Optum India

Corporate Social Responsibility report

2025–2026

Optum


Optum
PARTNERING FOR A BETTER TOMORROW
Capacity Building
A FORCE FOR GOOD IN INDIA FOR INDIA

Table of **contents**

01 Leadership perspectives 06

02 Performance inspired by purpose 08

03 Our CSR framework: A force for good in India, for India 11

04 Impact at a glance 22

05 Our partners | Health access: Expanding health for all 24

- **Ashray Akruti** – Committed to hearing and speech empowerment 24
- **Association of People with Disability** – Enabling learning and livelihood without barriers 26
- **CanKids KidsCan** – Enabling holistic care for children with cancer 28
- **CanSupport** – Transforming lives through compassionate palliative care 30
- **Genesis Foundation** – Enabling life-saving pediatric cardiac care 32
- **LV Prasad Eye Institute** – Enhancing vision care access for everyone 34
- **Reaching Hand** – Transforming schools, sanitation, hygiene and menstrual health 36
- **Samarthanam Trust for the Disabled** – Enhancing mobility and independence for persons with disabilities 38

06 Our partners | Capacity building: Empowering health workers 40

- **Advancing Reduction In Mortality And Morbidity Of Mothers, Children And Neonates (ARMMAN) -** Empowering frontline health workers 40
- **ECHO India** – Bringing specialist expertise closer to the point of care 44

07 Our partners | Skill development: Creating opportunities 46

- **Child Welfare and Holistic Organization for Rural Development (CHORD)** – Empowering futures through education, skill development and holistic care 46
- **Hope Foundation** – Supporting inclusive education and developmental opportunities 48
- **Nasscom Foundation** – Bridging the digital divide for underserved communities 50
- **The Blind Relief Association Delhi** – Pioneering change and empowerment for the visually impaired 52

08 Our partners | Environmental sustainability: Caring for our planet 54

- **Iamgurgaon** – Reviving urban ecosystems and natural habitats 54
- **United Way Bengaluru** – Restoring natural resources for a sustainable future 56
- **United Way of Delhi** – Nurturing ecosystems and strengthening communities 58

09 Impact stories 60

10 Employee volunteerism 62

11 Future roadmap and commitments 66

Leadership *perspectives*

From the Managing Director's desk



Uma Ratnam Krishnan
Managing Director
Optum India

At Optum India, our commitment to helping people live healthier lives guides not only how we serve the health system, but also how we contribute to the communities where we live and work. This belief shapes our role as a health innovation global capability center of UnitedHealth Group – and as a force for good in India, for India.

The challenges and opportunities facing India are multifaceted, requiring solutions that are thoughtful, collaborative and built for the long term. Guided by our purpose, we focused our efforts on areas where we can contribute meaningfully to community well-being – improving access to care, strengthening capabilities, expanding opportunities and supporting a more sustainable future. These priorities reflect both the evolving needs of society and our aspiration to create value that extends beyond business outcomes.

What makes this work especially important is its connection to our broader purpose. The compassion, innovation and problem-solving mindset that shape our work in healthcare also influence how we engage with communities. We believe that lasting progress is created when organizations, individuals and institutions come together around a shared commitment to solving meaningful challenges. Through this lens, our CSR efforts are not separate from who we are as an organization; they are an extension of the values that define us.

Over the past year, we partnered with 17 NGOs whose experience, credibility and community insight helped translate that commitment into action across India. Their work, combined with the generosity and dedication of our team members, enabled us to extend our reach and support individuals, families and communities facing barriers to health, opportunity and well-being. Through volunteerism and giving initiatives, our teams contribute towards strengthening the communities we support.

As we look ahead to FY 2026-27, we will continue to deepen collaboration with our partners, build stronger foundations for healthier communities, strengthen outcomes and identify new opportunities to create meaningful and lasting change where it matters most.

Message from Head of Corporate Social Responsibility — Optum India



Anindya Datta
Vice President and Head
Corporate Social
Responsibility
Optum India

FY 2025-26 marked an important step forward in the evolution of Optum India's corporate social responsibility journey. Throughout the year, our focus remained on strengthening the effectiveness, reach and long-term sustainability of our initiatives, while ensuring they remained closely aligned to community needs and grounded in measurable outcomes.

Our efforts were anchored across four priority areas – health access, capacity building for health care, skill development and environmental sustainability. Within each of these areas, we sought to move beyond standalone interventions and build programs to not only address immediate challenges but to create meaningful, scalable and enduring value.

A key priority this year was the continued evolution of our partner ecosystem. We expanded and strengthened collaborations with multiple organizations, enhancing our ability to address diverse community needs across geographies and focus areas.

We also invested in a focused capacity-building initiative on impact measurement, reporting and storytelling to equip partners with stronger tools and frameworks to measure, report and communicate impact, enhancing accountability and amplifying outcomes.

As our CSR portfolio has matured, so too has our approach to measurement and learning. Over the past year, we placed greater emphasis on outcome evaluation, evidence-based decision-making and continuous program improvement. This stronger focus has enabled us to better understand the effectiveness of our interventions, identify areas for refinement and make more informed decisions about how resources can deliver the greatest long-term value.

Looking ahead, our priority is to translate these insights into greater scale and sustainability. We will focus on strengthening high-potential initiatives, enabling partners to extend their reach and replicating successful models across geographies and communities.

I am grateful to our NGO partners, whose expertise and dedication make this work possible and to our employees, whose enthusiasm and commitment continue to strengthen our efforts. Together, they are helping create a CSR program that is not only responsive to today's needs but also positioned to contribute to lasting and sustainable progress.

Performance inspired by purpose



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
Compassion
Relationships
Innovation
Inclusion
Performance

UnitedHealth Group is a Fortune 4 healthcare and well-being company. We are working to help build a modern, high-performing health system through improved access, affordability, outcomes and experiences.

UnitedHealthcare offers a full range of health benefits, enabling more affordable coverage, simplifying the health care experience and delivering access to high-quality care.

Optum combines clinical expertise, technology and data to support people, partners and providers with the information and tools they can use to achieve better health. Optum delivers simple, effective and comprehensive solutions to organizations and consumers across the whole health system through our three business units.

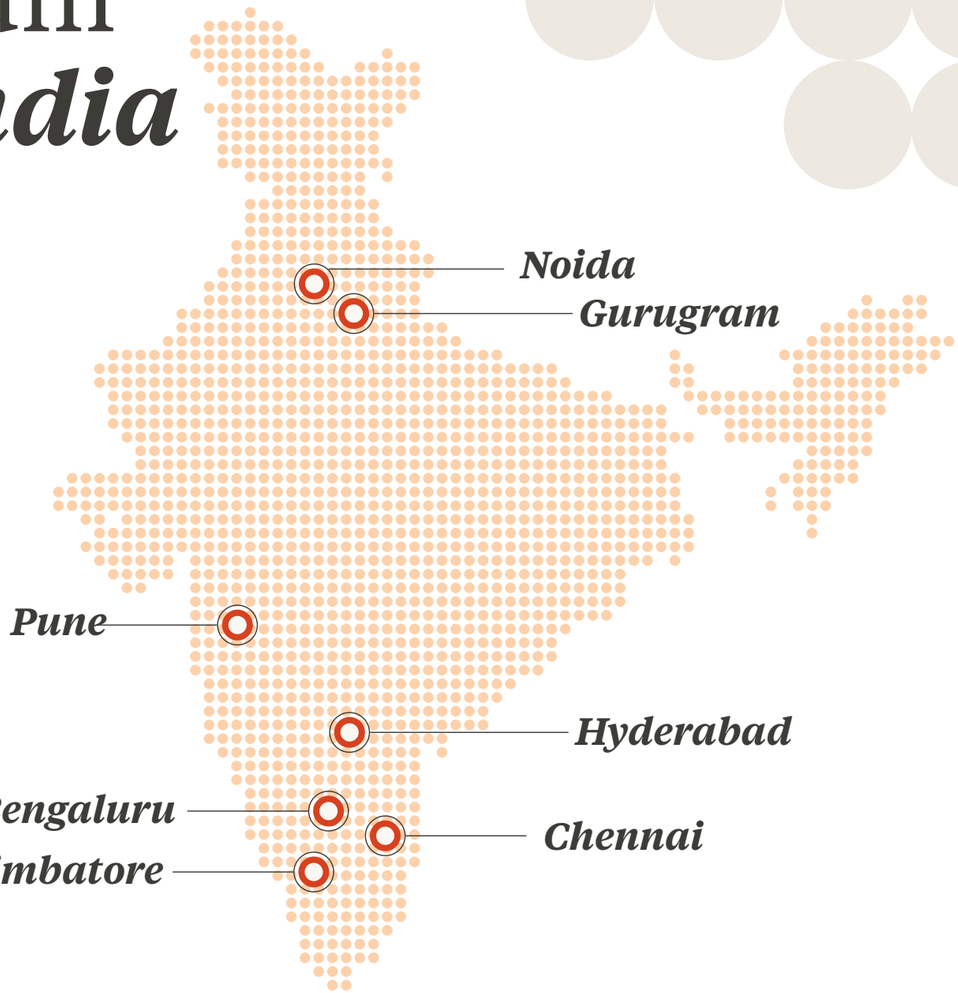
Optum Health enables comprehensive, patient-centered care to drive better outcomes and experiences for patients and care providers at a lower total cost of care.

