



# Performance inspired by purpose

An overview of Optum in India



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## A diversified enterprise with complementary yet distinct business platforms

# UNITEDHEALTH GROUP®

Ranked **5th**  
of the Fortune 500

**\$257.1B** FY  
2020 revenue



Health care coverage  
and benefits

**\$200.9B** FY  
2020 revenue

Employer & Individual  
Medicare & Retirement  
Community & State  
Global

**330,000**  
employees in  
**16 countries**

**\$5.3B** investment  
in innovation/  
technology/ research  
and development



Information and  
technology enabled health  
services

**\$136.3B** FY  
2020 revenue

OptumHealth  
OptumInsight  
OptumRx

### OUR MISSION

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

**UnitedHealth Group**, with distinctive competencies in clinical excellence, technology, and insights, across our businesses – **Optum** and **UnitedHealthcare**, helps deliver innovative and end-to-end solutions that aim to solve for many of the biggest health care challenges of today. We are developing the next-generation health system that is simpler and more effective for those that experience, provide and pay for care. With this, we are working to achieve the triple aim of health care - improving access to care, cost of care and quality of care – globally.

- ▶ UHG is the only company, amongst its peers, that has been recognized by both Civic 50 and Dow Jones Sustainability World and North America indices, since these respective initiatives began in 2012 and 1999. Read more about sustainability at UHG [here](#).
- ▶ Detailed investor information is available [here](#). Download our 2020 Investor Conference Book [here](#).
- ▶ Review our 2020 key performance indicators [here](#).
- ▶ Access the UnitedHealth Group financial and earnings reports [here](#).

# Optum – a health services innovation company

Optum is a leading information and technology-enabled health services business, delivering innovative solutions with leading technologies that help modernize the health system and improve overall population health. We connect, collaborate and serve across the health care system:



## Optum delivers differentiated value, touching nearly every facet of the health system through three business segments:

OptumHealth	OptumInsight	OptumRx
<p>A comprehensive, connected <b>health care delivery and engagement platform</b>, providing high-quality care, meeting chronic and complex health needs, through in-person, virtual and digital clinical platforms.</p> <ul style="list-style-type: none"><li>• <b>99M</b> unique individuals served</li><li>• <b>59K+</b> aligned/employed physicians</li><li>• <b>&gt;\$13B</b> assets under management for consumers</li></ul>	<p>Connecting the health system with data and analytics, technology and health care expertise to help customers set strategy, reduce administrative costs, improve clinical performance and transform operations.</p> <ul style="list-style-type: none"><li>• <b>~260M</b> lives of clinical and claims data</li><li>• <b>90</b> life sciences companies as clients</li><li>• <b>5.5B+</b> clinical documents' pages processed annually by our NLP engine</li></ul>	<p>Providing improved pharmacy experiences with transparent pricing, expansive home delivery footprint, innovative specialty drug and formulary management, and a digital-first consumer experience.</p> <ul style="list-style-type: none"><li>• <b>59M</b> people served</li><li>• <b>\$103B</b> total prescription spend managed annually</li></ul>

The U.S. addressable market for Optum services is estimated at more than \$950B.

