

Health Services

Optum Serve Health Services supports multiple government agencies by providing high-quality and reliable health services to communities across the nation. Clients served include the U.S. Department(s) of Defense, Veterans Affairs, Health & Human Services and other commercial entities.



Tailored solutions, proven expertise.

Claims administration

- Claims adjudication and processing
- Payment integrity
- Complaints and appeals
- Fraud, Waste & Abuse

Beneficiary management

- Account setup
- Eligibility and enrollment
- Benefit management
- Engagement and activation



Health and care management

- Population health and wellness, including behavioral health
- Utilization management
- Care coordination and case management
- Pharmacy care services
- Occupational health
- Screenings and exams
- Nurse Advice Support

Provider Network and Management

- Provider credentialing
- Provider data management
- Contracting
- Network management
- Provider engagement



Health care administration

- Customer service
- Scheduling Services
- Marketing and sales
- Finance and accounting and revenue cycle management
- Billing

Readiness & Occupational Health Services

Optum Serve Health Services has over 20-years of expertise in delivering health readiness and occupational exam services to Military and Transportation populations. Our customizable solutions serve the diverse needs of commercial customers, as well as federal and state agencies, including the U.S. Department of Defense, U.S. Department of Veterans Affairs and the U.S. Department of Health and Human Services.

Nationwide Provider Network

Optum Serve Health Services is enabled by a robust nationwide network of medical and dental providers, allowing for convenient access to care for individual patients close to home.

On-Site & Mobile Health Services

For large groups, Optum Serve Health Services can bring the clinic to you. We provide the staff, supplies and equipment necessary to set up a full-suite on-site clinic, scalable to the needs of the client. In situations where a medical provider or facility is unavailable or scarce, Optum Serve Health Services is equipped with a fleet of mobile units to deliver care whenever and wherever needed.

Value Based Care

Enabled by the broader UnitedHealth Group enterprise of resources, Optum Serve Health Services is paving the way for the future of healthcare in building program models based on patient health outcomes, specifically designed for the Federal market.

Nurse Advice & Wellness Coaching

Optum Serve Health Services has proven nurse support and lifestyle coaching success through the VA Telephonic Lifestyle Coaching and Military Health System Global Nurse Advice Line (GNAL) programs. In 2022, **over 58K potential lives were saved** by the GNAL programs services offerings provided through Optum Serve by supporting members to receive the right level of care.

Visit optumserve.com for more information

Optum Serve®

11000 Optum Circle, Eden Prairie, MN 55344

Optum Serve® 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.

© 2023 Optum, Inc. All rights reserved.



The numbers tell our story of compassion and commitment:



328K+

Unique Service Members supported via **1.81M+ services** in 2022 through the Reserve Health Readiness Program



1.9M+

Veterans served via **31.7M+ visits** in 2022 through VA Community Care Network, **26M+ claims** processed in less than 7 days on average



463K+

Veterans and Service Members served via **1.8M+ services** in 2022 through the Veterans Benefits Administration Disability Examinations program