



An overview of Optum in India

# Performance inspired by purpose

**Optum**

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# A diversified enterprise with complementary yet distinct business platforms



UNITEDHEALTH GROUP®

Optum

## Our businesses

Optum Insight | Optum Health | Optum Rx

## Our mission

Helping people live healthier lives and helping make the health system work better for everyone.

## Our values

Integrity	Inclusion	Performance
Compassion	Innovation	Relationships



**UnitedHealth Group is ranked 4th among the Fortune 500 with a revenue of \$371.6 billion in 2023\*.** We are a health care and well-being company, with two distinct and complimentary businesses working to help build a modern, high-performing health system through improved access, affordability, outcomes and experiences.



**Optum (\$226.6 billion revenue in 2023\*)** delivers care aided by technology and data, empowering people, partners and providers with the guidance and tools they need to achieve better health.



**UnitedHealthcare (\$281.4 billion revenue in 2023\*),** offers a full range of health benefits, enabling affordable coverage, simplifying the health care experience and delivering access to high-quality care.



Over

# 400,000

Optum employees worldwide serve our customers and consumers.

Named one of **“America’s Most Innovative Companies”** by Fortune in 2024.



# Optum – a health services innovation company

Working to create a healthier world for all

## 133+ million

empowered individuals including military, veterans, Medicare and Medicaid beneficiaries



### Providers

~8 out of 10 U.S. hospitals



### Life sciences

149 organizations



### Health plans

9 out of 10 organizations



### Employers

~9 out of 10 Fortune 100 companies



### Government agencies

Federal agencies across all 50 states and U.S. territories and 20 U.S. state agencies

## Bringing all aspects of health together through three business segments:

### Optum Insight

Connects the health care system with trusted services and analytics to make clinical, administrative and financial processes simpler and more efficient.

- More than **310 million** lives of clinical and claims data leveraged for research and innovation
- **Over 1 billion** transactions processed annually through Optum Data Exchange
- Over **\$8.2 billion** invested annually on technology development and innovation
- **Over \$32 billion** in annual health plan and employer savings through Optum payment integrity solutions

### Optum Health

Delivers comprehensive, patient-centered care to drive better outcomes and experiences for patients and care providers at a lower total cost of care.

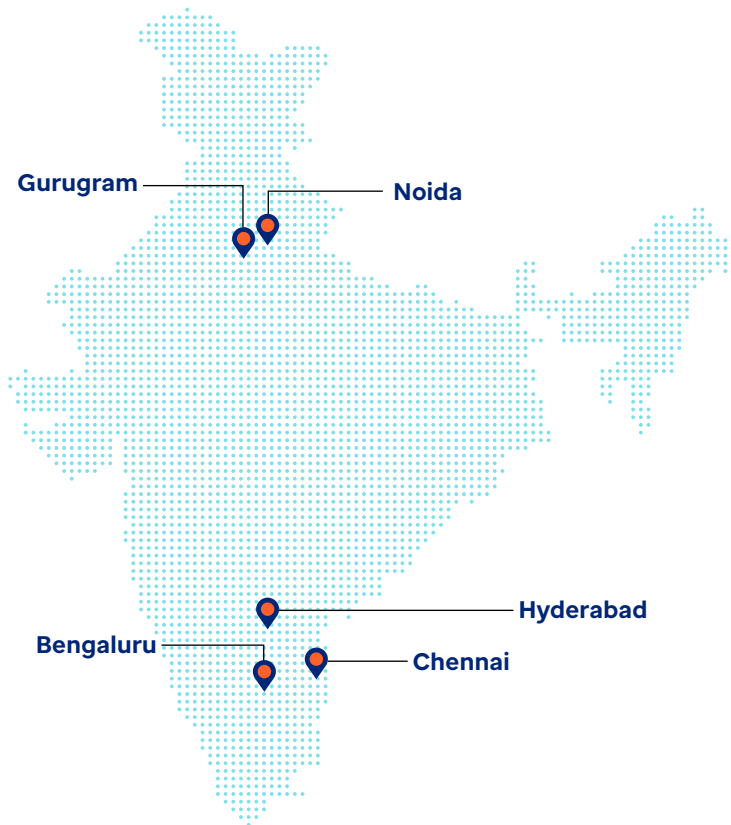
- **104 million** unique individuals served by Optum Health
- More than **86,000** Optum Care aligned/employed physicians
- **~470,000** in-network behavioral health providers
- **\$454 billion** in payments processed across **2.8 million** providers

### Optum Rx

Integrates pharmacy, medical and behavioral care through its full spectrum of pharmacy services to give people affordable access to prescription medications and therapies.

