

## Optum Insight

Optum Insight provides technology-enabled services built on the foundation of our health care focus, advanced analytics and cross-industry connections to help customers reduce costs, better manage risk and quality, and grow revenue. We connect the health care system with trusted services, analytics and platforms that make clinical, administrative and financial processes easy and efficient for all participants in the health care system.

We apply intelligence, technology and scale to optimize performance and drive results. Improved transaction efficiency, less friction and better decision-making in health care needs advanced solutions that are deeply connected. Optum Insight's foundational data and technology deliver results in three key areas:

### Clinical alignment

Enabling care decisions to be made on evidence-based standards of care right within the workflow of clinicians. By providing insights at the point of care, clinicians use this information as they seek the "next best action" on behalf of their patients.

### Administrative efficiency

Streamlining administrative transactions by connecting and enriching data flows and analytics-driven intelligence.

### Payment simplification

Improving accuracy and accelerating speed of payment to benefit all stakeholders. Our payment integrity solutions help both payers and providers improve payment accuracy.

## Fast facts

**~285M**

Lives of clinical and claims data

**~\$31B**

Annual health plan and employer savings through payment integrity solutions

**>\$120B**

Annual billings managed for revenue cycle customers

**>22B**

Electronic transactions processed

**~\$29B**

Projected revenue backlog for 2022

**>100**

Life sciences companies served

**4 out of 5**


U.S. health plans served


*Facts reflect full year 2022 projections.*


## Simplifying transactions with data and analytics

Optum Insight is helping to make the health system simpler, smarter and more connected by improving the flow of information and making transactions more transparent, efficient and secure.

We combine our deep expertise in health care with our data, technology and analytics to improve the patient and provider experience and reduce costs. Our solutions embed critical data and information into daily workflows to reduce time-consuming rework within the billing and claims cycles. Payment accuracy is improved with patient and payer payment information shared quickly and accurately. Care decisions are aligned to evidence-based standards.

 **For care providers**  
Clinical decision support tools help improve patient outcomes, while automated claims submission reduces administrative burden and results in faster payments.

 **For payers**  
We provide a more comprehensive view of the patient to improve health outcomes and operational processes, while reducing cost.

 **For consumers**  
We enable better experiences before, during and after care, and help patients and their care providers understand treatment costs in real time.

With long-established firewalls and strong legal, reputational, ethical and financial incentives to protect patient and customer information, we standardize, link and integrate data from disparate sources resulting in a database of deidentified clinical and claims data representing approximately 285 million lives.

Our proprietary predictive models use natural language processing and machine learning to enrich and analyze information to help care providers determine the next best steps for their patients. This helps our clients and partners anticipate if an individual will develop a chronic condition.

## Driving higher performance in varied markets

Optum Insight serves four key markets: Payer, care provider, state government and life sciences. Each market offers strong growth potential on its own and together they represent more than \$300 billion in market opportunity.

Our major business lines are revenue cycle optimization, including coding and billing for care providers; risk, quality and payment integrity analytics and services for payers; real-world evidence analytics to help life sciences companies advance therapeutic discovery; and data management and technology services for government health care agencies.

Our payment integrity services deliver nearly \$31 billion in total cost savings annually to health plans by reducing inaccurate payments. Our advanced analytic platforms and consulting services improve client performance and electronic data interchange.

**~\$31B**

total cost savings delivered annually through our payment integrity services

## Deepening partnerships with local health systems

As local health systems face growing financial and operational challenges, we are helping them tackle their most pressing issues by drawing upon the full breadth of Optum’s strengths — from operations and revenue cycle management to enhancing the patient experience.

We help our partners succeed at value-based care by:

- Addressing gaps in care, managing populations and identifying high-risk patients.
- Reducing variation in the health care setting.
- Reducing length of stay by helping people return home with effective care plans.
- Ensuring accurate billing to help partners get paid faster and reduce bad debt.
- Managing health care information technology.
- Maximizing supply chain efficiency.

Optum Insight added new health system partners this year and expanded our scope of engagement across partnerships. With a growing pipeline of future engagements in place, our partners value our ability to increase the accuracy of clinical documentation, payments and reimbursement, and eligibility and authorization approvals. We also help them successfully participate in Primary Care First, a government program that rewards clinics for providing Medicare patients with high-quality care at lower cost.

### Expanding capabilities and reach to drive better decisions

In October 2022, we combined with Change Healthcare, bringing advanced clinical decision support capabilities and an extensive multi-payer technology platform connecting millions of people to payers and care providers across the United States.

With these capabilities and our analytics, clinical expertise and administrative technologies, Optum Insight is positioned to accelerate and improve the vital clinical, administrative and payment processes on which health care providers and payers depend to serve people.

Our intention is to achieve a more intelligent and adaptive health system for patients, payers and care providers. Increasing efficiency and reducing friction will benefit the entire health system, resulting in better patient outcomes, lower costs and a more positive experience for all stakeholders.

### Optum Insight growth outlook

Even as Optum Insight continues to invest in advanced technologies and more comprehensive services, we expect to average double-digit revenue growth over the long term.

Our current products and solutions, competitive positioning and diverse capabilities contribute to continued growth in our sales pipeline and revenue backlog, which is the demand for Optum Insight's products and services. We target operating margins of 18% to 22%, as our customers look to us for more comprehensive solutions.