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

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, comprehensively serve patients with complex clinical needs and provide consumers a better, more transparent digital pharmacy experience.

At Optum, our mission calls us, our values guide us and our culture connects us as we seek to improve care for the consumers we are privileged to serve and their communities.

Optum in *India*



Optum India is the health innovation global capability center of UnitedHealth Group, serving as a connector and modernizer across the health ecosystem by combining deep domain expertise, advanced analytics and digital technology. With two decades in India, we drive enterprise impact by applying AI and innovation to enable proactive outcomes, reduce administrative burden and empower clinicians to operate at the top of their profession.

Grounded in empathy and Healthy Optumism, we offer lifelong growth for our colleagues while being a force for good in India, for India — partnering across ecosystems to expand health access, drive healthcare capacity, skills and support environmental sustainability. Through these efforts and working alongside nonprofit partners, communities and employees, Optum India extends its mission beyond healthcare delivery to create healthier, more resilient and more inclusive communities.

Our CSR framework: *A force for good in India, for India*



At Optum India, our CSR strategy is rooted in the belief that sustainable community development requires solutions that address both immediate needs and the underlying systems that influence long-term well-being. Guided by our mission and informed by national priorities, sector challenges and community needs, we adopt an evidence-based approach to creating meaningful and measurable impact.

Our four CSR pillars, health access, capacity building, skill development and environmental sustainability, reflect areas where community needs intersect with the purpose, expertise and ability to create sustained value at Optum. Together, these pillars guide our efforts to improve health outcomes, strengthen local capabilities, enable economic participation and build more resilient communities.

Alignment with the *United Nations Sustainable Development Goals*

The United Nations Sustainable Development Goals (SDGs) provide a shared global framework for addressing the world's most pressing social, economic and environmental challenges by 2030. Our CSR strategy at Optum India aligns with SDGs that are most relevant to our mission, capabilities and areas of community investment.

Through our four CSR pillars, we contribute to global development priorities while addressing local community needs across India.

CSR pillar				
Health access	**Capacity building**	**Skill development**	**Environmental sustainability**	**Cross-sectoral**
SDG 3 Good health and well-being	SDG 3 Good health and well-being	SDG 4 Quality education	SDG 11 Sustainable cities and communities	SDG 17 Partnerships for the goals
SDG 10 Reduced inequalities	SDG 4 Quality education	SDG 8 Decent work and economic growth	SDG 13 Climate action	
	SDG 9 Industry, innovation and infrastructure	SDG 10 Reduced inequalities	SDG 15 Life on land	

The pillars guiding our *corporate social responsibility strategy*

Creating impact where it matters most

Corporate social responsibility (CSR) efforts at Optum India are rooted in our enterprise mission to *help people live healthier lives and help make the health system work better for everyone.* As a force for good in India, for India – our CSR strategy is centered on the belief that lasting community progress requires a multidimensional approach. Health outcomes are influenced not only by access to care, but also by the strength of local health systems, opportunities for economic advancement and the environment in which people live and work. Guided by this understanding, our CSR efforts are organized around four strategic pillars.



Pillar 1

Health access

Data indicates that while over the past three decades, India has considerably expanded its public health infrastructure, health outcomes remain persistently uneven. Although significant advances have been made in specialized care, access to these services has not expanded at the same pace for vulnerable, rural and economically marginalized populations. This disparity is most acute where the disease burden is heaviest.

Growing need for accessible cancer care

75,000
estimated childhood cancer cases annually in India[1]

1.56 M
new cancer cases estimated in India for 2024[2]

The Indian Council of Medical Research (ICMR) – National Centre for Disease Informatics and Research (NCDIR) situational assessment (2023) found that fewer than half of public tertiary hospitals have a dedicated pediatric oncology department and less than 14% have a pediatric onco-surgeon. As specialized care remains concentrated in urban centers, many children living across rural India experience delays in diagnosis and treatment, reducing their chances of successful outcomes.







[1]MoHFW/DGHS National Workshop on Childhood Cancer (May 2026); ICMR-NCDIR Policy Brief, Feb 2023
[2]ICMR-NCDIR National Cancer Registry program report 2022–2025; ScienceDirect S1877782122000297





Gaps in healthcare access and opportunity for persons with disabilities

66.2%
of blindness in India's 50+ population is caused by cataract, largely preventable with timely surgery[3]

26.8 M
people in India live with disabilities. Of these, 69% reside in rural areas with limited access to essential services.[4]

36%
of persons with disabilities are employed – with the gap far greater for women (23%) and in urban settings (16%)[5]

The barriers faced by persons with disabilities in accessing both healthcare and the formal employment, makes them among India's most underserved populations. Early intervention, particularly for children with developmental delays, visual impairment and hearing impairment, offers the highest return on investment, as evidence consistently shows that early access to rehabilitation dramatically improves long-term outcomes.

The case for action: Timely access to critical care can change lives. Through the Health access pillar, Optum India supports interventions that help underserved communities reach essential services earlier, navigate care more effectively and achieve better long-term outcomes.

[3]National Blindness and Visual Impairment Survey 2015–19, AIIMS New Delhi / MoHFW | npcbvi.mohfw.gov.in
[4]Census of India 2011, Office of Registrar General and Census Commissioner, GoI
[5]Office of Chief Commissioner for Persons with Disabilities, GoI – citing Census 2011 (ccdisabilities.nic.in)

Pillar 2

Capacity building

A strong health system depends on a capable workforce and the benefits of medical advancement are realized only when knowledge, expertise and innovation reach frontline providers. Expanding opportunities for continuous learning and access to specialist guidance helps strengthen clinical capabilities, improve care delivery and extend the impact of quality health care to more communities.

The challenge of maternal and newborn care

88 / 1,00,000

Maternal mortality ratio (MMR) – sustainable development goals (SDG) 2030 target is 70[1].

468,000

neonatal deaths in India in 2020 – despite 89% institutional delivery rate[2].

- **Nearly 40% of neonatal deaths and 50% of maternal deaths occur on the day of childbirth[3].**
- **Only 58% of pregnant women in India receive all four recommended antenatal care visits.** This indicates persistent gaps in early risk identification, monitoring and continuity of care despite improvements in institutional delivery rates.[4]
- Strengthening the skills of frontline healthcare workers is therefore essential to improving maternal and newborn health outcomes.







[1]Special Bulletin on MMR, SRS 2021-23, Registrar General of India, GoI; dataforindia.com/maternal-mortality (Oct 2024)
[2]UNICEF India Health Data 2022 | National Family Health Survey (NFHS)-5, Ministry of Health and Family Welfare
[3]UNICEF India Health Program, updated 2025
[4]NFHS-5 (2019-21), Ministry of Health and Family Welfare, published 2021.









The frontline healthcare workforce footprint

3.2%

of home deliveries in India are attended by a skilled birth attendant – a critical indicator of healthcare worker reach[5]

~2,000

oncologists in India for 1.56 million annual cancer cases – a specialist-to-patient ratio that makes digital tele-mentoring essential[6]

India's more than 1 million Accredited Social Health Activists (ASHAs) are central to primary and maternal healthcare delivery yet training and capacity-building gaps remain. Shortages of specialized healthcare professionals, including oncologists, further limit access to quality care in underserved areas. There is a need for scalable models to help strengthen the skills of doctors, nurses and frontline health workers through continuous remote learning, expanding healthcare capacity and improving patient outcomes.

The case for action: Better health outcomes begin with better-informed care. Through the healthcare capacity building pillar, Optum India invests in initiatives that help translate knowledge into practice, enabling more patients and communities to benefit from quality care.

[5]National Family Health Survey 5 (NFHS-5), 2019-21, Ministry of Health and Family Welfare | PMC12178503
[6]ICMR-NCDIR National Cancer Registry Program 2022 data; ScienceDirect S1877782122000297

Pillar 3

Skill development

India has the largest youth population in the world, with more than 600 million people under the age of 25. This demographic advantage presents a powerful opportunity to drive the country's next phase of growth. Realizing its full potential requires expanding access to relevant skills, meaningful employment and pathways to economic participation, enabling more young people to contribute to and benefit from India's progress.

Skills development as an economic imperative

10.2%

youth unemployment rate in 2023-24. Global average: 13.3%.[1]

23.7%

urban female youth unemployment rate[2]

Periodic Labour Force Survey (PLFS) data highlights a significant gap between educational attainment and job readiness in India. While 67.8% of the working-age population (15+) has completed at least secondary education, only a small proportion has received formal vocational or technical training. This disconnect disproportionately affects youth from lower-income households and first-generation educated families, where access to industry-relevant skills, mentorship, certification and employment pathways remain limited.







