

Optum Health

Optum Health is a patient-centered care organization serving communities nationwide by enabling high-quality, fully accountable value-based care. We use our clinical expertise, digital tools and advanced technologies to simplify the patient experience, empower care providers and integrate a broad range of care services.

Leading the transition to value-based care

Advancing value-based care that places a greater emphasis on prevention and early disease detection. We provide integrated primary, specialty, behavioral and ambulatory surgical care in clinics, at home and virtually.

Providing comprehensive care solutions

Caring for people at every stage of life, from preventive to post-acute care, as well as benefits navigation and care management for complex specialty conditions.

Offering coordinated behavioral care

Supporting the behavioral health needs of individuals through both benefits and care delivery capabilities that advance evidence-based care.

Simplifying health care payments

Improving how care is financed and paid for by creating a better experience for consumers, providers and payers, reducing administrative burden and expanding access and affordability.

Optum Health Highlights

Accelerating the transition to value-based care

In 2024, Optum Health will serve approximately 4.7 million patients in value-based care that delivers better health outcomes at a lower cost. Yet that is only a fraction of the nearly 340 million Americans today.

We work with more than 100 health plans, with a focus on deeper engagement with patients to diagnose disease earlier, leading to better health outcomes – especially for older adults, vulnerable patients and those with chronic diseases. As a result, people cared for by Optum physicians in value-based care models are 18% less likely to have an inpatient admission and 11% less likely to visit the emergency department compared to traditional fee-for-service plans.

Expanding care in the home

Home care is a key element of our value-based care approach. It is essential to delivering more equitable and accessible care that effectively addresses a patient's complex conditions, medication adherence, social needs and behavioral health challenges. This year we will make approximately 16 million home visits, helping to reduce hospital admissions and ensure more of our patients have access to a primary care physician.

Our home care model provides integrated, comprehensive, risk-based care for patients that addresses each person's medical, behavioral, social and financial needs. Our home-based approach serves a growing number of Medicare special needs patients who are managing multiple conditions, lack access to transportation or live in rural areas, and are frequently dealing with mental health issues.

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Additionally, our HouseCalls interdisciplinary home care model earns a 99% satisfaction rate from patients while driving a double-digit reduction in hospital admissions and emergency department visits, as well as shorter wait times for follow-up primary care. Our HouseCalls teams are on track to make nearly 700,000 referrals to improve people's social drivers of health.

~16M
home visits in 2024

Integrating behavioral health care

We continue to grow our behavioral health capabilities in managed care services for payers, employers and governments by integrating a patient's medical and behavioral care across settings and through on-demand and digital clinical capabilities.

We are embedding behavioral health clinicians into primary care settings to integrate medical and behavioral care and expand access, which has led to improvements in depression and anxiety.

Our network of behavioral health professionals supports care for more than 48 million people. We continue to offer multimodal options to access care, including virtual and digital tools, to simplify the patient experience and ensure timely access to the right care in the appropriate setting.

Enabling simpler, more efficient health care payments

Our card technology allows consumers to easily purchase items covered by their health benefits, including food, medication and utilities, at more than 62,000 retail locations and e-commerce partners.

More than 27 million consumers, 2.9 million care providers and 58,000 employers benefit from Optum Financial's extensive payment network, which works across multiple health plans. Our distinctive, transparent and frictionless payment experience allows providers to secure digital payments on behalf of hundreds of payers, reducing administrative burden and ensuring timely, accurate payment.

Optum Health growth outlook

Optum Health expects to grow by accelerating value-based care with a focus on quality, affordability and service excellence. We expect to deliver double-digit revenue growth, on average, and target a long-term operating margin profile in the 8% to 10% range.