Total Care Management

Optum delivers end-to-end solutions for medical claim management needs
TOTAL CARE MANAGEMENT IS THE OPTUM MISSION, VALUE AND SOLUTION FOR OUR CLIENTS

We go beyond simple transactional savings and look at the injured person’s complete treatment. By managing all aspects of medical care for an injured person, Optum can help ensure the level and timing of care are appropriate, effective and drive to the best outcome at the lowest possible cost.

We call this Total Care Management...it is the Optum way.

With Total Care Management, Optum makes your needs our focus. Whether the treatment involves pharmacy, ancillary, medical or settlement services, our coordinated programs and services are in place to help you:

- Reduce overall costs
- Drive transactions in network
- Control utilization
- Provide holistic care
- Simplify claim administration

- Analyze claim data
- Take action on high-risk claims
- Control opioid use
- Ensure regulatory environment
- Manage fraud, waste and abuse

MOST IMPORTANTLY, WE HELP INJURED PERSONS RECOVER
RECOVERY FROM AN INJURY OFTEN REQUIRES A VARIETY OF TREATMENTS, THAT’S WHY OPTUM DELIVERS TOTAL CARE MANAGEMENT

An individualized treatment plan is designed to deliver the best outcomes for each person’s unique injury. That may mean a prescription, a leg brace, physical therapy, a visit to a specialist and more. If you don’t manage all of the necessary treatments, you will miss opportunities to help control overall costs and the risks for the injured person.

According to NCCI, pharmacy transactions make up only 14% of the costs for work-related injuries. Ancillary services are responsible for 30% of costs and other medical services make up 56% of costs.

THE TOTAL CARE MANAGEMENT SOLUTION PROVIDES A HOLISTIC VIEW OF TREATMENT AND CARE

As a leader in the workers’ compensation and auto no-fault industries, Optum strives to make sure that every injured person gets the right treatment at the right time and for the right duration from the first treatment through claim resolution or settlement. From the services you need, to the systems you access and the information that drives decisions; Optum delivers a simple process, clear recommendations, and evidence-based guidance. We want to be your trusted partner and your solution to help you manage your workers’ comp and auto no-fault claims.

PHARMACY CARE SERVICES
Optum Pharmacy Care Services use clinical expertise, analytical tools and industry knowledge — combined with extensive experience processing millions of pharmacy transactions — to deliver proven solutions for cost containment and forecast industry direction. Our comprehensive solution addresses key challenges that drive pharmacy spend, network penetration, unit cost, utilization, administrative costs, compliance and service quality.

ANCILLARY SERVICES
Whether an injured person needs medical supplies, transportation, translation or other services like physical therapy or home health, Optum Ancillary Services are expertly delivered by a network of knowledgeable and trustworthy providers. Our easy-to-use portals and analytics help with claim predictability so you can be more efficient, lower claim costs and improve the claim experience.

MEDICAL SERVICES
Optum offers Medical Services including a network of hospitals, physicians, clinics and specialists who are credentialed and vetted to ensure quality care for your injured persons. Our exclusive connection with UnitedHealth Group’s OneNet® network helps increase penetration rates, drive data integrity, and simplify claim administration — resulting in greater savings. Working in conjunction, our Bill Review service increases medical savings by streamlining workflows and driving efficiency.

SETTLEMENT SOLUTIONS
Settlement Solutions provides a smarter, easier, healthier and customizable way to achieve Medicare Secondary Payer compliance and cost savings. By working with Optum, you can expect industry-leading settlement solutions and insight at competitive prices with no surprises to you or the injured persons you serve.
FOR ONE SERVICE OR MULTIPLE SERVICES, YOUR NEEDS ARE OUR FOCUS

No matter if you need pharmacy, ancillary, medical or settlement services — or some combination of them all — we will help you design a program that focuses on your needs and is built on our three foundational pillars.