[1]Periodic Labour Force Survey (PLFS) Annual Report 2023-24, Ministry of statistics and programme implementation (MoSPI) | mospi.gov.in/sites/default/files/press_release/Press_note_AR_PLFS_2023_24.pdf I International Labour Organization
[2]PLFS Annual Report 2025, MoSPI | PIB PRID=2246009 (March 2026); PLFS April 2025 data

Employment disparity for people with disabilities

36%

of India's 26.8 million persons with disabilities are employed. Among women with disabilities, employment falls to just 23% [3]

3.8%

of Indians aged 15-59 have received formal vocational/technical training, while nearly 78% have received no vocational training at all[4].

Employment data for people with disabilities points to a significant and persistent gap in workforce participation. This challenge is not driven by a lack of capability, but by barriers to inclusive skilling opportunities, employer awareness and targeted job placement support. Evidence shows that combining skill development with employer engagement can help overcome these barriers and create pathways to meaningful and sustainable employment.

Barriers to STEM learning and career pathways

78,000

fresh employable graduates with relevant emerging technology skills were produced in India in 2018[5].

62,000

AI and big data analytics professionals were already needed to bridge the talent gap

140,000

projected demand for AI and big data analytics talent over the next three years

India's technology and knowledge economy is growing rapidly, but its talent pipeline is not inclusive. The gap is widest at the entry point: students from economically challenged sections face financial, geographic and mentorship barriers that prevent them from completing STEM education and entering this sector. Without targeted scholarship and mentorship interventions, India's technology growth will remain the privilege of a narrow demographic.

The case for action: Access to opportunity can transform life outcomes. Through the skill development pillar, Optum India supports initiatives that help individuals build the skills, confidence and pathways needed to participate more fully in India's economic future.

[3]Office of Chief Commissioner for PwDs, GoI | Census of India 2011 | ccdisabilities.nic.in
[4]Ministry of Statistics and Programme Implementation (MoSPI), Periodic Labour Force Survey (PLFS) 2022.
[5]NASSCOM estimate, 2018

Pillar 4

Environmental sustainability

As India's cities continue to grow, there is an increasing need to strengthen environmental resilience by improving air quality, conserving natural ecosystems, protecting water resources and promoting sustainable development. These efforts are particularly important for communities that face greater environmental vulnerabilities.

Urban heat island effect: Cities warming faster than the planet

60%

additional urban warming driven by urbanization — beyond climate-change baseline warming[1]

0.53°C

average temperature increase in Indian cities per decade; 0.2°C (37.7%) directly attributed to urbanization alone[2]

Most cities, including Gurugram, Noida, Bengaluru, Hyderabad and Chennai, are experiencing rising urban heat stress. Expanding urban green spaces through tree planting, waterbody restoration and other nature-based solutions can help reduce heat, improve air quality and support healthier, more resilient communities.











[1]Sethi and Vinoj, Nature Cities Vol.1, 402–405 (2024) | doi:10.1038/s44284-024-00074-0 | IIT Bhubaneswar
[2]Sethi and Vinoj, Nature Cities (2024) | Time Magazine analysis, March 2026 | doi:10.1038/s44284-024-00074-0

Persistent air quality challenges in Indian cities

100%

Northern Indian cities exceed annual average particulate matter (PM) 2.5 national ambient air quality standards by over 100% on average[3]

India continues to face significant air quality challenges. Central Pollution Control Board (CPCB) monitoring data across the Continuous Ambient Air Quality Monitoring (CAAQM) network shows that major northern cities, including Gurugram, consistently exceed national particulate matter standards, while cities such as Bengaluru and Hyderabad record PM2.5 levels, approximately 40% above prescribed limits. Prolonged exposure to these pollutants is linked to respiratory and cardiovascular disease, underscoring the importance of interventions such as urban afforestation, lake restoration and clean energy adoption.

The need for clean energy access in schools

86.3%

of Haryana government schools have functional electricity, even though 98.8% of the state has electricity connections.[4]

73.1%

of Madhya Pradesh chools have functional electricity, even though 85.1% of the state has electricity connections.[5]

The Annual Status of Education Report (ASER) 2022 revealed a persistent gap between electricity access and reliable power in schools, affecting the use of digital learning tools and STEM infrastructure. Solar electrification helps bridge this gap by providing dependable clean energy, enabling uninterrupted learning and creating more conducive learning environments.

The case for action: Healthy communities depend on healthy environments. Through the environmental sustainability pillar, Optum India supports initiatives that help restore natural ecosystems, strengthen community resilience and create more sustainable environments for future generations.

[3]CPCB CAAQM network data; Aerosol and Air Quality Research (2021) | aaqr.org/articles/aaqr-21-08-oa-0204
[4]Annual Status of Education Report (ASER) 2022, ASER Centre (asercentre.org)
[5]Annual Status of Education Report (ASER) 2022, ASER Centre | Solar classroom study, Harda District 2022

Impact at a glance



CSR operating model

Optum India creates CSR impact through a focused model that brings together:

NGO partnerships

Implementing grassroots programs with credible organizations

Employee volunteering

Strengthening community engagement through employee participation

Technology and data

Using digital tools to improve reach, delivery and effectiveness

Sustainable program design

Building measurable, scalable and long-term program outcomes

Aligned with national priorities and the Companies Act, 2013 CSR mandate to ensure compliance and meaningful social contribution

17
NGO partners

9 SDGs
supported

1,038,731
direct beneficiaries

7
cities across India

Impact assessment (FY 2023-24)

A third-party agency was engaged by Optum Global Solutions (India) Private Limited (Optum India) to conduct an impact assessment study of select CSR projects for FY 2023-24, in accordance with CSR Rules mandating evaluation of projects exceeding INR 10 million and having completed the requisite post-implementation period. Five projects were assessed to measure their on-ground impact.

The assessment was guided by the Organization for Economic Co-operation and Development – Development Assistance Committee (OECD-DAC) framework covering six key parameters: relevance, effectiveness, efficiency, impact, sustainability and coherence. A mixed-method approach combining quantitative surveys and qualitative stakeholder interactions was adopted to ensure a comprehensive and holistic assessment.

Findings across the portfolio highlight strong alignment with beneficiary needs, effective program delivery and meaningful outcomes. Initiatives across healthcare, education and livelihoods demonstrated measurable improvements in quality of life, including enhanced patient well-being, access to specialized care, improved skills and employability, greater professional confidence among educators and positive developmental outcomes for children. Overall, the assessment affirms the CSR initiatives at Optum India as sustainable, responsive and impactful – creating lasting value for individuals and communities.



Our partners

Health access: Expanding health for all

Optum India aims to advance access to quality care for underserved communities through specialized interventions in surgery, pediatric oncology, palliative care, disability support and cardiac treatment. In FY 2025–26, we strengthened existing partnerships and onboarded new partners to reach people facing the greatest barriers to timely, critical care.

Ashray Akruti

Committed to hearing and speech empowerment

Partnership years:
2021–present

Impact since:
7,136 beneficiaries, ~19,300 screenings and ~600 hearing aids

Geography:
Hyderabad

SDG alignment:
SDG 3 Good health and well-being
SDG 4 - Quality education
SDG 10 - Reduced inequalities

Ashray Akruti is a Hyderabad-based nonprofit organization working to improve the lives of people with disabilities and marginalized communities through health, education and livelihood interventions. Starting with a special school for hearing-impaired children, the organization has expanded its footprint across disability rehabilitation, early intervention, hearing healthcare, inclusive education, skill development and community outreach.

Optum India partnership with Ashray Akruti

Optum India supported the establishment and operation of a mobile hearing clinic and screening program across government schools and Anganwadi centers. Designed to address the often-undiagnosed burden of hearing impairment and developmental disabilities in underserved communities, the initiative brings ear, nose and throat (ENT) screenings, hearing assessments and multi-disability identification services directly to children through a mobile healthcare model. By enabling early detection and timely intervention, the program helps improve access to care and support better developmental and educational outcomes.









Theory of change

Inputs and activities
Mobilizing a mobile hearing clinic, specialist expertise and screening technology to deliver community outreach, assessments and referral support

Output
Early identification of hearing and developmental impairments, with children connected to appropriate interventions and follow-up care

Outcomes
Earlier diagnosis, timely treatment initiation and improved access to support services

Impact
Stronger developmental progress and enhanced educational outcomes for children

Impact (2025-26)

13,950
individuals screened

150
camps conducted

100
hearing aids distributed

5,186
children treated for ear conditions

Partner voice



D.P.K. Babu
Managing Director,
Ashray Akruti

"The support from Optum has significantly strengthened our ability to deliver screening, awareness and referral services for children with disabilities in underprivileged communities, government schools and Anganwadi centers through our community outreach program. This contribution has expanded the program's reach, enhanced its effectiveness and created a lasting positive impact on child development outcomes. We deeply value this partnership and its role in advancing meaningful community impact."

Association of People with Disability (APD)

Enabling learning and livelihood without barriers

Partnership years:
2025–present

Impact:
813 beneficiaries

Geography:
Bengaluru

SDG alignment:
SDG 3 – Good health and well-being
SDG 4 – Quality education
SDG 10 – Reduced inequalities

The Association of People with Disability (APD), is a leading non-profit working across all disability categories under the Rights of Persons with Disabilities (RPWD) Act. Through a continuum of support spanning early intervention, rehabilitation, inclusive education and livelihood development, APD has positively impacted more than 1.5 million individuals and their families.