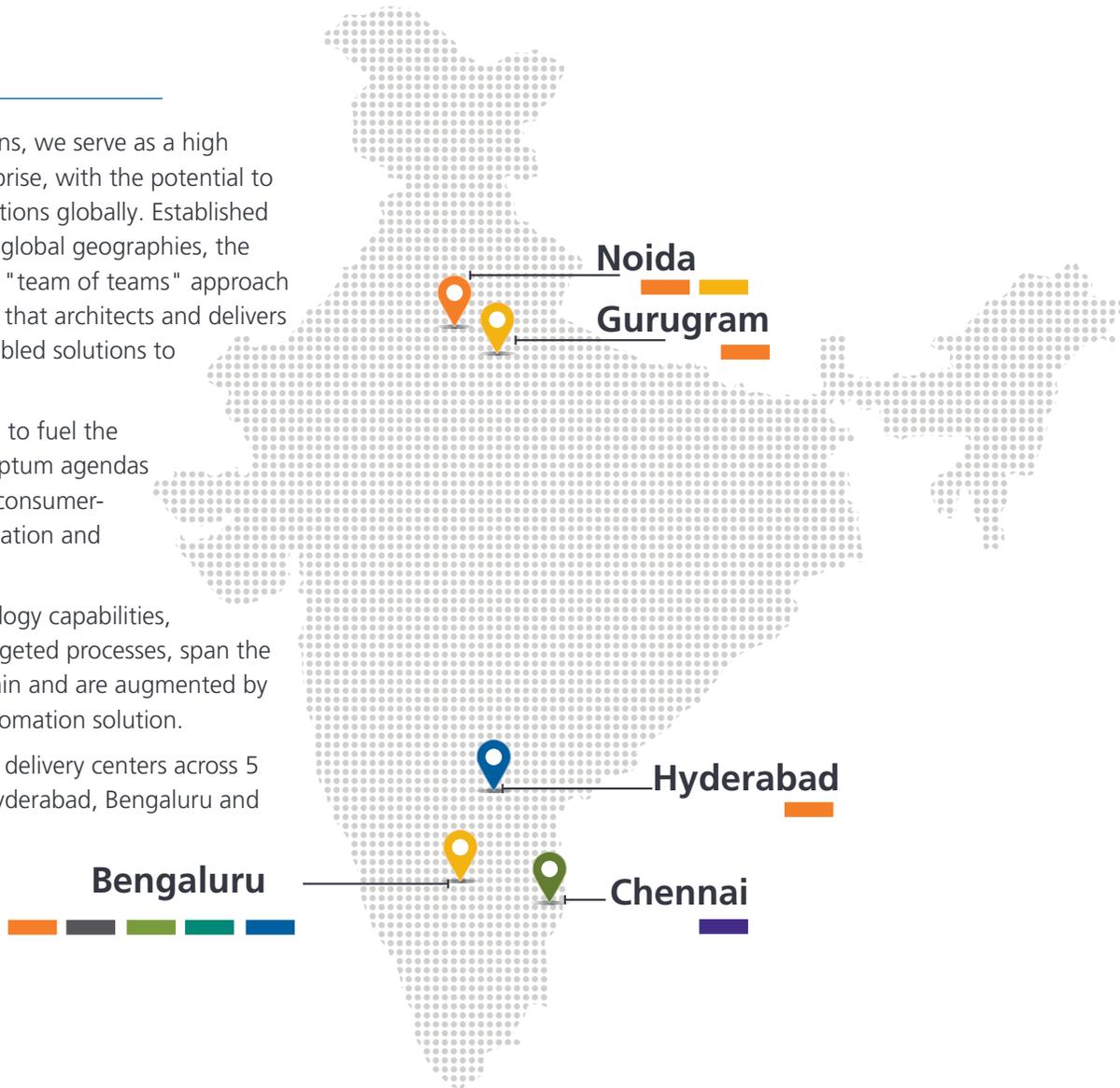
# Optum in India – One of the fastest growing digital health technology companies in the country

Through our India operations, we serve as a high value partner for the enterprise, with the potential to augment health care operations globally. Established in 2002, as one of the first global geographies, the India operations leverage a "team of teams" approach across our 30K+ workforce that architects and delivers end-to-end technology enabled solutions to our clients.

We are uniquely positioned to fuel the UnitedHealth Group and Optum agendas around profitable growth, consumer-centric engagement, digitization and analytics.

Our operations and technology capabilities, bolstered by over 1,900 targeted processes, span the entire health care value chain and are augmented by advanced analytics and automation solution.

Optum has state-of-the-art delivery centers across 5 cities: Gurugram, Noida, Hyderabad, Bengaluru and Chennai.



