


**APG  
Southwest Regional  
Meeting**



**Greg Griffin**  
Chief Operating Officer  
OptumCare, Mountain West Region

**Tuesday, November 13**

**UNITEDHEALTH GROUP®**




**Health Benefits**

UnitedHealthcare is dedicated to simplifying the health care experience, meeting consumer health and wellness needs, and sustaining trusted relationships with care providers. The company provides global health care benefits, serving individuals, employers, and Medicare and Medicaid beneficiaries.

**UnitedHealthcare Employer & Individual**  
Employer sponsored and individual health benefits plans: **nearly 27 million** Americans

**UnitedHealthcare Medicare & Retirement**  
Products and services in all major senior health benefits categories: **more than 12 million** Medicare beneficiaries

**UnitedHealthcare Community & State**  
State Medicaid and community programs: **6.7 million** beneficiaries, across 30 states and the District of Columbia




**Health Services**

Optum is a leading information and technology-enabled health services business dedicated to modernizing the system and improving the health of people and communities. Optum builds innovative partnerships, provides technology and tools that enable unprecedented collaboration and efficiency and taps into valuable health care data to uncover insights that lead to better care at lower cost.

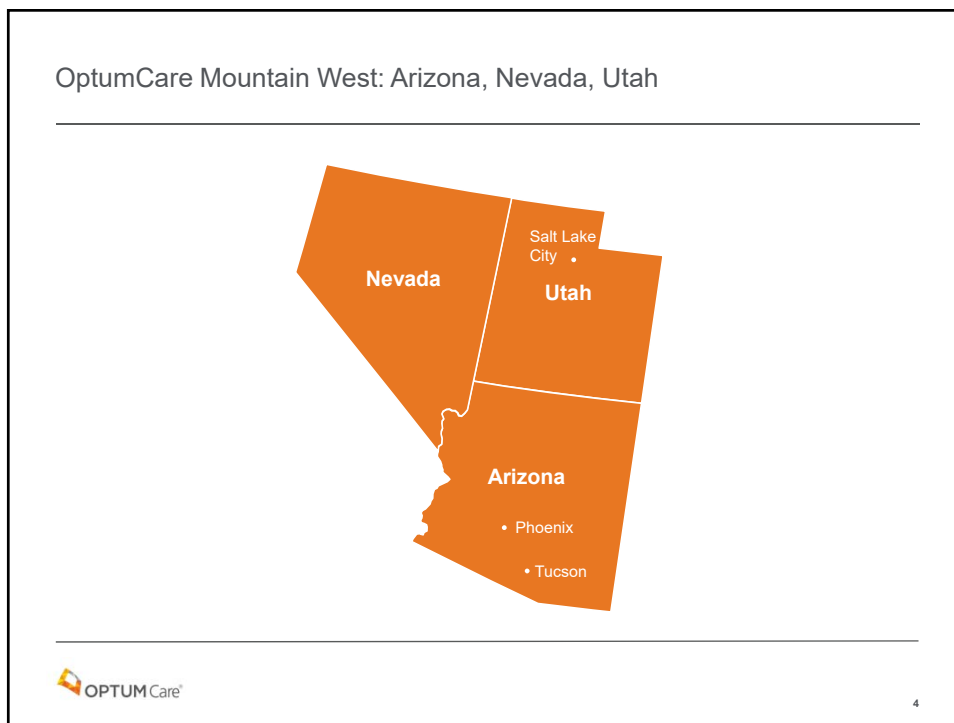
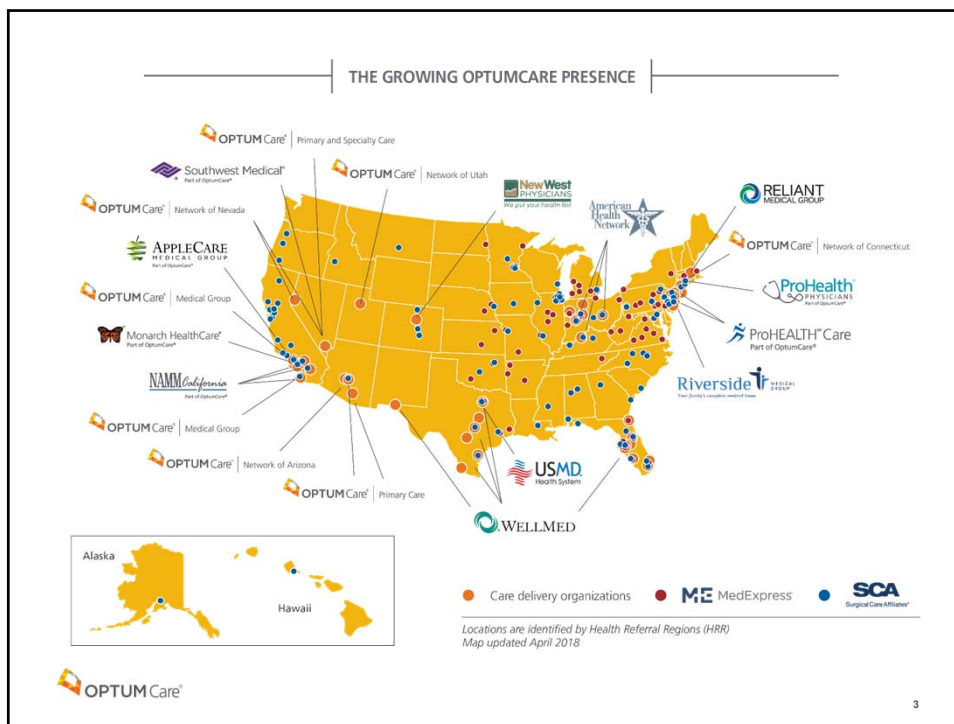
**OptumInsight**  
A leader in providing **health information, technology, services and consulting** to participants in the health care industry.