Optum India partnership with APD

Optum partnered with APD to implement the 'Cradle to School' early intervention program, focusing on the identification and rehabilitation of children with developmental delays. The initiative supported screening camps, therapy services and capacity-building interventions for caregivers. Services included center-based and home-based therapy, assistive devices, nutritional support and linkages to social security schemes. The program was also instrumental in promoting awareness and strengthening community referral systems.

Theory of change

Inputs and activities
Leveraging trained therapists and community networks to deliver assessments, therapeutic interventions and caregiver capacity-building

Output
Structured early-intervention services provided to children identified with developmental support needs

Outcomes
Stronger motor, communication and cognitive development during critical early years

Impact
Greater independence, inclusion and long-term potential for children with disabilities









Impact (2025-26)

404
children in early intervention

1,506
children screened

409
caregivers trained

4,078
therapy sessions

Partner voice



Sukanto Aich
Chief Executive Officer, Association of People with Disability

"At the Association of People with Disability, we believe every child deserves the opportunity to reach their full potential, regardless of ability or circumstance. We are grateful for our partnership with Optum, which helped us reach 400 children during the most critical years of their development. Beyond early intervention and rehabilitation, this collaboration empowered parents and caregivers with the knowledge and confidence to support their children and fostered greater awareness within communities. Together, we are helping create a future where children are not defined by their disabilities, but empowered by their abilities to learn, participate, grow and lead lives of dignity and independence."

CanKids KidsCan

Enabling holistic care for children with cancer

Partnership years:
2024–present

Impact:
13,518 beneficiaries

Geography:
Delhi NCR and Tamil Nadu

SDG alignment:
SDG 3 – Good health and well-being

Childhood cancer treatment in India is constrained by financial barriers, delayed diagnosis and lack of integrated care. Many families struggle to sustain long-term treatment.

CanKids KidsCan is a national NGO dedicated to improving outcomes for children with cancer through holistic care across healthcare, education and psychosocial support. With 140+ hospital partnerships, it delivers comprehensive services through CanKids Hospital Support Units (CHSUs). The organization has demonstrated expertise in reducing treatment abandonment and improving survival outcomes for pediatric cancer patients.

Optum India partnership with CanKids KidsCan

Hospital Support Units (HSUs)

Optum supports CanKids Hospital Support Unit (CHSUs) in Delhi and Chennai and HSUs in Madurai and Trichy, enabling funding for treatment, diagnostics, nutrition support, counseling and education services. The program strengthens outcomes for vulnerable children by providing holistic care that addresses their full spectrum of needs – from clinical support to psychosocial well-being.

Theory of change

Inputs and activities
Leveraging CSR funding and hospital partnerships to provide integrated medical, nutritional, psychosocial and educational support for children undergoing cancer treatment and their families

Output
Multidisciplinary support services delivered across the cancer care journey, helping families address practical, emotional and treatment-related challenges

Outcomes
Greater treatment continuity, stronger caregiver engagement and reduced risk of treatment abandonment

Impact
Improved survival rates and better long-term quality of life for children affected by cancer

Impact (2025-26)

985
beneficiaries

297
children received medical support

285
hygiene kits distributed

264
children received educational support









State Care Coordination Centre (SCCC)

Optum also enables SCCC to drive systemic improvements in childhood cancer care through patient navigation, awareness and healthcare capacity building across states. The coordination model helps ensure that no child is left behind due to delays in care while empowering families with the knowledge, support and access needed to pursue timely treatment.

Theory of change

Inputs and activities
Funding and coordination center infrastructure support, patient navigation, awareness drives and healthcare capacity-building activities

Output
Families of children with cancer receive navigation, medical and psychosocial support through the coordination center

Outcomes
Improved access to care, faster referrals and reduced delays in diagnosis

Impact
Better survival outcomes and systemic improvements in childhood cancer care

Impact (2025-26)

6,733
beneficiaries

259
children received medical support

413
children received psychological support

187
helpline calls

Partner voice



Ms. Poonam Bagai
Founder and Chairman,
CanKids KidsCan

"Every child with cancer deserves the opportunity not just to survive, but to thrive through access to health care, education, relief from pain and a fulfilling childhood. Ensuring that every child, regardless of where they live, can access quality cancer care is essential to achieving this goal. Through our partnership in Delhi NCR and Tamil Nadu, Optum is helping CanKids strengthen systems of care — from patient navigation and financial protection to care coordination, innovation and data-driven decision-making — so that no child's chance of survival or quality of life is determined by where they live."

CanSupport

Transforming lives through compassionate palliative care

Partnership years:
2019–present

Impact:
63,853 patients and caregivers as beneficiaries, 41,900 home visits

Geography:
Delhi NCR

SDG alignment:
SDG 3 - Good health and well-being
SDG 10 - Reduced inequalities

CanSupport is a leading nonprofit organization that has provided home-based palliative care to cancer patients and their families for nearly three decades. Operating across northern India, including Delhi, Haryana, Uttar Pradesh, Punjab and Jharkhand, it is committed to helping patients live with dignity, comfort and hope through ethical, patient-centered care. Its contributions to public health have been widely recognized, including being named a WHO Public Health Champion in 2017 and receiving the Rashtriya Swayamsiddha Samman in 2015.

Optum India partnership with CanSupport

Optum India is helping expand access to compassionate, integrated palliative care for underserved cancer patients and their caregivers across Delhi NCR through its partnership with CanSupport. Through two outpatient clinics and seven home care teams, the initiative provides home-based care, counselling, nutritional support, caregiver training and bereavement services.









Theory of change

Inputs and activities
Mobilizing multidisciplinary expertise, care infrastructure and outreach resources to bring palliative care services closer to patients in their homes

Output
Home-based consultations, symptom management, counselling and caregiver assistance

Outcomes
Greater physical comfort, reduced distress and increased caregiver preparedness throughout the care journey

Impact
Enhanced dignity, well-being and quality of life for patients and their families

Impact (2025-26)

22,853
beneficiaries and 1,000 + caregivers' footfall

2,925
operational palliative care teams

95%
pain and symptom control

2
mobile palliative care clinic (MPCC) in communities

Partner voice



Dr. Ambika Rajvanshi
Chief Executive Officer, CanSupport

"CanSupport's enduring and purposeful partnership with Optum has been foundational in filling a critical gap in the continuum of care of people living with cancer and increasing access to palliative care in North India. Through the sustained support we continue to provide competent and compassionate palliative care that focuses on the quality of life for our patients and their families, manages pain and suffering, eases anxiety and gives families more peaceful moments together."

Genesis Foundation

Enabling life-saving pediatric cardiac care

Partnership years:
2025-present

Impact:
34 beneficiaries

Geography:
Delhi-NCR, Hyderabad, Chennai and Bengaluru

SDG alignment:
SDG 3 - Good health and well-being
SDG 10 - Reduced inequalities

Genesis Foundation is a nonprofit organization dedicated to providing life-saving medical care to underprivileged children with congenital heart defects (CHD) and other critical health conditions. Through partnerships with leading hospitals across India, the foundation supports early diagnosis, treatment and post-operative care, helping children from low-income families access specialized cardiac interventions. Since its inception, Genesis Foundation has enabled thousands of children to receive timely treatment and a renewed chance at healthy lives.

Optum India partnership with Genesis Foundation

Through Genesis Foundation's 'Save Little Hearts' program, Optum India supports life-saving pediatric cardiac surgeries for children across partner hospitals in Delhi NCR, Hyderabad, Chennai and Bengaluru, helping improve access to critical care and giving young patients a healthier start in life.

Theory of change

Inputs and activities
Funding towards hospital partnerships to identify eligible children, facilitate treatment and support recovery through ongoing follow-up

Output
Life-saving cardiac procedures and post-operative support provided to children with congenital heart defects

Outcomes
Improved access to timely cardiac interventions for underserved children

Impact
Improved survival, healthier childhoods and stronger long-term health trajectories











Impact (2025-26)

34
children received cardiac treatment

99
indirect beneficiaries supported

79%
beneficiaries from rural areas

100%
surgical success rate

Partner voice



Simran Sagar
Operations Director, Genesis Foundation

"The support from Optum has been instrumental in helping Genesis Foundation provide life-saving surgeries and critical medical treatment to children with congenital heart defects. Through this partnership, children who might otherwise have gone without care have received timely interventions, giving them a renewed chance at life. The impact goes far beyond treatment — it allows children to return to school, play, learn, dream and experience the joys of a normal childhood. At the same time, it relieves families of emotional and financial stress during difficult times. We are deeply grateful to Optum for supporting us and we look forward to saving many more children together."

L V Prasad Eye Institute (LVPEI)

Enhancing vision care access for everyone

Partnership years:
2021-present

Impact:
5,063 patients and 6,417 surgical procedures

Geography:
Hyderabad

SDG alignment:
SDG 3 – Good health and well-being

L V Prasad Eye Institute (LVPEI), is a globally renowned non-profit eye care organization headquartered in Hyderabad, India. It operates as a World Health Organization (WHO) collaborating center for the prevention of blindness.

