



# Performance inspired by purpose

An overview of Optum in India



# Table of contents

03

04

05

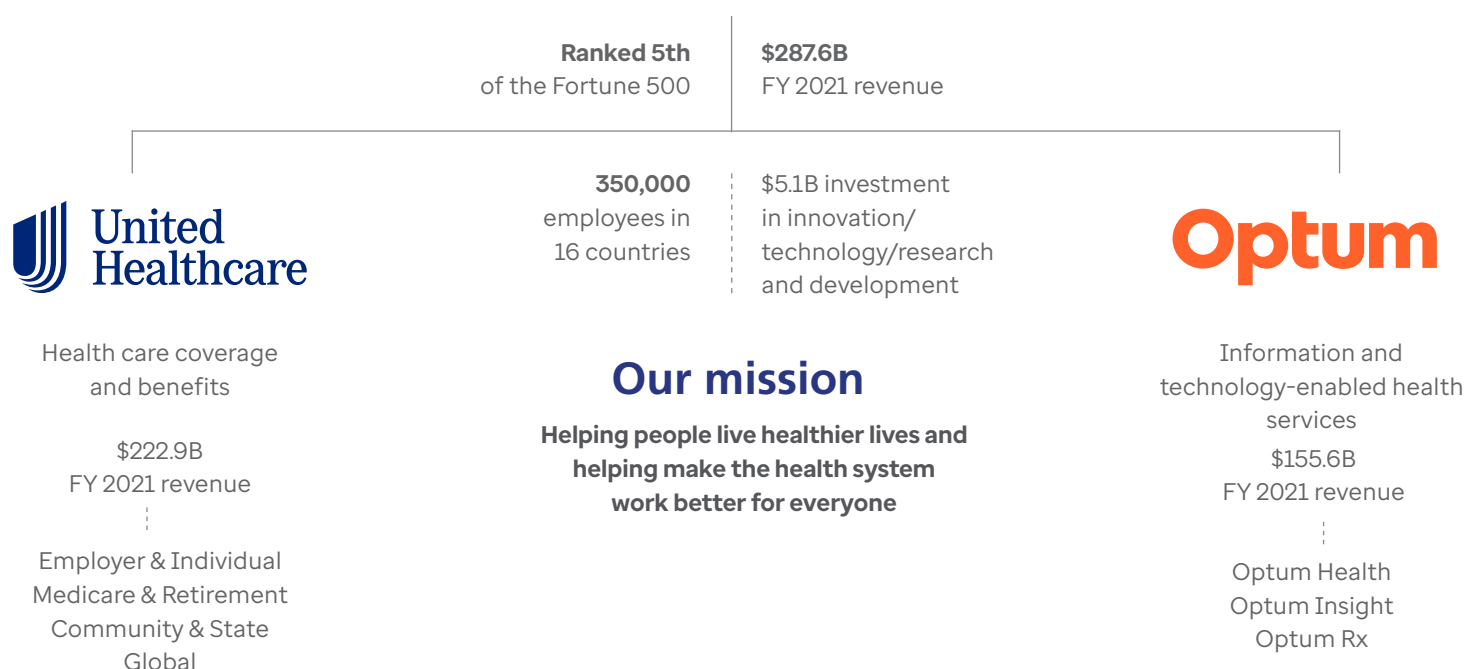
07

08

11

# A diversified enterprise with complementary yet distinct business platforms

## UNITEDHEALTH GROUP®



**UnitedHealth Group** is a health care and well-being company, with two distinct and complimentary businesses working to help build a modern, high-performing health system through improved access, affordability, outcomes and experiences.

**Optum** delivers care aided by technology and data, empowering people, partners and providers with the guidance and tools they need to achieve better health. UnitedHealthcare offers a full range of health benefits, enabling affordable coverage, simplifying the health care experience and delivering access to high-quality care.

- 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 2021 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

Working to create a healthier world for all



**Consumers**  
**130+ million**

empowered individuals including military, Veterans,  
Medicare and Medicaid beneficiaries



## Providers

≈ 9 out of 10 U.S. hospitals



## Government agencies

Partnering with federal, state and municipal  
agencies across 41 states and D.C.



