

Delivering and managing health care at key phases of life

For U.S. Military Service Members and Veterans

Joining the Service

Optum Serve supports the Department of Defense (DoD) through the U.S. Military Entrance Processing Command (MEPCOM) Program by performing medical tests for military applicants to ensure they meet the minimum physical requirements to join the military.

48K specialty health consultations in 2021

Leaving the Military

Optum Serve assists the Department of Veterans Affairs (VA) by providing compensation and pension examinations.

39 states + DC served by the VA

1.53M medical disability exams completed in 2021

Starting civilian life

Optum Serve facilitates development of clinical practice guidelines for the DoD and VA. Clinicians access these guidelines to make the right care decisions for Service Members and Veterans. Includes, but not limited to:

- Suicide prevention
- Type 2 diabetes
- Substance use disorders
- Post-traumatic stress disorder
- Low back pain

Developed and updated 20+ clinical practice guidelines since 2012

Seeking Veteran health care

Optum is the third-party administrator for the VA Community Care Network (VA CCN) for Regions 1, 2 and 3, helping the VA accomplish its goal of delivering high-quality care to the Veterans they serve.

- Complimentary and integrative health services
- Pharmacy services
- General and specialty dental services
- Health care service network

VA CCN serves 36 states, DC, Puerto Rico and the U.S. Virgin Islands



Serving in the Military

As the prime contractor for the Military Health System Nurse Advice Line, we help the military population get the right care, in the right place and at the right time.



Access care 24/7/365 via MHS Nurse Advice Line

Within 30 seconds, reach a nurse for advice or a care coordinator for customer service.

Optum Serve also supports the DoD through the Reserve Health Readiness Program (RHRP) by performing health readiness exams to help ensure our country's military is physically and mentally ready to deploy.

- Dental
- Audiology
- Laboratory
- Immunizations
- Behavioral health assessment
- Screening
- Physicals
- Health assessments
- X-ray
- Vision

1.1M services completed in 2021

Improving health and well-being

The Veterans Health Administration's Telephone Lifestyle Coaching (TLC) program is supported by Optum Serve to help Veterans meet health and wellness goals.



TLC addresses the following behaviors:

- Striving for a healthy weight
- Eating wisely
- Being physically active
- Managing stress
- Limiting alcohol

TLC is currently offered at 40+ locations across the United States.

Aging as a Veteran

Optum Serve offers home- and community-based services, caregiver support and palliative care to accommodate the health care needs of Veterans as they age.*

The Optum® HouseCalls service demonstrates positive health outcomes for thousands of patients across the U.S., with the opportunity to do the same for the Veteran population. **2021 program results include:**

2.2M assessments completed

91% member satisfaction

91% repeat visit acceptance rate



3.3M Service Member and Veteran lives touched by Optum Serve in 2021

About us

At Optum Serve, we're dedicated to improving health across the nation. As part of UnitedHealth Group (NYSE:UNH), we leverage our connection to UnitedHealthcare and Optum to deliver solutions that meet the broad spectrum of health care needs throughout the federal government. In bringing together our unmatched data with deep insights from our commercial businesses, we help solve challenges facing the government today – and uncover smarter solutions for tomorrow. Through close partnerships, we design tailored offerings that help customers work towards our shared goal: better health outcomes nationwide.

Learn more at:

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