LVPEI's mission is to provide accessible and efficient eye care to all sections of society, with a focus on underserved populations. The institute operates through a network of 275 eye care centers across India, serving over 34 million patients. Reflecting its commitment to making quality eye care accessible, over 50% of patients receive treatment free of cost, regardless of the complexity of care required. LVPEI is also a global leader in corneal transplantation and is home to one of the world's largest eye banking networks.

Optum India partnership with LVPEI

Optum supports LVPEI in delivering critical surgical interventions for patients suffering from complex eye disorders such as retinal conditions, glaucoma, corneal diseases and ocular cancers. The program funds surgeries, diagnostics and post-operative care at no cost to patients. In addition, Optum team members contribute through community engagement initiatives, enhancing patient environments. The initiative strengthens access to high-quality, accessible eye care at scale.







Theory of change

Inputs and activities	Output	Outcomes	Impact
Mobilizing medical expertise and care infrastructure to enable screening, diagnosis, treatment and continuity of care	Patients with complex eye disorders receive free-of-cost surgical interventions and outpatient consultations	Improved access to specialized eye care, restored vision and reduced disease progression	Prevention of blindness and improved quality of life for underserved populations

Impact (2025-26)

1,063
beneficiaries

1,417
surgical procedures

39,325
outpatient department consultations

Partner voice



"The support from Optum India enabled us to deliver timely and quality surgical care to patients who would otherwise have faced irreversible vision loss. This partnership has significantly expanded access to critical eye care services, reduced the financial burden on vulnerable families and restored sight and hope to hundreds of individuals. We are grateful for this collaboration in advancing access to healthcare."

Dr. Merle Fernandes
Director,
L V Prasad Eye Institute

Reaching Hand

Transforming schools, sanitation, hygiene and menstrual health

Partnership years:
2025–present

Impact:
3,383 beneficiaries

Geography:
Bengaluru

SDG alignment:
SDG 6 - Clean water and sanitation
SDG 3 – Good health and well-being
SDG 4 – Quality education

Reaching Hand is a non-profit organization, working with underprivileged children, youth and women. The organization focuses on education, health and community development through holistic interventions. With extensive experience in school transformation initiatives and water, sanitation and hygiene (WASH) programs, Reaching Hand delivers infrastructure-led and behavior-change interventions that improve dignity, safety and learning outcomes in government schools.

Optum India partnership with Reaching Hand

Government schools often face gaps in sanitation infrastructure, affecting student health, well-being and attendance, particularly among adolescent girls. To help address these challenges, Optum India has partnered with Reaching Hand to implement a comprehensive WASH and menstrual health management program. The initiative includes the construction of gender-segregated toilets, installation of incinerators, distribution of hygiene kits, delivery of awareness sessions and the formation of student-led WASH committees to promote long-term hygiene practices and sustainability in schools.









Theory of change

Inputs and activities
Infrastructure investments and technical expertise to improve sanitation facilities and deliver menstrual health and hygiene education

Output
Toilets and incinerators installed, alongside awareness and capacity-building sessions in government schools

Outcomes
Safer and more inclusive learning environments, supported by stronger hygiene practices and greater school participation

Impact
Enhanced dignity, well-being and continuity of education for young learners

Impact (2025-26)

7
schools served

3,383
children benefited

1,019
girls trained on menstrual health

35+
student WASH leaders engaged

Partner voice



Abraham James
General Manager,
Reaching Hand

"The support from Optum enabled us to build gender-segregated washrooms in seven government schools in Bengaluru, creating safer and more inclusive learning environments for children. Through improved sanitation facilities, hygiene education and menstrual health awareness, this partnership has helped strengthen school attendance, confidence and well-being, especially among adolescent girls. We deeply value our partnership, volunteerism and commitment to investing in brighter futures for these children."

Samarthanam Trust for the Disabled

Enhancing mobility and independence for persons with disabilities

Partnership years:
2024–present

Impact:
5,202 beneficiaries

Geography:
Karnataka and Delhi NCR

SDG alignment:
SDG 3 - Good health and well-being
SDG 8 – Decent work and economic growth
SDG 10 – Reduced inequalities

Samarthanam Trust for the disabled, established in Bengaluru, India, is committed to empowering persons with disabilities, underprivileged communities and other marginalized groups. The organization's mission is to foster self-reliance and social integration through education, skill development, healthcare and advocacy.

Optum India partnership with Samarthanam

Optum India, supports the NGO with distribution of retrofitted vehicles and assistive devices to persons with disabilities across Karnataka. The initiative strengthened access to education, employment and community participation by enabling greater independent mobility. By reducing transportation barriers and related costs, these mobility solutions enhance quality of life, increased self-reliance and open greater opportunities for economic and social inclusion.









Theory of change

Inputs and activities
Funding towards assistive technologies and adapted transportation solutions to support the mobility needs of persons with disabilities

Output
Mobility aids and retrofitted vehicles provided to individuals requiring specialized support for everyday movement

Outcomes
Greater participation in education, employment and essential services

Impact
Enhanced autonomy, social inclusion and long-term well-being for persons with disabilities

Impact (2025-26)

502
beneficiaries supported with assistive devices

50
Retrofitted tricycles distributed

16+
districts covered across Karnataka, extending mobility access to underserved

Partner voice



"At Samarthanam, we believe every individual deserves the opportunity to live with confidence, dignity and purpose. Through our partnership with Optum, we have been able to create meaningful and lasting impact in the lives of many individuals and families. This collaboration has fostered self-reliance, restored confidence and enabled beneficiaries to realize their aspirations with greater confidence. We are grateful to Optum for its commitment to helping build a more accessible and inclusive future."

Dr. Mahantesh G. Kivadasannavar
Founder and Chairman,
Samarthanam International

Our partners

Capacity building: Empowering health workers

Optum India's Capacity Building pillar aims to strengthen the country's healthcare system by investing in the skills and knowledge of frontline healthcare workers, nurses and community health workers. Leveraging our technology and data expertise, this pillar supports digital health training platforms that expand access to learning at scale.

Advancing Reduction in Mortality and Morbidity of Mothers, Children and Neonates (ARMMAN)

ARMMAN
DELIVERING INDIA'S FUTURE

Empowering frontline health workers

Partnership years:
2024–present

Impact:
14,936 ANMs, 1,141,327 pregnant women and 4,999 ASHAs

Geography:
Delhi and Hyderabad

ARMMAN is a leading Indian non-profit organization dedicated to improving maternal and child health outcomes through technology-enabled solutions. Working closely with the Ministry of Health and Family Welfare and multiple state governments, ARMMAN develops scalable digital learning and health-system strengthening interventions that equip frontline healthcare workers with the knowledge and tools required to deliver quality maternal and newborn care.

The Integrated High-Risk Pregnancy Tracking and Management (IHRPTM) program strengthens frontline healthcare workers through technology-enabled training, standardized protocols and real-time monitoring to support the early identification and timely management of high-risk pregnancies.

Access to reliable health information plays a critical role in improving maternal, newborn and child health outcomes. However, many pregnant women, mothers and frontline health workers continue to face barriers in accessing timely information and continuous learning opportunities. The Kilkari and Mobile Academy programs address these challenges through mobile-based voice messaging and digital training platforms that strengthen health awareness, improve preventive healthcare practices and enhance the quality of counselling delivered by frontline workers.

SDG alignment:
SDG 3 - Good health and well-being
SDG 9 - Industry, innovation and infrastructure
SDG 17 - Partnerships for the goals

Optum India partnership with ARMMAN

The IHRPTM program

Optum supports ARMMAN in implementing the IHRPTM program across Hyderabad and neighboring districts in Telangana. The initiative enables large-scale training of frontline healthcare workers on high-risk pregnancy protocols through a blended learning model that combined classroom training, digital learning tools, AI-powered support systems and dashboard-based monitoring. The project also strengthens healthcare systems by enabling real-time tracking of high-risk cases and institutionalizing evidence-based pregnancy management protocols within government healthcare systems.

Theory of change

Inputs and activities	Output	Outcomes	Impact
Funding towards leveraging digital learning platforms, chatbot support, standardized protocols and mentoring to strengthen frontline maternal health capacity	Auxiliary nurse midwives (ANMs) equipped with practical knowledge and decision-support tools for pregnancy risk identification and care management	Better identification and management of high-risk pregnancies by frontline workers	Healthier pregnancies and improved outcomes for mothers and newborns

Impact (2025-26)

6,436
ANMs trained

7,624
ANMs reached via learning management system (LMS) installation

4,198
completed LMS course

5,835
onboarded to support chatbot







Kilkari and Mobile Academy (KMA)

Optum supports ARMMAN's implementation of Kilkari and Mobile Academy programs across the national capital region. The initiative enabled pregnant women and mothers to receive critical voice-based health information while simultaneously strengthening frontline health workers through mobile training modules. The project also supported government engagement, data validation, beneficiary enrolment processes and capacity-building activities that improved program reach and sustainability.