## Life sciences

105 organizations



## Health plans

4 out of 5 organizations



## Employers

≈ 9 out of 10 Fortune 100

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

### Optum Insight

A comprehensive, connected health care delivery and engagement platform, providing high-quality care, meeting chronic and complex health needs, through in-person, virtual and digital clinical platforms.

- **250M+** lives of clinical and claims data for research and innovation
- **≈2.7B** transactions processed annually through Optum Data Exchange
- **≈\$30B** in annual health plan and employer savings through Optum payment integrity solutions

### Optum Health

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.

- **101M** unique individuals served by Optum Health
- **300K** in-network behavioral health providers
- **\$295B** in payments across 2.1 million providers

### Optum Rx

Providing improved pharmacy experiences with transparent pricing, expansive home delivery footprint, innovative specialty drug and formulary management, and a digital-first consumer experience.

- **>73** member service NPS\*
- **\$117B** in pharmaceutical spend managed annually

\*2021 post-call survey

# Optum in India

**One of the fastest growing digital health technology companies in the country**

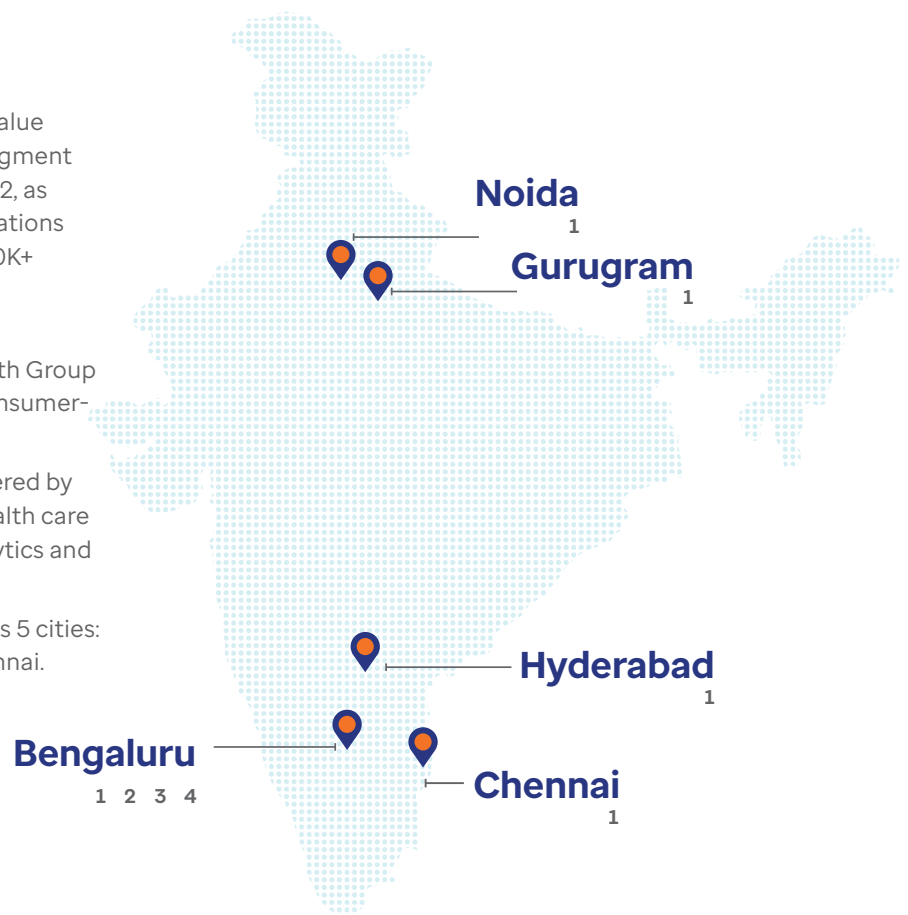
Optum was established in India in 2002.

