Accelerating Patient-Centric Primary Care

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A shared goal

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Our approach to value-based care

Care delivery platforms

Platform integration

Enabling quality outcomes

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Care delivery platforms

Goal of a comprehensive, connected health care delivery system

Primary, specialty clinics

Home & community

Behavioral health

Virtual care

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Primary & specialty clinics

Primary & Specialty
Urgent Care
Surgical Care

Physician-led, ambulatory care delivery

Focused, evidence-based care

Increasing physician support with APCs and broader care teams

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Home & community

Integrated in-home medical, behavioral and social care delivery

Annual home clinical visits identify gaps in care

Quality patient outcomes

Savings for payer partners

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Behavioral health

Integrate benefits management with personalized patient care

Align tools and clinical resources to integrate medical and behavioral care

Virtual capabilities to support flexibility

Broad network to support access

Advanced tools to proactively identify needs

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Virtual care

Simple and convenient virtual-first care system

24 x 7 access

Integrated care pathways

Connecting with patient's own providers

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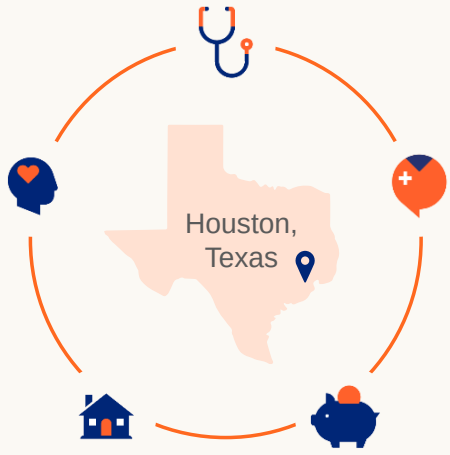
Integrated care at work

56K+ Medicare Advantage patients

~29K dual-eligible patients

1,800 Optum Care clinicians

~40K home visits



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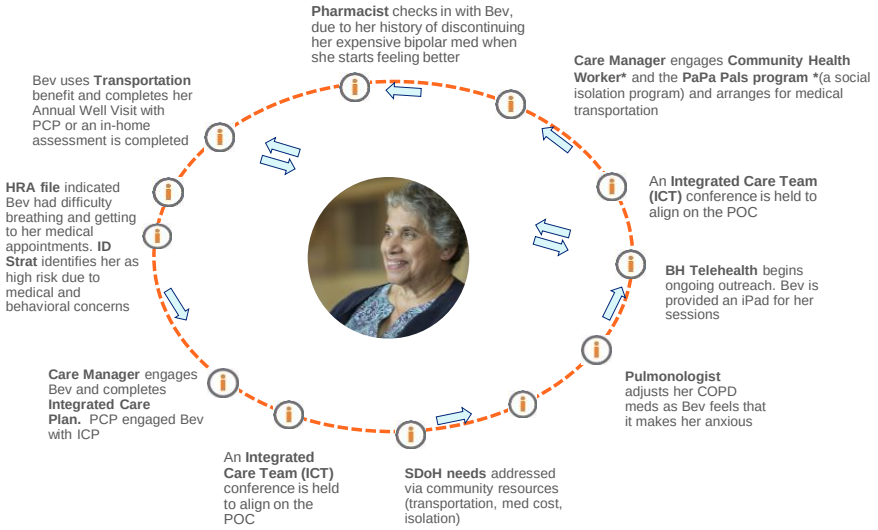
Integrated care at work

Bev is a 62-year-old DSNP member. Bev lives with her daughter who has been impacted by COVID-19 restrictions. Bev has severe COPD, heart disease, and bipolar disorder.



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Driving better outcomes for our patients

Optum Care patients vs. fee-for-service Medicare

- ~19% lower hospitalization
- 91% wellness visit vs. 84%
- 88% higher medication adherence for COPD patients
- 64% fewer complications leading to ER visits for COPD patients

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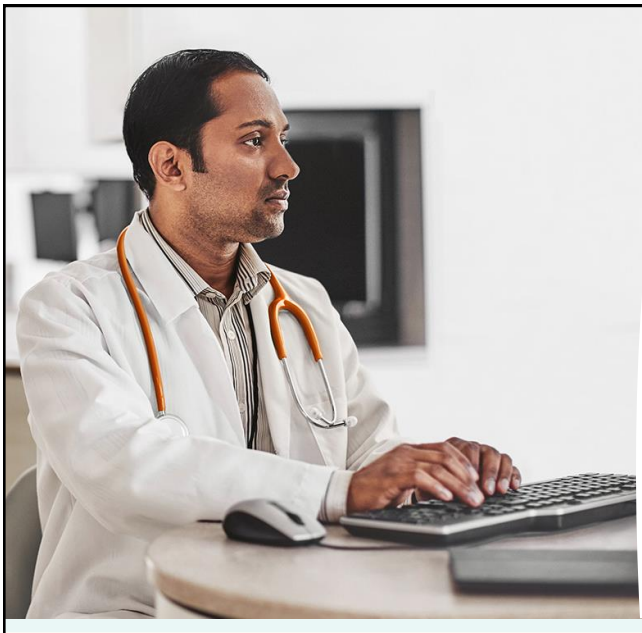

Addressing physician burnout

- Reducing administrative burden by leveraging technology
- Quality time with patients through value-based care

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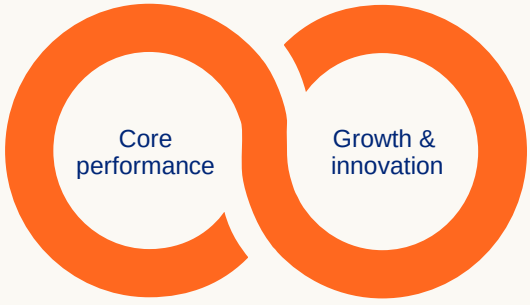
Health system partnerships

High performance through core support

Economic engine improves margins and preserves capital



Structured process for ongoing innovation

Enable next horizons of performance improvement

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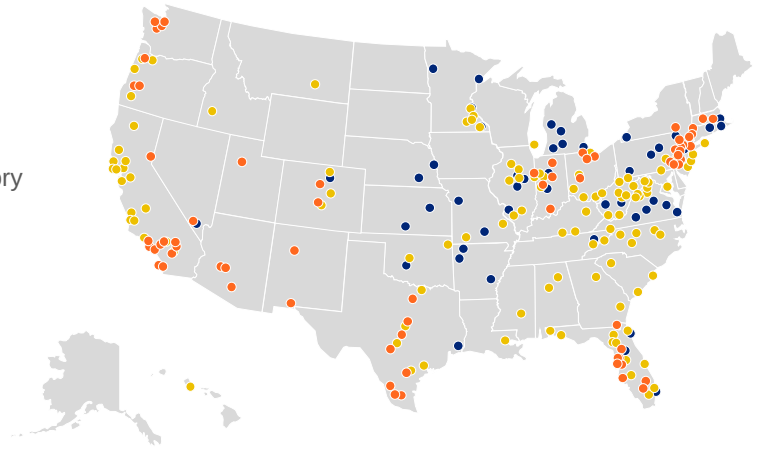
Thank you

Delivering high quality care at scale

- **1,500+**
  Primary and specialty care clinics
- **250+**
  Optum care ambulatory surgical centers
- **~300**
  Urgent care facilities



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