

# Improving the lives of our nation's Service Members and Veterans



## Military and Veteran journey map

Optum Serve provides care and services across the entire continuum throughout a Service Member's military career and Veteran health care journey.



## Optum Serve provides care to Military Service Members and Veterans through 4 impactful programs:



### U.S. Military Entrance Processing Command (USMEPCOM)

provides specialty consultations and testing for military applicants at all 66 MEPS and processing sites across the country.



### Veterans Benefits Administration (VBA) Medical Disability Examinations (MDE)

provides high-quality disability examinations to Veterans across the country seeking service-related benefits and care.



### VA Community Care Network (VA CCN)

provides Veterans with access to robust regional networks of high-performing, credentialed health care providers in the community as an extension of their direct VA care.



### VA Telephonic Lifestyle Coaching

provides Veterans with custom lifestyle coaching support in managing their weight, being more active, managing stress, eating wisely and limiting alcohol.

## Optum Serve is rising to the challenge to support Veteran care needs, including responding to changes post-PACT Act:

- The PACT Act is an example of Congressional action that significantly impacts the disability and health systems within the VA. The law **greatly expands the population of Veterans who may file a toxic exposure-related claim that is new, supplemental or previously denied.** The law also provides access to toxic exposure health screens conducted by VHA primary care providers and may increase access to VA health care services for many Veterans based on increased eligibility.
- Since the passage of the PACT Act in August 2022, **Optum Serve has witnessed a 14%-16% increase in the volume of orders** requested between the months of August 2022 and December 2022. As of January 1, 2023, VA has begun to fully adjudicate claims related to the PACT Act, which will continue to increase incoming order volume in the coming months. Exact volumes are unknown, but projections have indicated up to a 30% increase.
- To meet this growing demand and ensure Veterans receive examination services with the highest levels of timeliness and quality, Optum Serve is increasing the capacity of its network. We're doing this by expanding existing clinics or **opening new clinics in 140 markets across the country** in 2022 and 2023. We have also expanded to 16 mobile units, covering circuits that span the country.
- To support implementation of the PACT Act, the VA requires examiners to complete 2 new training courses specifically related to toxic exposures and completing exams for toxic exposure-related conditions. **All Optum Serve examiners have completed both training courses.**
- With new post-PACT Act policies and guidelines, Optum Serve has made **timely and accurate system and configuration updates to Disability Benefits Questionnaires (DBQs)** with PACT Act claim-related questions and fields, ensuring all are updated, tested and deployed on time.
- While it's still early following its implementation, it's very likely that some claims approved-related to toxic exposure may receive expanded medical benefits beyond benefits compensation. This could result in an **expanded population and increased referral volume supported by Optum Serve through VA Community Care Network.** Our robust network in Regions 1, 2 and 3 is ready to support the incremental volume, and we will continue to closely partner with VA for any incremental appointment scheduling of community care needs.

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