Theory of change

Inputs and activities
Leveraging interactive voice response (IVR) technology, mobile learning platforms and government partnerships to deliver health information and capacity-building at scale

Output
Pregnant women, mothers and ASHAs were enrolled and trained through voice-based outreach and mobile academy modules

Outcomes
Greater awareness of healthy practices and increased utilization of maternal and child health services

Impact
Healthier pregnancies, safer childbirth experiences and stronger early childhood outcomes

Impact (2025-26)

791,327
Pregnant and lactating mothers and new born children reached via Kilkari

116%
of Kilkari outreach target achieved

1,999
completed LMS course









Partner voice



Gaurav Shah
Chief Executive Officer, ARMMAN

"ARMMAN is deeply grateful to Optum India for its invaluable partnership in advancing maternal and child health across underserved communities in India. Their support has enabled us to deliver timely, evidence-based health information to pregnant women, mothers and children, empowering families to make informed decisions and adopt healthier practices. This collaboration has also strengthened the public health delivery system by enhancing the capacities of frontline health workers to provide quality care and support throughout pregnancy and early childhood. We sincerely appreciate the trust and commitment from Optum India and our shared vision of improving health outcomes and creating lasting impact for vulnerable communities."

ECHO India

Bringing specialist expertise closer to the point of care

Partnership years:
2024–present

Impact:
1,006 nurses

Geography:
Delhi-NCR, Hyderabad and Chennai

SDG alignment:
SDG 3 – Good health and well-being
SDG 9 - Industry, innovation and infrastructure

ECHO India is a non-profit organization dedicated to strengthening healthcare delivery through technology-enabled capacity building. Guided by the principle of "moving knowledge, not people," it uses the Project ECHO tele-mentoring model to connect specialists with frontline healthcare providers, nurses and community health workers, enabling knowledge sharing and continuous learning at scale. Through its proven expertise in delivering large-scale training programs, ECHO India has strengthened local capacity to manage a wide range of health challenges, contributing to improved healthcare outcomes across India.

Optum India partnership with ECHO India

Optum partnered with ECHO India to strengthen oncology care capacity by addressing persistent gaps in cancer detection and treatment. Recognizing the critical role nurses play in early screening, diagnosis and patient counseling, the organization supported the delivery of specialist-led training, equipping frontline healthcare professionals with enhanced oncology care capabilities. Expanding from a single city to hospitals across Delhi NCR, Hyderabad, Bengaluru and Chennai, the initiative reached over a thousand nurses, scaling oncology knowledge across healthcare systems.









Theory of change

Inputs and activities
Funding towards specialist expertise and a structured oncology curriculum to enable virtual mentoring, peer learning and competency development

Output
Nurses connected to ongoing oncology education and case-based learning through tele-mentoring networks

Outcomes
Greater clinical confidence, stronger decision-making and enhanced ability to support patients throughout the care journey

Impact
More effective cancer care delivery and improved experiences for patients and families

Impact (2025-26)

806
nurses trained

74%
training completion rate

140
sessions conducted

265,500
projected annual patient reach

Partner voice



Dr. (Col) Kumud Rai
Chairman,
ECHO India

"Strong health systems depend on a skilled and empowered workforce and nurses are at the heart of that effort. Support from Optum has been instrumental in enabling us to strengthen breast and cervical cancer care by empowering more than a thousand nurses across metro cities in India. The impact of this initiative extends far beyond training, it is enabling nurses to promote awareness, support early detection and provide compassionate guidance to women throughout their care journey. This partnership is helping us build a more informed, responsive and fair healthcare ecosystem that can better meet the needs of women and their families."

Our partners

Skill development: Creating opportunities

The skill development pillar focuses on enhancing employability and economic independence among youth, women and persons with disabilities. In FY 2025-26, the addition of NASSCOM Foundation extended the pillar's reach to include STEM scholarships for economically disadvantaged students, reflecting the organization's commitment to advancing opportunity through technology, education and future-ready skills.

Child Welfare and Holistic Development for Rural Development (CHORD)

Empowering futures through education, skill development and holistic care

Partnership years:
2018–present

Impact:
~3,735 students, 15,000 family members

Geography:
Hyderabad

CHORD India is a non-profit working to empower underprivileged children and persons with disabilities through education, health and livelihood programs. The organization promotes inclusive education and community-based rehabilitation through structured school-based interventions, delivering measurable outcomes through integrated education and therapy services.

Optum India partnership with CHORD

Optum partners with CHORD India to support the Aashirwad School Program, enabling inclusive education and rehabilitation for children with disabilities. The initiative supports classroom learning, therapy services, caregiver counselling and community awareness, ensuring a holistic intervention model that addresses both educational and developmental needs of the children.





SDG alignment:
SDG 3 – Good health and well-being
SDG 4 – Quality education
SDG 10 – Reduced inequalities





Theory of change

Inputs and activities
Mobilizing specialist educators, therapeutic expertise and family-engagement programs to support children with diverse developmental needs

Output
Personalized learning pathways, developmental interventions and caregiver participation enabled through structured support services

Outcomes
Stronger communication, learning and adaptive functioning among participating children

Impact
Greater inclusion, independence and long-term well-being

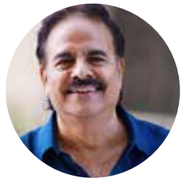
Impact (2025-26)

385
children supported

1,500+
family members reached

35-60%
improvement in learning outcomes

Partner voice



Suman C. Malladi
Founder and President, CHORD

"Optum has set a remarkable benchmark in corporate citizenship, demonstrating how businesses can become a powerful force for social transformation. Our partnership with Optum India has helped expand access to quality education and opportunities for 370 children annually, achieving a 100% Class X Board Exam pass rate and 52% female enrollment. Beyond financial support, Optum employees have generously shared their time, expertise and encouragement through volunteering, mentoring, technology exposure and career guidance. Their involvement has enriched the educational experience of our students and inspired them to believe in their own potential. "

HOPE Foundation

Supporting inclusive education and developmental opportunities for children of all abilities

Partnership years:
2024–present

Impact:
200 HIV patients, 150 women, 10,017 students and 300 teachers

Geography:
Bengaluru, Chennai, Gurugram, Hyderabad and Noida

SDG alignment:
SDG 4 – Quality education
SDG 10 – Reduced inequalities

HOPE Foundation is a non-profit organization dedicated to improving educational and developmental outcomes for underprivileged children and children with intellectual disabilities and autism. Operating across India, it provides specialized education, therapy and vocational training services that support holistic development and independent living. The organization also delivers STEM education, digital learning and teacher capacity-building programs through innovative, technology-enabled models, helping improve learning outcomes while fostering inclusion and opportunity for vulnerable communities.

Optum India partnership with HOPE Foundation

Recognizing that inadequate infrastructure, limited exposure to practical learning and low English proficiency can restrict academic and career opportunities, particularly for girls, Optum has partnered with HOPE Foundation to support the establishment of STEM labs, teacher training and digital learning integration. The initiative fosters experiential learning, strengthening student engagement and skills and creating more inclusive pathways for future education and employment opportunities.













Theory of change

Inputs and activities
Leveraging technology-enabled learning environments and teacher support to expand access to quality STEM education

Output
Students and educators engaged in experiential learning and modern teaching methodologies

Outcomes
Stronger foundational competencies in critical thinking, communication and STEM disciplines

Impact
Enhanced future opportunities through greater academic preparedness and career aspirations

Impact (2025-26)

10,017
students

300+
teachers benefitted

20
schools supported

142
teachers trained

913+
STEM sessions delivered

Partner voice



Mrs. Malarvili Prabath
Regional Director,
HOPE Foundation

"Support from Optum for our STEM Education Program is transforming learning experiences for students in government and NGO-run schools across India. Through this partnership, STEM labs have been established in 20 schools, benefiting more than 10,000 students and over 300 teachers. We have seen increased student participation, curiosity and enthusiasm for learning, while teachers have been equipped with new skills and digital tools to enhance classroom instruction. We deeply value this partnership and the lasting impact it is creating for children and educators alike."

Nasscom Foundation

Bridging the digital divide for underserved communities

Partnership years:
2025–present

Impact:
147 students

Geography:
Delhi, Bengaluru, Hyderabad and Chennai

SDG alignment:
SDG 4 – Quality education
SDG 10 – Reduced inequalities

Nasscom Foundation is a leading not-for-profit organization, representing the Indian technology industry, focused on leveraging technology for inclusive development. With over two decades of experience, it works across education, skilling and social innovation. The Foundation has strong ecosystem partnerships, expertise in managing large-scale scholarship programs and the ability to deliver transparent, technology-enabled implementation with measurable impact.

Optum India partnership with Nasscom Foundation

Optum partners with Nasscom Foundation to implement a STEM scholarship program providing financial assistance to students from economically disadvantaged communities. The initiative covers tuition fees, living expenses and learning resources. It also includes mentorship sessions focused on communication, workplace readiness and career development – combining financial aid with capacity-building interventions.

