costs
- Drive transactions in network
- Control utilization
- Provide access to holistic care
- Simplify claim administration
- Analyze claim data
- Take action on high-risk claims
- Control opioid and other medication use
- Ensure regulatory compliance
- Manage fraud, waste and abuse



## Recovery from an injury often requires a variety of treatments

An individualized treatment plan is designed to deliver the best outcomes for each person's unique injury. That may mean a prescription, durable medical equipment, a visit to a specialist or more. If you don't manage all of the necessary treatments, you will miss opportunities to help control overall costs, risks and recovery for the injured person.

Costs for work-related injuries



- Pharmacy services**
  - Prescription medications
- Ancillary services**
  - DME and supplies
  - Home health
  - Transportation & translation
  - Diagnostic testing
  - Emergency services
- Medical services**
  - Office visits
  - Surgery and anesthesia
  - Hospital services
  - Medical specialties
  - Bill review
  - Clinical & coding logic

According to NCCI, pharmacy transactions make up only 14% of the costs for work-related injuries. Ancillary services are responsible for 30% of costs and other medical services make up 56% of costs.



## The Total Care Management solution provides a holistic view of treatment and care

While others focus on claim transactions, the Optum focus is on the injured person. As a leader in the workers' compensation and auto no-fault industries, we strive to make sure that every injured person gets the right treatment at the right time and for the right duration, throughout the injury lifecycle.

From the services and insight you need, to the systems you access and the information you analyze to drive your decisions; Optum delivers a simple process, clear recommendations, and evidence-based clinical guidance. We want to be your trusted partner and your solution to help you manage your workers' compensation and auto no-fault claims.



### Pharmacy Care Services

Optum Pharmacy Care Services combine clinical expertise, analytical tools and industry knowledge with our 45+ years of experience processing millions of pharmacy transactions. Our proven solutions deliver positive clinical outcomes and cost containment strategies and help forecast industry direction. Our Pharmacy Care Services address the key challenges that drive pharmacy spend, access to pharmacies, unit cost, utilization, administrative costs, compliance and service quality.



### Ancillary Services

Whether an injured person needs medical supplies, transportation, translation or other services such as home health, Optum Ancillary Services are expertly delivered by our network of knowledgeable and trustworthy providers. Plus, we apply our clinical approach to these services to make sure they are not just delivered on time but that they are appropriate and effective for the injury. Our easy-to-use portals and analytics help with claim predictability so you can be more efficient, lower claim costs and improve the injured person's experience.



### Medical Services

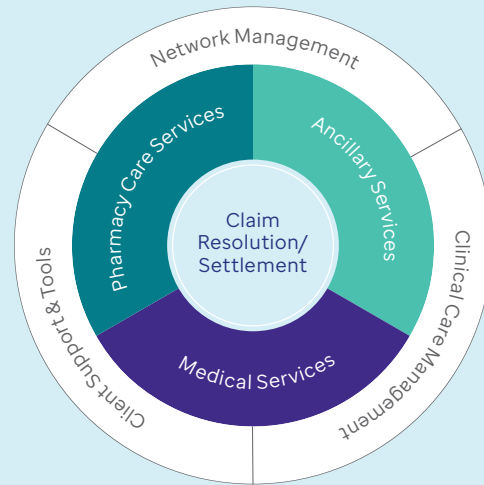
Optum offers Medical Services including an expanding network of hospitals, physicians, clinics and specialists who are credentialed and vetted to ensure access to quality care for your injured persons. Our proprietary Procura Network and our exclusive connection with UnitedHealth Group's OneNet® network allows us to increase access to care, drive data integrity and simplify claim administration resulting in greater savings. Working in conjunction, our Bill Review service and proprietary Clinical & Coding Logic, increases medical savings by streamlining workflows and driving efficiency.



### Settlement Solutions

Settlement Solutions provides a smarter, clinically-appropriate and customizable way to achieve Medicare Secondary Payer compliance and cost savings. You can expect industry-leading settlement solutions and insights at competitive prices with no surprises to you or the injured persons you serve.

## Total Care Management at a glance



## Your needs are our focus, for one service or many

No matter if you need pharmacy, ancillary, medical or settlement services – or a combination of them all—we will help you design a program that focuses on your needs and is built on our three foundational pillars.



### Network Management

Drives access to care, savings and data capture for reporting and analytics.

- National pharmacy, ancillary and medical service networks with a focus on workers' compensation and auto no-fault to maximize network savings
- Vetted providers covering all medical treatment services and products
- Strategic partnerships and programs to maximize access to care and savings



### Clinical Care Management

Ensures appropriate pharmacy, ancillary and medical service care, improves clinical and economic outcomes and provides faster claim closure.

- Proprietary risk analytics applied to every claim ensures appropriate utilization and eliminates unnecessary costs
- Strategic interventions based on industry guidelines, regulatory rules and evidence-based best practices
- In-house, dedicated clinicians and staff to manage, monitor and advise on claims and clinical programs
- Continuous oversight and guidance through our Ancillary and Pharmacy Therapeutics Committees



### Client Support & Tools

Work within the client's existing workflows to streamline training, identify emerging risk, support faster claim closure and provide real-time insights and reporting when the information is needed the most.

- Industry's largest source of data and analytic capabilities
- Dedicated team of care coordinators to assist with all facets of your Total Care Management program
- Leading-edge portals and internal systems with the focus of ease-of-use and access to information
- Configurable program options to address your specific goals

Through the integration and coordination of our pharmacy, ancillary, medical and settlement products and services, Optum Total Care Management can help you meet your needs, resolve your challenges and lead you to benefits including:

**Broadest access to care** with our expansive provider networks that cover all aspects of medical treatment.

**Superior delivery of care and service** that focus on the well-being and safety of every injured person

**Optimal clinical and financial outcomes** for your injured persons and your business.



For more information on the Optum Total Care Management solution and any of our products and services, visit [workcompauto.optum.com](https://workcompauto.optum.com) or email us at [ExpectMore@optum.com](mailto:ExpectMore@optum.com).

### **About Optum Workers' Compensation and Auto No-Fault**

Optum Workers' Comp and Auto No-fault Solutions collaborates with clients to lower costs while improving health outcomes for the claimants we serve. Our comprehensive pharmacy, ancillary and medical services, including settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure claimants receive safe, efficacious and cost-effective care throughout the lifecycle of a claim. For more information, email us at [expectmore@optum.com](mailto:expectmore@optum.com).

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