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 2,000 targeted processes, span the entire health care value chain and are augmented by advanced analytics and automation solutions

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



**1** Optum Global Solutions

**2** XLHealth – Abacus

**3** XLHealth – Sapphire

**4** XLHealth – ITC

Note: Indicates all Optum businesses in India

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

### Business process solutions

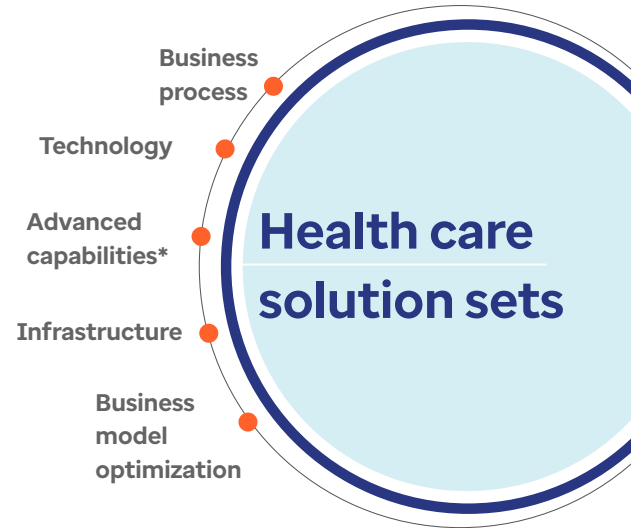
Our operations' teams in India work on transformative solutions across product/benefit configuration, network management and end-to-end claims processing, including appeals and grievances, billing & enrollment, medical coding, revenue cycle management and provider data operations.

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

### Technology, analytics and automation

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,



\*Advanced analytics, reengineering and automation

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.



Recognized as one of  
"the best organizations for  
women 2022"  
by Economic Times

Recognized by Working Mother  
and Avtar for the fourth year in a  
row for "100 best companies for  
women in India 2021"

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

# Our united culture

Our united culture brings us together and our values guide us, inspire our behaviors and hold us together as individuals and as an organization

## Integrity

Honor commitments.  
Never compromise ethics.

## Compassion

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

## Relationships

Build trust through collaboration.

## Innovation

Invent the future and learn from the past.

## Performance

Demonstrate excellence in everything we do.

## 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.

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 **Sanvello®** – a self-service digital solution.

**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.



UnitedHealth Group was named to Forbes' list of America's 500 best large employers for 2022.

UnitedHealth Group received a perfect score of 100 on the Human Rights Campaign Foundation's corporate equality index 2022, earning the distinction of one of the "best places to work for LGBTQ equality."

The Disability Equality Index® (DEI) has named UnitedHealth Group one of the best places to work for people with disabilities in 2021.

UnitedHealth Group was the top ranked company in the insurance and managed care sector on Fortune's 2022 "world's most admired companies" list for the 12th consecutive year.

# Meet our leaders



**Laura Ciavola**

**President, Optum Global Solutions (OGS)**

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) Private Limited**

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 with Capgemini, Bank of America and Hyperion.



**Anne Chang**

**Vice President, Human Capital, Optum Global Solutions (OGS)**

Anne provides direct leadership to the human capital, talent acquisition and talent development teams at Optum Global Solutions. Prior to this, Anne worked with Medtronic in various roles across the US, Japan and China.



**Swati Rangachari**

**Vice President and Country Leader, Public Affairs and Strategic Engagements, Optum Global Solutions (India) Private Limited**

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.



**Gandhi Sampath**

**Vice President, Health and Enterprise Clinical Technology, Optum Global Solutions (India) Private Limited**

An accomplished technology professional with 26 years of experience, Gandhi 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.



**Vijay Cherukuri**

**Vice President, IT, Optum Global Solutions (India) Private Limited**

Vijay is a seasoned technology executive with a proven track record to start and scale, turn around and transform businesses. He leads the enterprise data management team, focused on building best-in-class data management capabilities.





### **Sureshkumar Rajasekar PhD**

**Vice President, Technology,  
Optum Global Solutions (India)  
Private Limited**

Suresh leads the Optum Insight product engineering group based out of Bengaluru, India. Suresh has a passion for creating breakthrough products, platforms and solutions. He has over 21 years of experience in research and development of medical devices, software product development and business leadership.