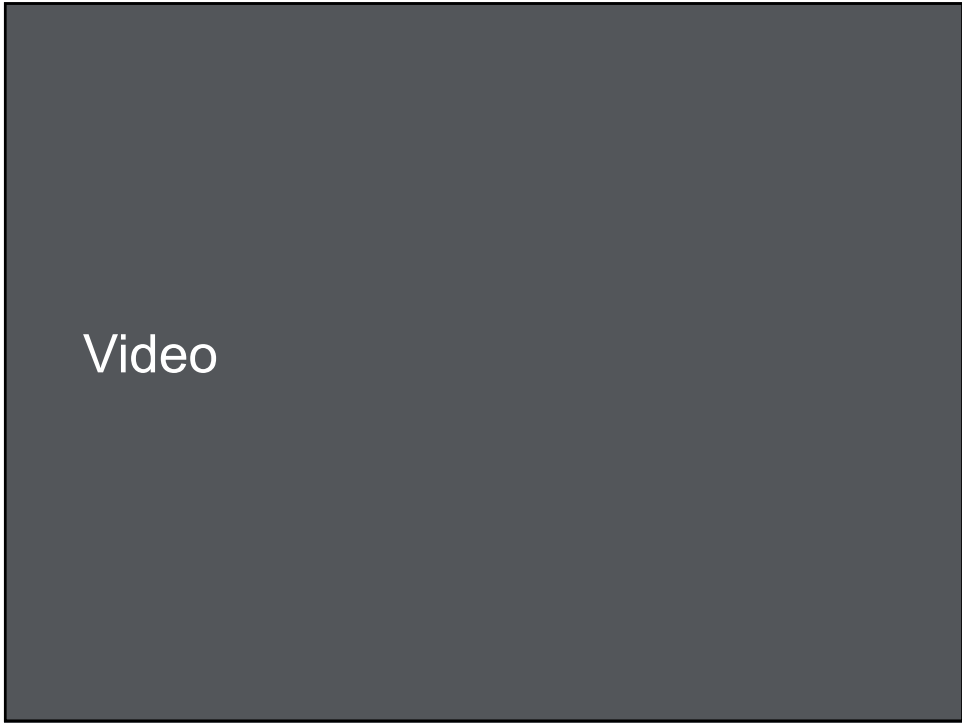
**OptumRx**  
A leading **pharmacy care services** company serving commercial, Medicare, Medicaid and other government health plans, employers and unions.


**OptumHealth**  
A leader in **population health management and health care delivery**, serving the physical, mental and financial needs of individuals and organizations.




