

# Health services for our heroes



At Optum Serve, we provide the best in health services to the individuals who keep our country safe through the Reserve Health Readiness Program (RHRP). Since 2001, Optum Serve has been a strategic partner of the Department of Defense, increasing the readiness of its Reserve and National Guard components.

## Customized health care solutions

Optum Serve specializes in creating and managing health care solutions through:

- Health readiness events
- Patient-specific, in-clinic appointments
- Telephonic assessments
- A customizable combination of the above, based on customer need



**Health Readiness Events:** For large groups, Optum Serve brings health services to you. We provide the staff, supplies and equipment necessary to set up mobile services wherever needed.



**In-Clinic:** Our nationwide network of medical and dental providers allows for convenient access to health services for individual patients, close to home.



**Contact Center:** Our innovative technology offers a variety of communication channels to schedule in-clinic services, provide telephonic assessments, access triage and counseling services, provide case management and more.



**Dedicated Facilities:** We offer dedicated facilities for customers with a large number of employees in one location that need services at different times or intervals.

## About Optum Serve

Optum Serve is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

## Services

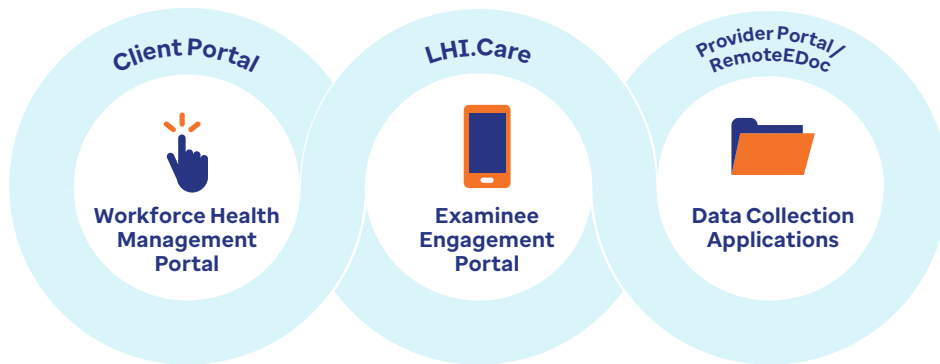
In 2021, Optum Serve provided more than 2.3 million health services through the program and served more than 400,000 Service Members.

- Dental exams and services
- Health assessments
- Screening tests
- X-rays and radiology services
- Immunizations
- Physical exams
- Audiology services
- Behavioral health
- Vision services
- Laboratory services

## State of the art technology

Optum Serve offers a suite of secure, integrated and innovative technologies that provide a start-to-finish solution and enhance the experience of those we serve.

The Client Portal, LHI.Care, Provider Portal and RemoteEDoc allow access to various touchpoints needed throughout the readiness process, creating a quality experience for all users. With a focus on practicality and ease of use, Optum Serve offers seamless delivery of services throughout the health readiness lifecycle.



## How we are different

- We're skilled at tackling the challenges presented by service components with dispersed populations.
- Thanks to over 20 years of RHRP experience, we have created a culture focused on customer expectations.
- Innovation, efficiency, speed and discipline are at the core of who we are and how we operate.
- Our flexible approach allows service components to choose a full health readiness program or select services a la carte.
- We offer a fully configurable and customizable workflow and data management platform, developed and maintained in-house with the latest technologies.

**To learn more about our services:**

1-866-284-8788

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# Optum Serve®

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