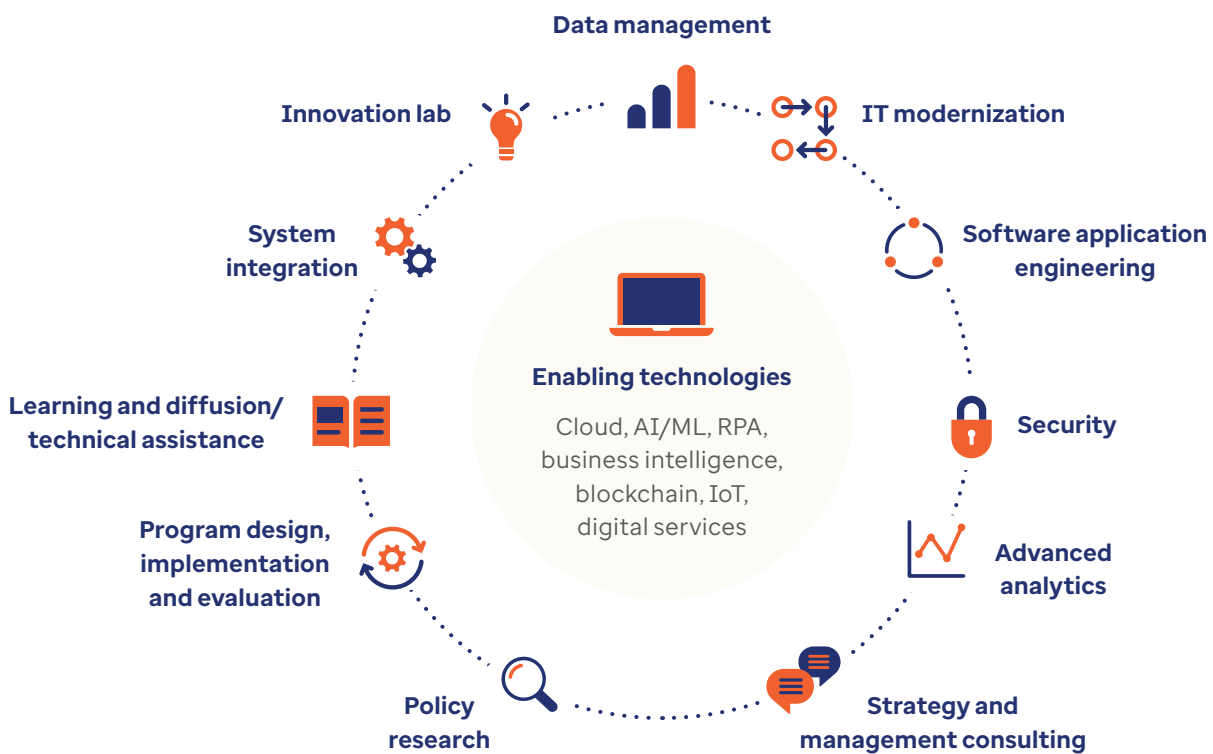


# Health technology and consulting solutions



We're dedicated to improving health across the nation by combining innovative technology solutions with policy and analytic expertise to serve our federal customers.

## Tailored solutions, proven expertise



## How we serve

### Centers for Medicare and Medicaid (CMS) One Program Integrity (PI)

#### Solution:

We created a CMS enterprise resource to identify, deter and prevent all fraud, waste and abuse (FWA) activities across the agency. For more than 20 years, Optum Serve has partnered with CMS to establish and maintain program integrity initiatives, recovering billions of dollars each year.

#### Support:

- Provide analysts with training, access and support to a suite of business intelligence tools that access the Integrated Data Repository to fight FWA
- Maintain and improve the One PI portal and created new ways for One PI and CMS to analyze data, including serving, training, business intelligence, security, compliance and continually engaging the end-user community
- Expand and upgrade systems to incorporate new data sets, system capabilities and data analysis tools
- Establish and maintain an analytic environment for fraud investigators and produce analytic reports for users to adopt

### Food and Drug Administration (FDA) Biologics Effectiveness and Safety (BEST) Initiative #3

#### Solution:

Optum Serve leverages commercial capabilities in the federal market for biologics surveillance. We conduct surveillance and epidemiologic studies to help ensure the safety and effective of biologic products, such as vaccines.

#### Support:

- Cross-enterprise collaboration to include UnitedHealthcare and Optum Tech to expedite the integration of COVID-19 vaccine registries from the 64 state Immunization Information Systems (IIS) into the Optum Single Data Repository system
- This program continues to be highly valued by the FDA, and Optum has been highlighted on recent FDA BEST panels to discuss the very visible impact this Center (CBER) had during the pandemic

#### About us

Optum Serve is the federal health services business of Optum®. We deliver solutions that meet the broad spectrum of health care needs throughout the federal government. By combining our unmatched data with deep insights from across our enterprise, we help solve challenges facing the government today – and uncover smarter solutions for tomorrow. Through close partnerships, we design tailored offerings that help customers work toward our shared goal: better health outcomes nationwide.

**Optum** Serve®

#### Results:



**3.9M**

reports produced



**98%**

overall help desk satisfaction

Metrics represent book of business for full year 2022.

#### Results:



**33**

IIS records obtained



**64 state**

COVID-19 vaccine IIS registries integrated

Metrics represent book of business March 2023.

#### For more information:

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