### **Manoj Kapoor**

**Vice President, Technology and  
Head of Optum Startup Studio India,  
Optum Global Solutions (India)  
Private Limited**

A passionate product engineering, product management, research and innovation leader, Manoj has over 25 years of experience in a variety of leadership roles and industries. He has previously worked with the National Stock Exchange, Perot Systems/Dell Services, CGI, Edifecs and RoundGlass Partners.



### **Mani Chacko**

**Vice President, OptumRx  
Technology, Optum Global Solutions  
(India) Private Limited**

Mani came to Optum via the acquisition of the Advisory Board Company by Optum in 2017. Prior to his current role, Mani was part of the product engineering leadership team at Optum Insight, where he led product development teams that served health care providers and life sciences companies.



### **Santosh Gopynadhan**

**Vice President, Technology,  
Optum Global Solutions (India)  
Private Limited**

Santhosh currently leads the Optum financial India charter and is responsible for managing product development and operations. His career and experience span over 21 years, during which he has worked in different roles in multiple organizations like PayPal, Fiserv and The Advisory Board Company.



### **Valli P. Bollavaram**

**Vice President, Software Engineering,  
Optum Global Solutions (India)  
Private Limited**

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.



### **Nishid Sachdeva**

**Vice President, Operations and  
Country Lead, Optum Global  
Solutions (India) Private Limited**

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.



### **Abhishek Kumar**

#### **Vice President, Operations, Optum Global Solutions (India) Private Limited**

Abhishek oversees multi-geo service delivery across back office and customer service for the Optum Health business segment. Abhishek has over 20 years of diverse experience and prior to joining Optum, he worked with organizations such as WNS Global Services and HCL Infosystems.



### **Surinder Singh**

#### **Vice President, Operations, Optum Global Solutions (India) Private Limited**

Surinder oversees execution, delivery and governance for Medicare and Medicaid operations at Optum Global Solutions. He has over 21 years of diverse experience in business operations. Prior to joining Optum, Surinder worked with Target Corporations, HCL Technologies and Samsung Electronics in a variety of roles.



### **Rahul Sharma**

#### **Vice President, Operations, Optum Global Solutions (India) Private Limited**

Rahul leads provider operations at Optum in India. In his previous roles, Rahul led all lines of UnitedHealthcare businesses at Optum in India including ancillary, commercial, government and global. Prior to joining Optum in 2006, Rahul worked with Wipro supporting pre-sales and the health care vertical, which also included managing the operations team for UnitedHealth Group.



### **Sumek Gopal**

#### **Vice President, Human Capital, Optum Global Solutions (India) Private Limited**

Sumek has over 17 years of experience in human capital across industries, including health care, consulting and FMCG. He has been a part of leadership teams and management committees, working in and for markets in South East Asia, India, Africa, Europe and Latin America.



### **Pooja Bhagat**

#### **Vice President, Total Rewards, APAC and EMEA, Human Capital, Optum Global Solutions (India) Private Limited**

A proficient human capital leader, with over 20 years of experience, Pooja heads the total rewards function at UHG for APAC and EMEA. She has previously worked with Mondelez International, Mercer and Willis Towers Watson.



### **Ram Kishan Agrawal**

#### **Senior Director, Optum Global Solutions (India) Private Limited**

Ram leads brand, marketing and external communications, workforce management (WMO - tech) and capability development (CapDev -tech) in India. He has over 15 years of experience in management consulting, strategic project management, due diligence and financial analysis. Previously he has worked with Maruti Suzuki India Ltd., McKinsey and Capgemini.

# United to improve health care for 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 \$122M in charitable contributions

## 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.

**\$47M contributed through our employee giving program**

**3.7M hours volunteered by employees**

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 all our 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 fulfill our mission of helping people live healthier lives and helping make the health system work better for everyone.

Join us to do your life's best work.<sup>SM</sup>



**Optum**

[optum.com](https://optum.com)

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2022 Optum, Inc. All rights reserved. WFXXXXXX 08/22