- More than **1.6 billion** adjusted retail, mail and specialty drug prescriptions processed annually
- Manages approximately **\$176 billion** in pharmaceutical spending annually
- Provides pharmacy care services to more than 62 million people in the U.S.

# Optum in India



 **Optum was established in India in 2002.**

## Brandon Hall Awards 2024:

### 3 Gold awards:

'Best program for upskilling employees - RCM Academy'

'Best use of performance support - Qlick2Learn'

'Best results of a learning program - Interns' Center for Learning (ICL)'

### Bronze award:

'Best corporate learning university - RN READY CPD program'

Recognized as one of 'the best organizations for women 2024' by Economic Times

Recognized by Avtar and Seramount as one of the '100 best companies for women in India (BCWI) 2023'

Optum India is the global capability center of UnitedHealth Group (UHG), a Fortune 5 company. We create value by leveraging an integrated model and driving innovation through deep domain expertise towards enabling a simple, more accessible, affordable, and high-quality health system.

With over two decades of our presence in India, we have scaled to be a large and successful contributor to the enterprise. We focus on delivering quality outcomes by integrating health care operations capabilities and advanced data analytics and technology solutions.

We offer our colleagues a lifetime of opportunities towards supporting the entire health care continuum. We constantly focus on creating an environment where everyone can reach their full potential by caring for our colleagues, connecting them with opportunities and purposeful work, and growing together.

As a force for good 'in India for India', our mission calls us and our values guide us. We contribute to the communities where we live and operate, in partnership with NGOs and through employee 'volunteering' and 'promoting' health equity, capacity building in health care and skill building.





## Business process solutions

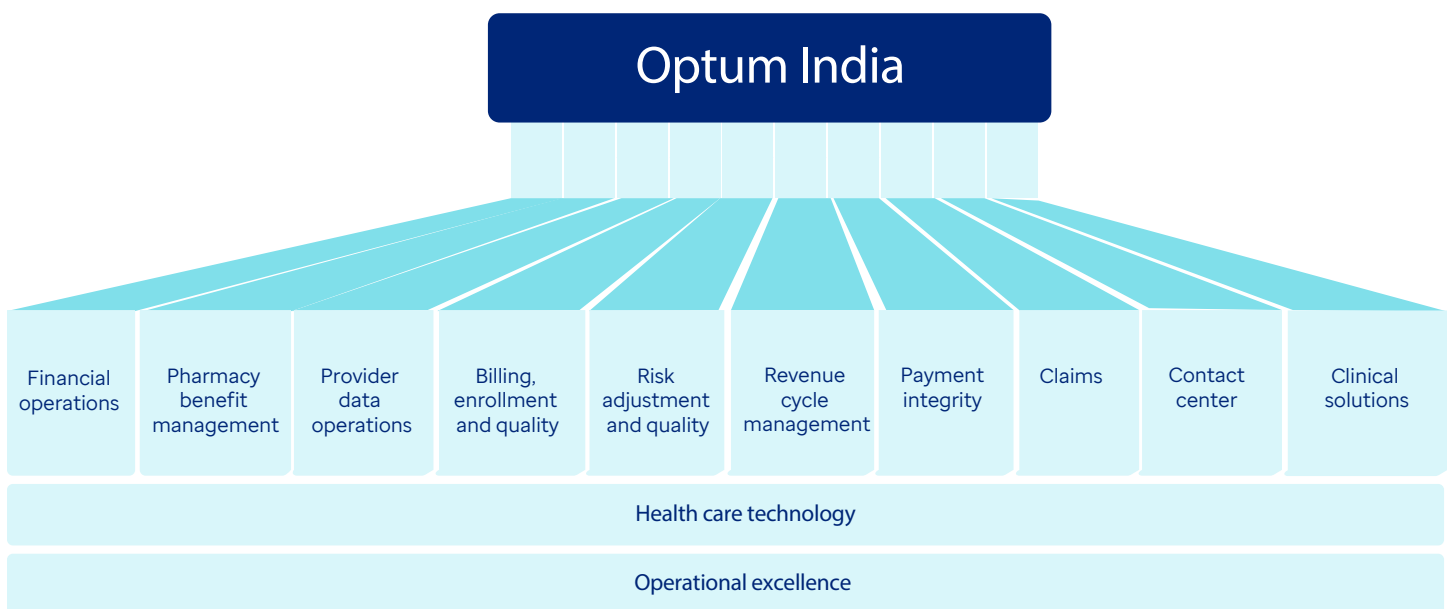
We offer a comprehensive solution set for the health care ecosystem to simplify, innovate, drive economies of scale, and focus on quality and continuous improvement. This includes transformative solutions across end-to-end claims administration, risk adjustment and quality, payment integrity, revenue cycle management, billing and enrollment, provider data operations, pharmacy benefits management, finance and accounting and clinical solutions.

