

Supporting communities throughout emergency and disaster events



Optum Serve® Preparedness and Emergency Response is dedicated to helping clients prepare for, respond to, and recover from public health crises and disasters.

Preparedness and Recovery focuses on advancing equity for vulnerable and disproportionately affected populations, including those in high-risk categories, congregate settings and hard-to-reach areas.

To prepare communities for emergencies and assist them in recovering from disaster impact, we provide a variety of services to partners including training, planning and recovery case management.



Strategic planning

- Develop continuity of operations (COOP) plans
- Review and develop emergency preparedness plans using a health equity lens
- Apply a climate change mitigation perspective



Case management

- Assess and catalog current recovery resources that align with health equity priorities
- Provide credentialed staff to support recovery case management



Training and education

- Build and deliver online preparedness training
- Engage in didactic in-person education sessions
- Design and lead tabletop exercises
- Build functional exercises
- Conduct after-action reviews



Build community resilience

- Lead community engagement process to identify and prioritize resilience activities
- Develop community resilience plan based on priorities

Optum Serve Preparedness and Emergency Response

Community and client support when it's needed most

We provide health equity-based solutions for federal, state and local clients while delivering products to the commercial market. From local public health emergencies to large-scale response events (e.g., COVID-19 testing and vaccination, and hurricane mobile medical response), we can help. We bring together the expertise, data and resources needed to meet people where they are and support them. Together, we can work quickly and efficiently to prepare for and support clients' health challenges during times of uncertainty.

Our support

Clinical Services

- Exams and screenings
- Testing
- Treatment
- Vaccinations
- Other health services

Public Health

- Community health assessments
- Community engagement
- Community outreach
- Stakeholder coordination
- Community support services



Preparedness and Recovery

- Strategic planning
- Exercises
- Readiness training/education
- Case management
- Community resilience building

Emergency Response

- Mobile Medical Units (MMUs)
- Incident management
- Decision consultation
- Satellite communications



To learn more, contact osperservices@optumserve.com or visit optumserve.com/osper.

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