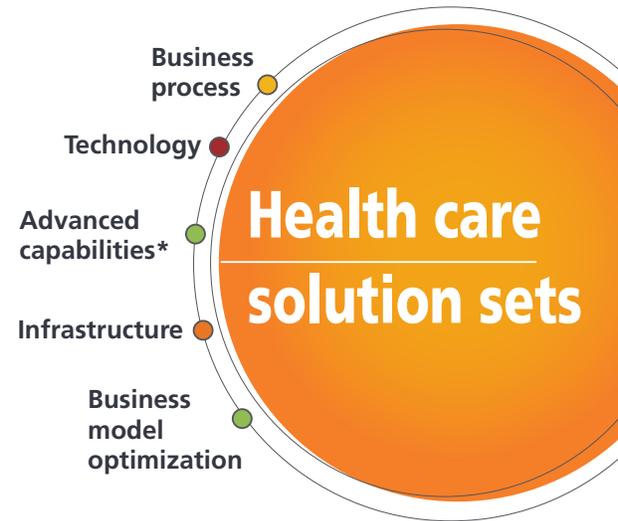
- Optum Global Solutions
- hCentive Technology
- XLHealth – Abacus
- XLHealth – Sapphire
- Optum International (Optum Health and Technology)
- Optum Insight India Pvt Ltd

# A bird's eye view of our services and capabilities

In India, Optum continues to move up the value chain in terms of service offerings, evolving and bringing greater operational synergies in tune with the fast-changing needs of the highly regulated and complex health ecosystem. Having started in 2002, our India operations have matured to support strategic IT operations, product development and management, and business operations such as voice, non-voice and integrated workstreams. We bring best-in-class business practices along with an optimal combination of talent, geographic access, and a comparable cost of operations.

## Business process solutions

Our operations teams in India work on transformative solutions across product/benefit configuration, network management, end-to-end claims processing, including appeals and grievances, billing & enrollment, medical coding, revenue cycle management, and provider data operations. To deliver measurable and sustainable performance improvement across all our 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.



\*Advanced Analytics, Clinical and Automation

## Technology, analytics and automation

India is home to the largest technology team for Optum outside of the United States of America. We pursue technology as a unifying force, bringing together deep industry expertise with 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 at comparatively low costs.

Our comprehensive IT delivery, product and data engineering, and advanced research and 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, big data analytics, data science, clinical analytics, reporting and business intelligence, fraud, waste and abuse, payment integrity and more.



**UiPath awards - Best RPA Centre of Excellence** award for the second consecutive year and **Jury Recognition Award for excellence in industry led automation.**

Recognized by Working Mother and Avtar for the third year in a row for **"100 Best Companies for Women in India 2020"**

**Silver award for "business transformation impact" at SSON Shared Services and Outsourcing Impact Awards**

# 'Team of teams' approach – Our people and culture

At Optum, we truly celebrate our people because it is they who advance and enable our mission of creating a healthier world. *Our United Culture* brings us together and guides values guide us, inspire our behaviors, and hold us together as individuals and as an organization:

## Integrity

Honor commitments.  
Never compromise ethics

## Relationships

Build trust through collaboration.

## Performance

Demonstrate excellence in everything we do.

## Compassion

Walk in the shoes of people we serve and those with whom we work.

## Innovation

Invent the future and learn from the past.

### Celebrating our people, ideas and experiences, and creating a culture of inclusion and diversity

**Fostering an inclusive, equitable and diverse environment** – We promote education, ongoing dialogue, connection and awareness to mitigate unwelcome bias and support every employee to bring their authentic self to work. Further, we leverage insights from our employee surveys to set clear leadership accountability and measure progress consistently.

Sustaining high performance and resilience by **supporting employee well-being** – We take a **holistic approach to our employees' wellbeing**, supporting both their physical and mental health. All employees have access to **Optum's Sanvello®** – a digital tool for stress, anxiety and depression. We have introduced several programs to specifically address emotional well-being, resilience, burnout prevention and collaboration, **recognizing the added stress during a global pandemic.**

**Developing and growing our talent** with robust virtual onboarding and digital self-assessment tools – Our talent development initiatives provide employees with learning experiences, formal and informal education, and mentoring opportunities to grow their skills and careers. Our **Common Language of Leadership (CLL)** provides a vocabulary to describe the behaviors necessary for success, ensuring we have a shared language to objectively define our expectations for leaders to identify, develop and deploy talent.



National Business Group on Health – **2020 Best Employers: Excellence in Health & Well-Being** top-tier Platinum award

Human Rights Campaign Corporate Equality Index – **“Best Places to Work for LGBTQ Equality”**

Disability Equality Index® (DEI) – **“2020 DEI Best Places to Work for Disability Inclusion”**

# Meet the leaders who guide our mission



**Laura Ciavola**

**President, Optum Global Solutions**

Laura leads the OGS organization. Prior to this role, Laura was the chief operating officer for OGS. She has previously worked with XLHealth, Amerigroup, Ernst & Young, among other global companies.