Theory of change

Inputs and activities
Leveraging digital platforms, scholarship support and mentorship networks to expand access to STEM learning opportunities

Output
Students from underserved backgrounds connected to financial assistance and structured developmental support

Outcomes
Reduced barriers to pursuing higher education and stronger academic engagement

Impact
Greater participation in STEM pathways and expanded opportunities for long-term economic mobility











Impact (2025-26)

147
students supported

79%
from economically challenged communities

Rs 30,000
scholarship per student

72%
contribution used for college fees

Partner voice



Jyoti Sharma
Chief Executive Officer, Nasscom Foundation

"At Nasscom Foundation, we believe talent is everywhere, but opportunity is not. Through our partnership with Optum, nearly 150 students from marginalized and economically disadvantaged communities have gained access to financial assistance, mentorship, career-readiness support and industry exposure, helping them pursue STEM education and career pathways with greater confidence. For many, including first-generation learners and women, this support has been instrumental in overcoming barriers to higher education and professional growth. By combining aspiration with preparedness and connecting students to role models and real-world opportunities, this initiative is helping build a more inclusive STEM ecosystem, where potential, not background, shapes future success."

The Blind Relief Association (TBRA), Delhi

Pioneering change and empowerment for the visually impaired

Partnership years:
2022–present

Impact:
874 students

Geography:
Delhi-NCR

SDG alignment:
SDG 4 – Quality education
SDG 8 – Decent work and economic growth
SDG 10 – Reduced inequalities

TBRA implements skill development and rehabilitation initiatives for persons with visual impairment, focusing on digital inclusion, employability, independent living and access to technology-enabled learning. The organization delivers Rehabilitation Council of India (RCI) aligned training programs that combine computer education, assistive technology and professional development, enabling beneficiaries to pursue higher education and employment opportunities.

Optum India partnership with TBRA Delhi

Optum supports the Diploma in Computer Applications program for visually impaired youth and adults. The initiative enables beneficiaries to access structured digital-skills training covering Microsoft Office, internet usage, digital communication, assistive technologies, Python programming, personality development, interview readiness and employability skills. Through this intervention, participants gain technical and professional competencies required to participate more effectively in education, employment and community life.















Theory of change

Inputs and activities
Leveraging an RCI-approved curriculum, assistive technologies, mentorship and practical learning infrastructure to deliver specialized digital-skills education

Output
Completion of a structured, industry-oriented diploma program by learners with visual impairment

Outcomes
Greater readiness for higher education, professional development and workforce participation

Impact
Enhanced economic inclusion and increased opportunities for independent living

Impact (2025-26)

24
visually impaired beneficiaries trained

RCI-compliant
one-year diploma program delivered

Higher education
and employment pathways supported

Partner voice



Radhika Bharat Ram
Honorary Joint Secretary,
The Blind Relief Association
Delhi

"We are deeply appreciative of the continued supportfrom Optum India for the Diploma in Computer Education and Assistive Technology project at the Blind Relief Association. This partnership has significantly strengthened our efforts to equip persons with visual impairment with the digital and assistive technology skills needed to navigate today's technology-driven world with confidence and independence. Beyond skill development, the program promotes dignity, self-reliance and greater participation in society. We are proud to partner with an organization that recognizes the transformative power of education and technology in creating opportunities and changing lives. On behalf of our students, faculty and the entire Blind Relief Association family, I extend our sincere gratitude to Optum India for helping build a more inclusive future."

Our partners

Environmental sustainability: Caring for our planet

The environment sustainability pillar reflects the belief that planetary health is intrinsic to human health. In FY 2025-26, two new partners – Iamgurgaon and United Way Bengaluru – expand our environmental footprint to cover all seven Optum India cities, with programs spanning solar energy, urban conservation and community sustainability.

Iamgurgaon

iamgurgaon
Work Together. Make a Difference

Reviving urban ecosystems and natural habitats

Partnership years:
2025–present

Impact:
~150,000 beneficiaries

Geography:
Gurugram

SDG alignment:
SDG 6 – Clean water and sanitation
SDG 11 – Sustainable cities and communities
SDG 13 – Climate action
SDG 15 – Life on land

Iamgurgaon is a citizen-led environmental organization dedicated to restoring urban commons, waterbodies, forests and biodiversity habitats across Gurugram through community participation and environmental stewardship. Over the past 15 years, the organization has led large-scale ecological restoration initiatives, creating greener public spaces, enhancing biodiversity and strengthening the city's environmental sustainability.

Optum India partnership with Iamgurgaon

The 90-acre Sikanderpur waterbody had experienced significant ecological degradation due to sewage inflow, encroachment, invasive species and declining water quality. Optum has supported the restoration and maintenance of this waterbody, along with Sikanderpur forest, through habitat enhancement, plantation care, site protection and employee volunteering, helping strengthen biodiversity, improve water conservation and create an accessible green space for the community.









Theory of change

Inputs and activities
Leveraging ecological expertise and community-led restoration efforts to regenerate critical urban natural assets

Output
Habitats restored and protected through sustained conservation and ecosystem management interventions

Outcomes
Improved environmental health, stronger biodiversity corridors and enhanced natural resource sustainability

Impact
A more resilient urban ecosystem capable of supporting long-term environmental and community well-being

Impact (2025-26)

90 acres
landscape sustained and restored

~150,000
beneficiaries impacted

80
employees engaged in plantation drives

Partner voice



Priti Sanwalka
Core Team Member,
Iamgurgaon

"Thank you to the entire Optum team. Your support has played a significant role in helping us preserve and restore Gurugram's urban green spaces while advancing our shared vision of a greener, healthier city. What we value most is your genuine commitment to environmental stewardship and community well-being. We are proud to have you as a partner and look forward to creating even greater impact together. On behalf of Iamgurgaon, we extend our sincere gratitude to Optum for its continued support and collaboration."

United Way Bengaluru

United Way Bengaluru (UWB) is a nonprofit organization that works across health, education, environment and community resilience to create sustainable change in underserved communities. As part of the global United Way network, UWB implements programs that strengthen access to essential services and improve quality of life.

Strengthening last-mile healthcare access

Partnership years:
2025–present

Impact:
20,000 beneficiaries

Geography:
Bengaluru Rural

SDG alignment:
SDG 3 - Good health and well-being
SDG 10 - Reduced inequalities
SDG - 11 Sustainable cities and communities
SDG 13 - Climate action

Optum India partnership with UWB

Frontline health workers in rural Karnataka often face mobility challenges that affect timely outreach and access to care. Through the Arogya Sanchari initiative, 45 e-bikes were distributed across primary health centers in Bengaluru Rural, enabling health workers to reach remote households more efficiently, strengthen last-mile healthcare delivery and improve access to essential services such as antenatal care, immunization and referrals.

Theory of change

Inputs and activities
Mobilizing electric mobility solutions and government partnerships to strengthen community-based health outreach

Output
Frontline health workers equipped with sustainable transportation to reach remote and underserved communities

Outcomes
Greater service coverage, improved responsiveness and more timely engagement with beneficiaries

Impact
Stronger continuity of care and improved maternal and child health outcomes in rural communities











Impact (2025-26)

45
e-bikes distributed to primary health centers (PHCs)

20,000
people reached through health access initiatives

4
talukas covered

563,640
community members empowered with emergency response knowledge

Partner voice



Rajesh Krishnan
Chief Executive Officer,
United Way Bengaluru

"The first year of our partnership with Optum India has been guided by a shared vision to make healthcare more accessible to every community. By supporting frontline healthcare workers such as ASHAs and auxiliary nurse midwives (ANMs) at PHCs with 45 e-bikes, we have helped improve last-mile service delivery and enabled them to reach underserved rural communities more effectively. This initiative demonstrates how strategic partnerships can create tangible improvements in healthcare access. We value our collaboration and look forward to expanding our partnership to create lasting change in communities."

United Way of Delhi

Nurturing ecosystems and strengthening communities

Partnership years:
2024–present

Impact:
9,600 students,
100 teachers and 3,000 community members

Geography:
Gurugram and Noida

SDG alignment:
SDG 7 – Clean and affordable energy
SDG 11 – Sustainable communities
SDG 13 – Climate action

United Way of Delhi (UWD) is a leading non-profit organization advancing community development across education, environment and health. Through strong partnerships with government institutions and local stakeholders, UWD delivers infrastructure and sustainability initiatives that strengthen school ecosystems and create lasting environmental impact through community-driven approaches.

Optum India partnership with UWD

Optum partnered with United Way of Delhi to implement a solar electrification program across government schools in Delhi NCR. The initiative involved installing 6 KiloWatt hybrid solar power systems to support smart classrooms and STEM labs, along with conducting environmental awareness sessions for students. Training is also provided to school staff for system maintenance, ensuring long-term sustainability.













