

Uniquely qualified to deliver clinical staffing solutions



Optum Serve®, a subsidiary of UnitedHealth Group® (UHG), is uniquely capable of addressing your clinical staffing shortages across various health care settings. We combine the vast scale and reach of UHG – the world’s largest health and well-being company – with decades of relevant experience deploying resources and capabilities to support government programs. Our integrated staffing solutions will reduce the strain on your facilities by improving access to qualified and credentialed clinicians.

What we offer



Access to 30,000 clinical staff with robust and tailorable training capabilities



Proven staff credentialing solutions with NCQA certification and clinical background checks



Sophisticated staff scheduling and reporting with 24/7 command center for issue resolution



Linguistic support with access to 150+ languages for telephonic consultations



Clinical quality oversight and infection control adhere to DHA standards

Minimize risk, maximize mission success

Optum Serve has 2 decades of industry-leading expertise providing end-to-end operations of health service events.

Robust candidate search capabilities

- Full support of Fortune 5 parent company (UHG) with broad depth and reachback
- UHG Ready Reserve Corps

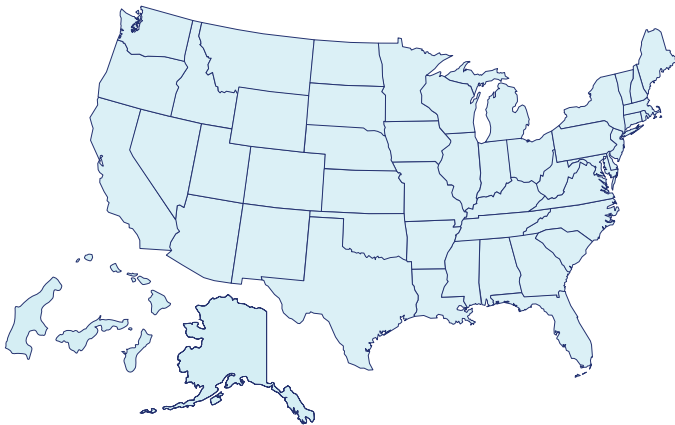
Provider network and high-quality clinical staffing

- 95% fill rate
- National coverage with local reach
- Access to every corner of the U.S. across 50+ states and territories

Recent experience

- 23 years of experience providing and coordinating clinical and nonclinical staff to the Department of Defense and the Veterans Administration (VA) to support the end-to-end delivery of complex health services events, including health readiness events and medical disability examinations.
- Operates as the third-party administrator (TPA) for VA Community Care Network (CCN) Regions 1, 2 and 3, providing high-performing licensed and credentialed health care providers of medical, dental, complementary and integrative health services (CIHS), and pharmacy services to Veterans. Specialty care and ancillary services (such as lab and radiology) are also included in the VA CCN.
- Staffed and operated COVID-19 testing and vaccine sites in 35 states, D.C. and 3 U.S. territories (including Guam, Saipan and American Samoa).
- Supported a nationwide FEMA staffing contract covering 13 clinical labor categories with a 96-hour response requirement – exceeded the 95% fill rate for these roles.

Optum operates in all 50 states and U.S. territories



Who we have served

Leveraging proven staffing and consulting capabilities and infrastructure from 20+ years of service to federal, state, local, territorial, tribal and industry partners

- Department of Defense
- Department of Veterans Affairs
- Department of Homeland Security
- Federal Emergency Management Agency
- State Departments of Public Health
- State Departments of Emergency Medical Services Authority
- National and regional health systems
- ADT Security Services, Inc.
- Best Buy Co., Inc.
- Intel Corporation, a multinational technology company
- Long-term care facilities
- Microsoft Corporation, Inc.
- University of North Texas
- Target Corporation
- Warner Media



To learn more, contact information@optum.com or visit optumserve.com.



optum.com

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2024 Optum, Inc. All rights reserved. WF14033322 07/24