To deliver measurable and sustainable performance improvement across all services, our teams are enabled by the transformational capabilities inbuilt in business excellence, operational excellence, learning and development, transitions, business quality and workforce management functions.

## Technology, analytics and automation

We pursue technology as a unifying force, bringing together deep industry expertise with big data, advanced analytics, reengineering and automation, and emerging technology. By adopting technologies such as artificial intelligence, deep learning and natural language processing, we deliver quality, innovation, speed, and scale.

Our comprehensive IT delivery, product and data engineering, and advanced research and predictive analytics capabilities include, application, and development, testing and data warehousing, quality engineering, cloud engineering, information security, robotic process automation, product development and management, global applied research, data science, clinical analytics, reporting and business intelligence, fraud, waste and abuse, payment integrity and more.





# Our employee value proposition – caring, connecting and growing together

Being a part of UnitedHealth Group means you get to help make health care better. And that matters. Not only to us, but to the millions of people counting on us.

We are innovators and doers, caregivers and collaborators who are driven by integrity, compassion, inclusion and performance. We welcome all perspectives and celebrate each other's successes, because that not only builds stronger relationships, it also strengthens the work we do.

Our mission calls us, our values guide us, and our diverse culture connects us as we help people live healthier lives and help make the health system work better for everyone.

## Caring

Caring is at the heart of our culture and how we invest in our colleagues' lives. When you join Optum, you have access to quality medical plans that support you and those you care for, along with numerous well-being, savings and retirement benefits and flexible work options. Whatever matters most to you – we provide helpful resources so you can be your best at work and at home.



## Connecting

When you join Optum, you join a group of people dedicated to making a difference. Our connected talents, energies and ideas help shape healthier solutions and communities. Wherever you are within the organization or your career path, we make it easy for you to engage in social responsibility and connect with others.



## Growing together

At Optum, your career story is limitless. We offer a lifetime of growth opportunities and support your short and long-term goals. We believe in shared growth – when you move forward, we all do.



# Our united culture

Our united culture brings us together and our core values of **integrity, compassion, relationships, innovation, inclusion and performance** guide us, inspire our behaviors and hold us together as individuals and as an organization.

## Diversity equity and inclusion (DEI)

Our DEI vision is to create an innovative culture, where our diversity fuels our performance, and where we leverage our collective power to help people live healthier lives and make the health system work better for everyone.

We are a team of doers and innovators, driven by the values of caring, connecting and growing together. DEI is woven through our business processes, policies, learning and development, and performance. We know that our individual and collective contributions are magnified when we value, embrace and learn from a range of people and perspectives.



Our mission calls us



Our values guide us



Inclusion and diversity fuel us



## Growing and developing our diverse talent

Taking a data-driven approach to setting priorities and measuring progress, we leverage insights to improve hiring, development, engagement and retention of our diverse talent. Our employee surveys help us better measure and understand employee sentiment related to fairness, affirmation, safety, identity and connection.

### We promote:

- **Recruiting practices** and integrated programs that prepare and bring diverse communities to our workforce, including LGBTQ+, people of all ages, and people with disabilities. SOAR (Strength - Opportunities - Aspirations - Results) - our return-ship program supports gender diversity. Similarly, our veterans' program is focused on talent from the armed forces
- Equal and fair access to opportunities, resources, and a safe work environment for people from the LGBTQ+ community and people with disabilities.
- Career advancement with programs such as United Women Leading in Technology (UWLIT) forum to support gender diversity across technology career paths, UHG Women Invent to enhance patent diversity, and more.
- Learning solutions on interacting and working with diverse talent, including trainings on unconscious bias, mindfulness in the workplace, etc.
- Employee engagement and well-being through our award-winning employee wellness program, LiveWell, include our maternity support programs CareNine and CareNine Beyond, day care benefit, flexible work schedules and more, which support and empower our employees to help maintain work-life balance.
- Favorable policy changes include, extending health insurance coverage for same gender partners, and covering advanced fertility treatments like IVF. We have gender agnostic parental leave to allow 26 weeks paid leave, also covering adoption/surrogacy.
- DEI awareness through forums and speaker sessions on themes of gender equality, overcoming resistance, and bias and its impact on women's journey to leadership, to name a few.



**UnitedHealth Group was listed among 'LinkedIn Top Companies List 2024.'**

**UnitedHealth Group received a perfect score of '100 on the Human Rights Campaign Foundation's Corporate Equality Index 2023-2024.'**

**The Disability Equality Index® (DEI) has named UnitedHealth Group one of 'the best places to work for disability inclusion in 2023.'**

**The Business Group on Health honoured UnitedHealth Group with a 'Best Employers: Excellence in Health & Well-Being award for 2024.'**

Explore career opportunities with us



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