**Ritesh Talapatra**

**Managing Director, Optum Global Solutions India**

An industry veteran with 24 years of experience, Ritesh oversees strategy, execution, delivery and governance and also leads the technology organization at OGS. He has previously worked at Capgemini, Bank of America and Hyperion.



**Alind Sharma**

**Vice President, Human Capital**

An accomplished human capital leader with 25 years of experience, Alind leads human capital management at OGS. He has previously worked with Ranbaxy, Glenmark Pharmaceuticals and Pfizer, among others.



**Swati Rangachari**

**Vice President and Country Leader, Public Affairs and Strategic Engagements**

A seasoned public policy and corporate affairs leader, Swati has close to 26 years of experience in driving government and industry synergies while also mentoring diversity, sustainability and corporate responsibility mandates. She has previously worked with Boeing, Ericsson and STL Technologies, amongst others.



**Valli P. Bollavaram**

**Vice President, Technology**

A seasoned technology leader, Valli has 25 years of experience in building world-class teams and driving innovative technology solutions at a global scale. She has previously worked with Gap Inc., Microsoft, Target etc.



**Sampath Gandhi**

**Vice President, Technology**

An accomplished technology professional with 26 years of experience, Sampath has led product management, customer success, engineering, sales engineering (pre-sales) and partner engineering functions for leading-edge technology platforms. He has previously worked with Google, Apigee, Oracle, Microsoft etc.



**Nishid Sachdeva**

**Vice President, Operations, and Country Lead for Optum Global Solutions India**

A dynamic business operations leader, Nishid has 23 years of experience leading global business processes, including service delivery, process excellence, digitization, business continuity planning, and more. He has previously worked with Unisys Global Services India, Dell, Genpact etc.



**Surinder Singh**

**Vice President, Operations**

Surinder has more than 20 years of diverse experience across business operations, change management, process consulting and strategic planning across multiple domains such as IT, manufacturing, banking, retail, and health care.



# United on a journey to improve health care for the good of all

At UnitedHealth Group and Optum, we are connecting more people to care. Our commitment is to enhance health care experience, improve health care affordability, expand access to care, achieve better health outcomes, advance health equity and build healthier communities.

**COVID-19** has profoundly underscored this commitment. Since the onset of the pandemic, we have taken actions to ensure the health and safety of our members, providers, customers, communities and employees.



## Members

- **\$2B** in direct customer and consumer support
- **17K+** Optum clinicians redeployed to telehealth



## Vulnerable populations

- Spent more than **\$100M** on vulnerable populations, including **\$58M** in charitable contributions
- **70M** meals provided to those in need around the world



## In India

- Donated over **\$2M** to help fight COVID-19

**For our team members and their families in India**, we made available resources and support, including financial assistance to aid immediate needs, COVID-19 vaccination drives across Optum offices in India, enhanced insurance benefits coverage for our team members and their registered family members, health and safety leaves, an exclusive telehealth helpline, counseling services and more.

Other than relief measures specific to COVID-19, our year-round **United for Giving** program enables employee contributions. We support our employees and the causes they are most passionate about by matching their contributions – dollar for dollar – to the nonprofit of their choice.

**Supported 18K global nonprofits**

**\$48M donated**

**93K employees volunteered with a total number of 2.6M hours**

As we continue to adapt, innovate and evolve, what keeps us steadfast on our path are our culture, values, our people and our servant leaders. Our enterprise leaders best reflect the characteristics of a servant leader: authenticity, vision, determination, restlessness and courage – to always do better and do more, by putting the needs of others first and helping people develop and perform as highly as possible, through consistent communication, accountability and engagement. Their passion inspires the team members to do their life's best work.

Today, we are more confident than ever in the direction we are headed and our long-standing commitment to shape a health system that works better for everyone. We remain humble in face of the scale of partnerships, connections, people, places, ideas, insights, technologies, processes etc. that health care entails, and with the understanding that there is a lot more to be done to fulfil our mission of helping people live healthier lives and helping make the health system work better for everyone.



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