OPTUM IS YOUR PARTNER TO CREATE A TOTAL CARE MANAGEMENT PROGRAM TAILORED TO FIT YOUR SPECIFIC NEEDS

NETWORK MANAGEMENT
Ensures maximized network penetration, savings and data capture for reporting and analytics.
- National network with dedicated focus on workers’ compensation and auto no-fault maximizes network savings
- Providers covering all medical treatment services and products
- Strategic partnerships and programs to maximize network penetration and savings

CLINICAL CARE MANAGEMENT
Ensures appropriate care, improves outcomes and cost avoidance, and provides faster claim closure.
- Proprietary risk analytics applied to every claim to ensure appropriate utilization and eliminate unnecessary costs
- Interventions based on industry guidelines, regulatory rules, and evidence-based best practices
- The largest staff of specialized and dedicated clinicians
- Continued monitoring by our Pharmacy & Therapeutic Committee

CLIENT SUPPORT & TOOLS
Works within the client’s existing workflows to streamline training, identify emerging risk, support faster claim closure and provide real-time insights and reporting when the information is needed the most.
- The industry’s largest source of data and analytic capabilities
- Dedicated team of claim management experts to assist with all facets of your Total Care Management program
- Leading-edge portals and internal systems with the focus of ease-of-use and access to information
- Thousands of program configuration options to address your specific goals
Through the integration and coordination of our pharmacy, ancillary, medical and settlement products and services, Optum Total Care Management can help you meet your needs, satisfy your challenges and lead you to benefits including:

**BROADEST ACCESS TO CARE** through our expansive network of providers for savings on all facets of medical treatment necessary for a claim

**SUPERIOR DELIVERY OF CARE AND SERVICE** that focuses on the well-being and safety of every injured person

**OPTIMAL CLINICAL AND FINANCIAL OUTCOMES** for your injured persons and your business
Carlos is a 40-year old construction worker who fell 10-feet at a construction site and sustained a fracture to the left leg. He was transported to a local hospital for medical and surgical management.

While the fracture was successfully repaired, Carlos was sent home to be non-weight bearing on the left leg for four weeks. Carlos is also a diabetic, causing additional risks for his medication use and overall treatment. See how the Optum Total Care Management Solution helped manage all aspects of his continued recovery.

### TOTAL CARE MANAGEMENT IN ACTION

Carlos discharged with three prescriptions to help control pain, prevent blood clots, and control anxiety.

The prescriptions were adjudicated using the Optum First Fill Formulary.

His prescriptions triggered several clinical events regarding opioid usage, generic availability and prior authorization.

A manual wheelchair and bedside commode were ordered to be delivered to his home.

Physical therapy for range of motion and strengthening program was prescribed.

After four weeks, the weight-bearing restriction is lifted and Carlos is able to use a cane that was also delivered by home delivery.

While his work to strengthen his leg continued via physical therapy, his pain did not lessen. He was prescribed an additional long-acting pain medication and a longer-acting anxiety medication due to the stress of being out of work.

Due to his rising daily Morphine Equivalent Dose (MED) level, a clinical letter and an alert were triggered and urine drug testing was recommended.

Carlos has had multiple additional surgeries to the left knee, including two scope surgeries and ultimately a knee replacement surgery.

He was prescribed an antidepressant to help with his depression. He is also having difficulty controlling his blood sugar.

A Peer-to-Peer Review was held with his physician and he agreed to gradually wean Carlos’ opioid dosage to less than 100 MED per day. Optum followed up with the physician using Nurse Progress Monitoring.

Home health care was prescribed to assist with his activities of daily living and bathing.

A nurse case manager is assigned to the case to accompany Carlos to his doctor’s appointments.

<table>
<thead>
<tr>
<th>LINE OF BUSINESS</th>
<th>PILLAR</th>
<th>TREATMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy Care Services</td>
<td>Ancillary Services</td>
<td>Medical Services</td>
</tr>
<tr>
<td>OUTCOMES</td>
<td>• Interventions to decrease the dosages of pain medications, as well as an improvement in Carlos’ independence in the home, are both successful. • More frequent and structured drug testing resulted in Carlos improving his level of medication compliance. • Carlos has an improved outlook for the future, his medical care, and his level of physical functioning.</td>
<td></td>
</tr>
</tbody>
</table>
For more information on the Optum Total Care Management solution and any of our products and services, visit workcompauto.optum.com or email us at ExpectMore@optum.com.
About Optum Workers’ Compensation and Auto No-Fault

Optum Workers’ Comp and Auto No-fault Solutions collaborates with clients to lower costs while improving health outcomes for the claimants we serve. Our comprehensive pharmacy, ancillary and medical services, including settlement solutions, combine data, analytics, and extensive clinical expertise with innovative technology to ensure claimants receive safe, efficacious and cost-effective care throughout the lifecycle of a claim. For more information, email us at expectmore@optum.com.

Optum and its respective marks are trademarks of Optum, Inc. All other brand or product names are trademarks or registered marks 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.

© 2020 Optum, Inc. All Rights Reserved. COR14-19205_MAR2020