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OptumCare Nevada is a **patient-centric**, **physician-led**, **data-driven** and **integrated** medical group. We focus on cost-effective, high quality health outcomes for our patients.



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APG - Standards of Excellence

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**We are honored to be a three time recipient of APG's Standards of Excellence award**

Each year the organization assesses its members via a self-reported survey, **Standards of Excellence** (SOE) evaluating on performance in six categories

1. Care management
2. Health Information Technology
3. Accountability and transparency
4. Patient centered care
5. Physician organization support for advanced primary care
6. Fiscal and Administrative infrastructure (information only)

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## OptumCare Nevada Businesses



- ADULT MEDICINE
- URGENT AND CONVENIENT CARE
- OB/GYN & PEDIATRICS
- SPECIALTY CARE
- SURGERY CENTERS
- SENIOR LIFESTYLE CENTERS
- SPECIALTY PHARMACY & HOME MEDICAL EQUIPMENT
- HOME HEALTH
- HOSPICE & PALLIATIVE CARE



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## Overall View

Primary Care		Specialties		Ancillaries	
Department	FTEs	Department	FTEs	Department	FTEs
Adult Medicine	329.2	Medical Oncology	67.9	Pharmacy	93.4
Urgent Care	186.1	Radiation Oncology	36.9	ASC	113.1
OB/GYN	75.3	<b>Total Oncology</b>	<b>104.9</b>	Radiology	98.7
Pediatrics	51.3	Anesthesia	27.0	Home Health	138.1
Convenient Care	38.6	Urology	58.1	DME	48.0
Lifestyle Center	38.3	Cardiology	43.4	Hospice	50.6
Hospitalist	12.0	Podiatry	22.0	Close Observation Unit	9.9
Neighborhood	24.0	Gastroenterology	22.8	Palliative Care	11.0
NowClinic	11.7	Orthopedic	21.0	Treatment Center	4.4
SMA Mobile Clinic	7.9	Pain Management	17.0	Coumadin Clinic	7.0
<b>Total</b>	<b>774.3</b>	Pulmonology	17.0	<b>Total</b>	<b>574.2</b>
		Rheumatology	12.0		
		Endocrinology	9.2		
		Neurology	9.0		
		Breast Care	13.0		
		Allergy	7.0		
		<b>Total</b>	<b>383.4</b>		
		<b>Grand Total</b>	<b>1,731.9</b>		



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### Nevada's Largest Multi-Specialty Group

Patients (341,126)			
Medicare Advantage 45,367	Commercial (HMO) 180,005	Medicaid (HMO) 80,754	Commercial (FFS) 35,000
13%	53%	24%	10%

- **435,000+** Adult Med visits
- **270,000+** Urgent Care visits
- **24,000+** NowClinic visits
- **76,000+** OB/GYN visits
- **116,000+** Pediatric visits
- **21,000+** Lifestyle Center visits
- **288,000+** Radiology visits
- **100,000+** Home Health visits
- **39,000+** Hospice visits
- **58,000+** DME deliveries
- **486,000+** Rx/IV
- **23,000+** Surgery visits
- **171,000+** Specialty visits
- **101,000+** Anesthesia visits

