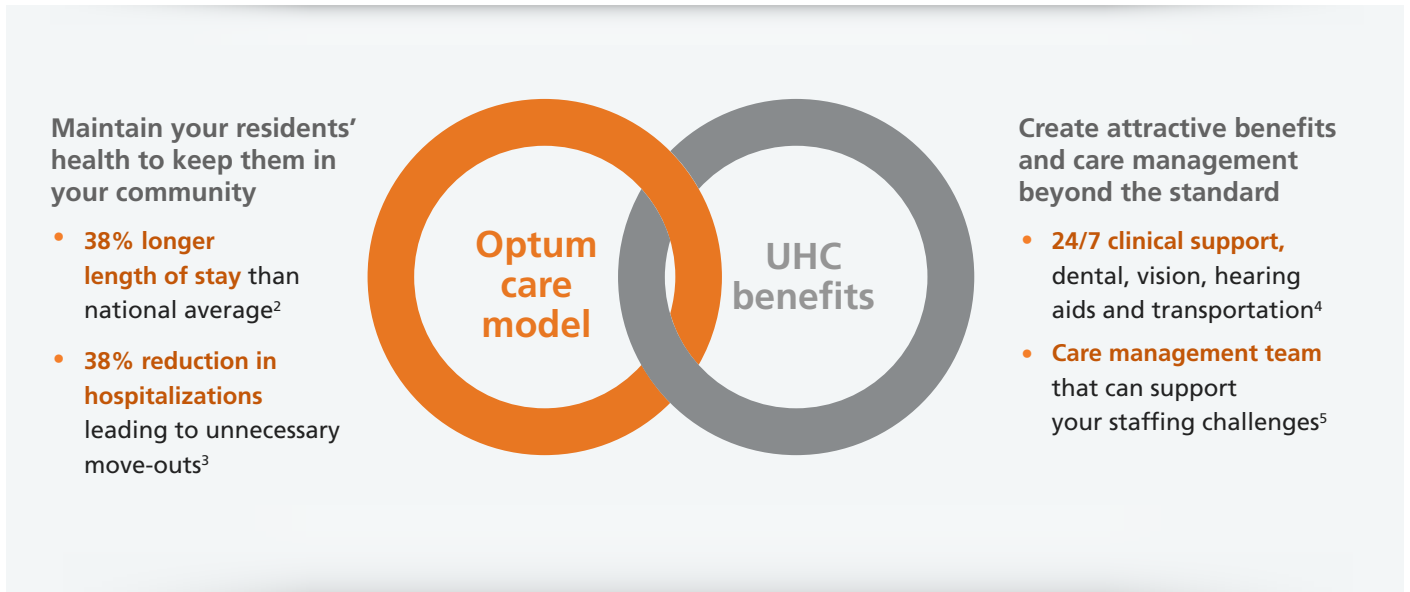


Optum care model and UnitedHealthcare Assisted Living Plan

Support for residents living in an assisted living community

The Optum care model and UnitedHealthcare[®] Assisted Living Plan brings specialized health care benefits, clinical support and expertise to residents in assisted living communities.



Care team model components and benefits

Our patient-centric model is led by an advanced practice clinician (nurse practitioner or physician's assistant) to coordinate and support assisted living residents' health care needs. The support we provide residents extends benefits both to the community and staff.

Assisted living staff support

- Staff education and in-service training provided by Optum
- Our care team assists with care coordination, creates real time orders as needed, and is available to your staff 24/7
- Long-term care partnerships allow direct to skilled nursing transfers, as needed

Resident health care support to keep them in your community

- Monthly scheduled appointments with care team, providing primary, preventive and urgent care on site
- Establish goals of care
- Biannual comprehensive geriatric assessments
- 24/7 availability

Care communication

- Frequent communication with family or responsible party
- Care team acts as a single point of contact between the resident, their family, your staff and primary providers

Why Optum?

Optum has more than 30 years of experience supporting the changing needs of long-term care and assisted living communities.

As a multi-service company, we can help your communities with:

- 24/7 clinical support for residents right in their home or apartment by augmenting primary provider visits
- Navigating the changing health care landscape by providing expertise in regulatory, administrative, clinical and technology changes
- Health care coordination assistance for your community and residents through the full care continuum
- Health care benefits customer support and coordination



92%

of residents and their family members are satisfied with the services and care provided by Optum.⁶

86%

Staff retention rate with consistent and dedicated clinical support.

Optum care model value drivers

- Identifies gaps in care member by member
- Proactive, preventive on-site care model
- Enhances access to primary care
- Reduces hospitalizations and emergency room visits
- Designated care team led by a nurse practitioner for consistency of care

Contact us to learn more about how the Optum care model and UnitedHealthcare Assisted Living Plan can support residents living in an assisted living community.



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Sources:

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