Theory of change

Inputs and activities
Mobilizing solar technology, technical expertise and awareness initiatives to promote renewable energy adoption in schools

Output
Solar-powered infrastructure installed alongside student and staff engagement on responsible resource use

Outcomes
More reliable learning environments and reduced dependence on conventional energy sources

Impact
Greater environmental stewardship and stronger community resilience through sustainable practices

Impact (2025-26)

15
schools powered through solar energy

4,500
students reached through the initiative

3,000
community beneficiaries

785
students empowered with sustainability awareness

Partner voice



Dr. Sujeet Ranjan
Chief Executive Officer,
United Way of Delhi

"United Way of Delhi is proud to partner with Optum India in expanding and strengthening access to safe, affordable, reliable and sustainable energy for underserved communities. Together, we are enhancing quality of life, strengthening community infrastructure and advancing environmental sustainability through clean energy solutions. By reducing dependence on conventional energy sources, the initiative supports sustainability and environmental, social and governance (ESG) goals while creating lasting social and environmental impact. We are confident that this partnership will drive inclusive development, contribute to climate action and improve socio-economic outcomes for marginalized communities."

Optum CSR report 2026

Impact stories

1 CanKids KidsCan

2 CanSupport

3 Child Welfare and Holistic Organization for Rural Development (CHORD)

4 Nasscom Foundation

Impact in action



One-year-old Maria from Tiruchirappalli, Tamil Nadu was diagnosed with Acute Myeloid Leukemia (AML). The diagnosis brought significant emotional and financial challenges, forcing her mother to leave her job and become a full-time caregiver while her father became the family's sole provider.* ***CanKids KidsCan*** *helped Maria with critical support, including access to bone marrow transplant treatment, essential medical supplies, patient navigation services, nutritional assistance and psychosocial counselling. This comprehensive support helped her family navigate the complexities of treatment with greater confidence and resilience.*

*The beneficiary names used in this report are aliases and have been changed to protect the privacy, confidentiality, and dignity of the individuals concerned.

Manoj, a 46-year-old advanced-cancer patient, faced immense physical, emotional and financial hardship after discontinuing curative treatment. Once the family's primary earner, he was forced to leave his job, placing the responsibility of supporting the household on his wife, a daily wage worker, and his son. Through our partnership with* ***CanSupport****, Manoj was enrolled in a home-based palliative care program that provided integrated medical, nursing and psychosocial support. Regular home visits, counselling and symptom management helped improve his nutrition, medication intake and overall comfort. The program also reduced the family's financial burden by facilitating access to free medicines, nursing care and medical consultations, helping restore dignity and quality of life during a challenging period.*





In the slum communities surrounding Bachupally, Telangana, many girls faced barriers such as domestic responsibilities, child labor and early marriage that limited access to education. ***CHORD*** *India's community outreach and awareness efforts encouraged families to invest in their daughters' futures. Supported by Optum volunteers, the initiative enrolled 192 girls, representing 52% of total student enrolment in 2025-26. Students also received life-skills training, mentorship and access to opportunities such as the Access English Micro-Scholarship program. As a result, 87% of adolescent girls reported improved self-esteem and leadership skills, while parental awareness and support for girls' education increased by 85%, helping more girls pursue higher education and future opportunities.*

Rahul, a 21-year-old engineering student, earned admission to one of Delhi's leading engineering institutions through consistent academic excellence. When a medical emergency in his family created severe financial strain, he struggled to balance his studies with part-time work while managing education-related expenses. Through the* ***Nasscom Foundation Scholarship Program****, Rahul received timely financial support that helped ease the burden of tuition and accommodation costs, allowing him to stay focused on his education. The program also provided mentorship and industry exposure, strengthening his career readiness. Today, Rahul is continuing his academic journey with confidence, demonstrating how timely support can help talented students overcome adversity and pursue their aspirations.*



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Employee volunteerism











Employee volunteering at Optum India is driven through two complementary programs: **Geographically Inclusive Volunteer Event (G.I.V.E.)**, an enterprise-wide campaign for concentrated collective action and **United Community Awareness Responsibility Endeavor (UCARE)**, the year-round site-level platform.

G.I.V.E. is the signature volunteering initiative at Optum that mobilizes employees across geographies to strengthen communities through hands-on service. Through partnerships with nonprofit organizations, employees contribute their time and skills to address critical needs in education, health and well-being, food security, housing and community development, reinforcing our commitment to helping build healthier communities.

G.I.V.E. remained a cornerstone of Optum India volunteering efforts in 2025, bringing together 21 sites across nine cities for 24 events with 11 NGO partners during a dedicated week of service in November. Donation drives accounted for 42% of activities, followed by NGO visits at 33% and blood donation camps at 25%, ensuring employees across roles and locations had accessible ways to participate. Employee engagement reinforced the success of the initiative, with 2,650 employees enrolled as volunteers.

G.I.V.E. 2025 translated employee participation into meaningful community impact across four Key initiatives:

Through **health and wellness initiatives**, employees supported blood donation, thalassemia and sickle cell camps and the CanSupport Walk for Life, helping replenish critical blood supplies while raising awareness for cancer care and patient wellbeing.

Donation and essential supply drives transformed everyday contributions into tangible support for underserved communities. Clothing, stationery, hygiene products and groceries collected through NGO partners were converted into dignity kits and relief material.

Through **NGO partnerships and community outreach**, employees engaged directly with organizations supporting persons with disabilities, senior citizens and marginalized communities. Office visits, community interactions and elder-care engagements created meaningful two-way connections, strengthening nonprofit visibility while deepening employee understanding of social challenges and community needs.

Hands-on **environmental action** through plantation drives and lake clean-up initiatives. These activities enabled employees to contribute directly to local ecological restoration efforts while building awareness of sustainable community development and creating a strong foundation for future expansion.

UCARE, is an employee community engagement and volunteering program at Optum India that provides a structured framework for planning and delivering social impact initiatives across sites. Through partnerships with empaneled NGOs, employee volunteering opportunities, donation drives, awareness campaigns and community outreach activities, UCARE enables employees to contribute their time, skills and resources to meaningful causes while fostering a culture of responsibility, inclusion, belonging and community engagement. The program is governed through defined processes for planning, compliance, communication, execution and impact measurement, ensuring that volunteering efforts align with organizational values and create sustainable benefits for both employees and the communities they serve. UCARE serves as the umbrella platform for year-round community and social responsibility activities across Optum India.

98
volunteering activities

12,601
volunteers' participation

7 cities
and 20+ sites engaged nationwide

20+ NGOs
supported

21,000+
volunteer hours

Participation by theme (FY 2025-26)

Donation and essential supply drives	**5,673 participants | 31 events**
NGO partnerships and community outreach	**3,530 participants | 31 events**
Health and wellness	**3,070 participants | 28 events**
Environment and sustainability	**200 participants | 4 events**

Milestones that mattered

Initiative	Date	Locations
Inauguration of the Akshay Aakruti mobile clinic	August 2025	Hyderabad
Distribution of assistive devices (wheelchairs) in partnership with Samarthanam Trust for the Disabled	December 2025	Bengaluru
Handover of electric vehicle scooter to support primary health centre operations	May 2026	Bengaluru
Support for CanSupport mobile clinic initiative	FY 2025-26	Multiple locations













Future *roadmap and commitments*



Short term — FY 2026–27

Key themes and priorities

- AI-enabled diagnostics at point of care
- Respiratory and lung health (Tuberculosis, Chronic Obstructive Pulmonary Disease (COPD)
- PHC-as-hub digital transformation model
- Green mobility as a health-access enabler
- CHW-led preventive care with AI risk stratification
- Women's cancer literacy and early detection
- Early childhood development at Anganwadi
- Sustained: health access, Maternal, Newborn, Child Health and Nutrition, Non-Communicable Disease screening, disability skilling, eye/hearing care, teleconsultation, frontline capacity, clean energy

Target beneficiaries

- Children aged 0-6 years (Early Childhood Care and Development (ECCD)/Anganwadi)
- Women at risk of breast and cervical cancer
- Community Health Worker (CHWs) and ANMs, special education teachers
- Mothers, children under the age of five, visually/hearing impaired individuals, cancer patients, youth, underserved communities

Technology and AI enablers

- AI chest X-ray analysis for multi-disease lung screening
- Portable spirometry devices, Health ATM (60+ tests) at PHCs
- AI medicine vending machines, clinical decision-support algorithms
- AI risk stratification for CHW household screening
- Electronic Health Records (EHR) roll-out
- Telemedicine/teleconsultation, digital Management Information System (MIS) dashboards
- EV mobility units for field outreach

2026-2028

Key themes and priorities

- Scaling AI diagnostics and digital-health tools beyond pilot PHCs
- Expanding lung-health and NCD screening programs
- Strengthening the CHW-led preventive-care network state-wide
- Growing the green-mobility fleet for field health delivery

Target beneficiaries

- Broader populations reached across all existing beneficiary groups, at scale

Technology and AI enablers

- AI diagnostics and EHR extended
- Digital MIS/tracking scaled to monitor cumulative program reach
- Telemedicine and CHW risk-stratification expanded beyond pilot sites

Expected outcomes and milestones

- Reduced out-of-pocket health expenditure via early detection and prevention
- CHW network sustaining preventive care beyond the program period
- Scalable, government-owned digital PHC model with potential for state replication

Notes

Inspired by

Healthy Optum*ism*

Grateful for your passion, partnership and commitment to making a difference

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