**2.4 million patient encounters 2018**



### APG - Standards of Excellence



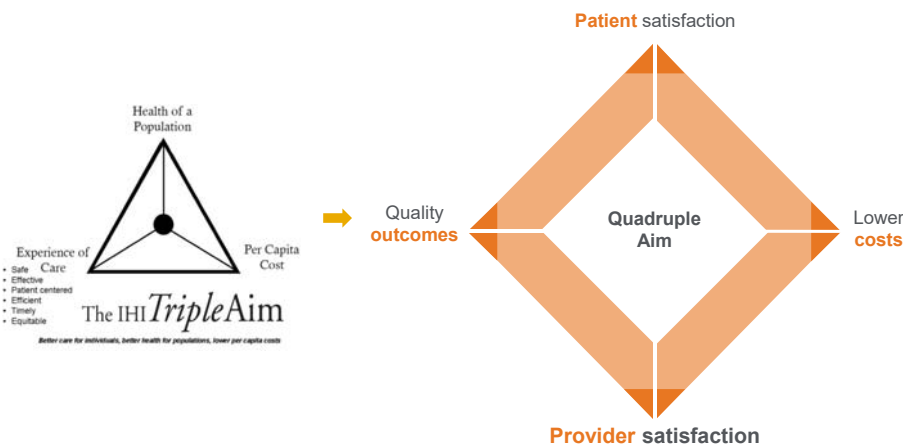
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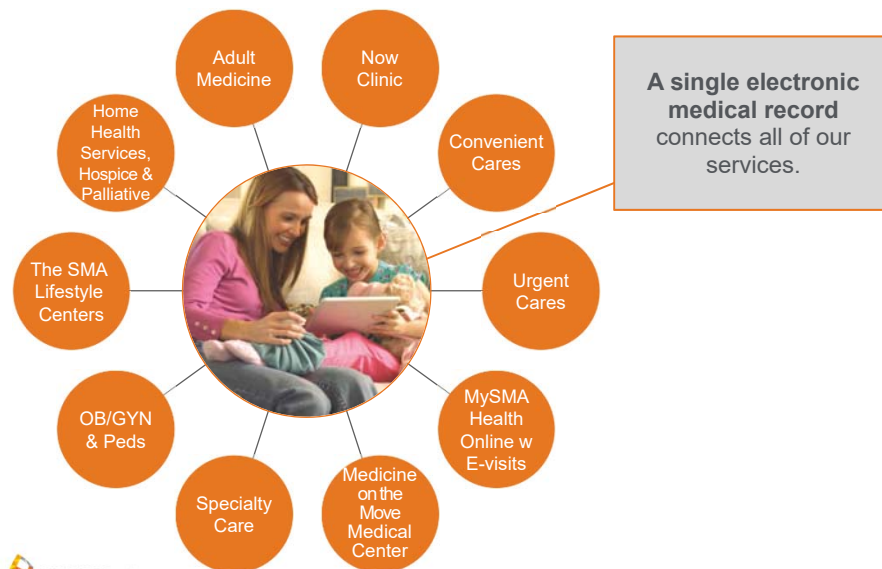
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Provider Satisfaction part of Quadruple Aim



Integrated Patient-Centered Care



Quality

**Compelling Patient Satisfaction and Quality Results**

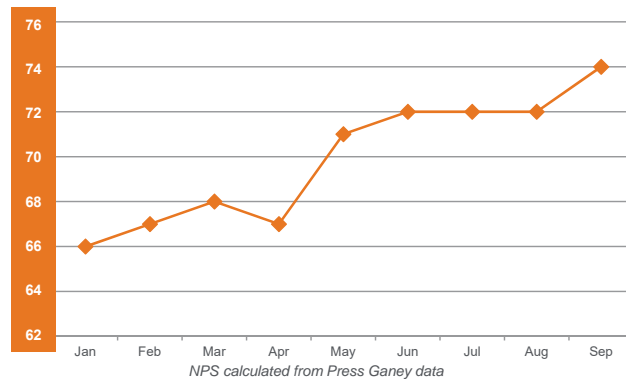
- ★★★★★ A1C Control < 9.0
- ★★★★★★ Retinal Eye Screening
- ★★★★★★ Nephropathy
- ★★★★★★ BMI
- ★★★★★ Rheumatoid Arthritis
- ★★★★★ Breast Cancer Screening
- ★★★★★ Osteoporosis Management
- ★★★★★★ Medical Reconciliation Post Discharge
- ★★★★★★ Colorectal Screening
- ★★★★★★ Comprehensive Medication Review



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Keeping Score – NPS: Net Promoter Score

2018 Trending NPS - OptumCare NV Employed Providers



**70**  
**NPS**  
YTD

**Benchmarks**

- USAA (75)
- Amazon (61)
- JetBlue (59)
- Kaiser Permanente (40)



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Access

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We want to move the needle in southern Nevada...

Ranking	State	Per 100,000	Nevada
			Physician Deficit
35	Iowa	76.2	(396)
36	Arkansas	74.3	(338)
37	Indiana	74.2	(336)
38	Louisiana	74.0	(331)
39	Wyoming	73.6	(318)
40	Kentucky	73.4	(312)
48	Nevada	62.8	



Thank you.



Helping people to live healthier lives  
and making the health care system better for everyone