



# Optum – Utah Agent Guide

Fall 2024

Discover how Optum can make a difference for your clients

**Optum**

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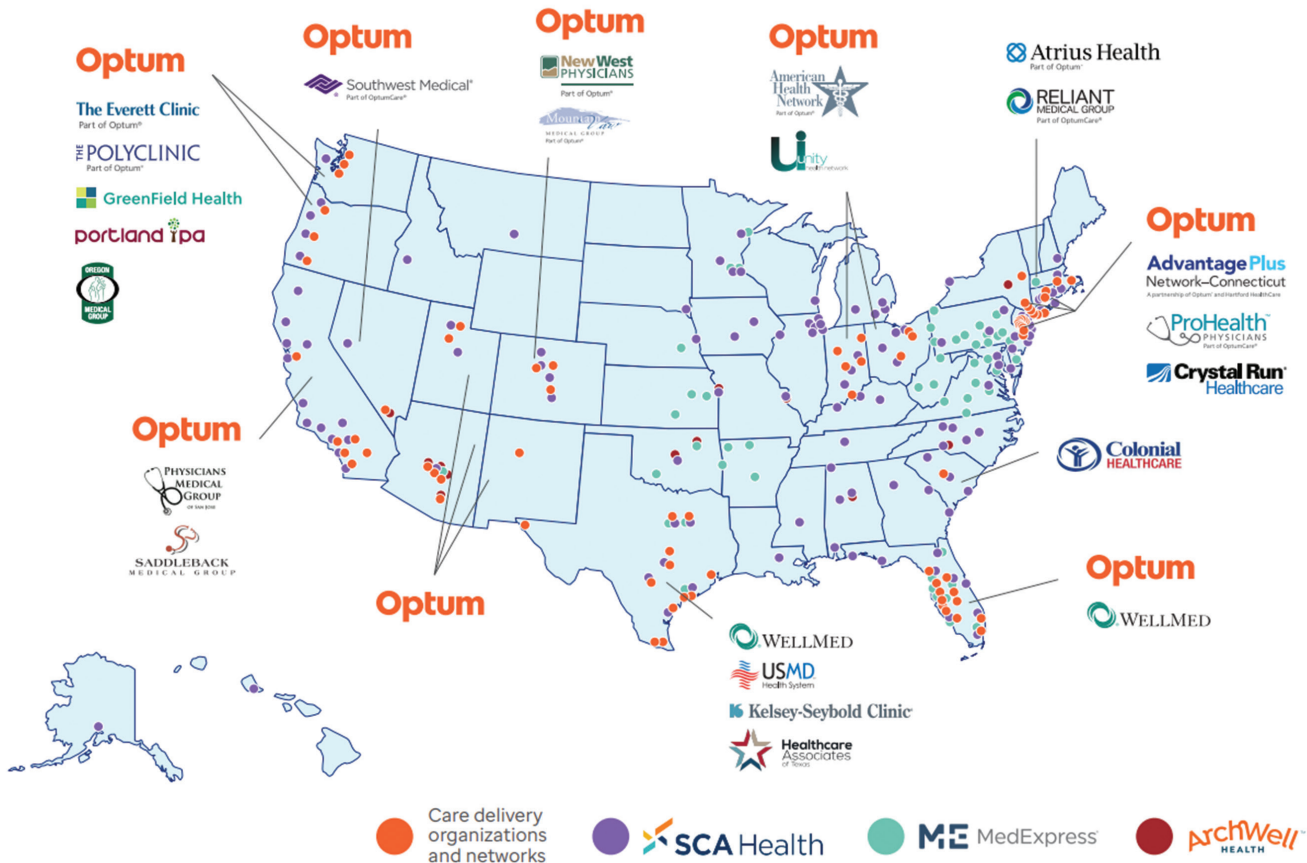
# National care with a local touch



We specialize in caring for our community of patients. You specialize in helping your clients find the best health plan for their individual needs. Together, we can improve your clients' health and well-being through quality care that's affordable and accessible.

## Who is Optum?

We're a family of dedicated physicians working together to help people across the nation live healthier lives.



## In the United States, our networks include:

**114,000+**

Doctors and advanced practice clinicians

**23 million+**

Patients who trust us with their care

**1,600+**

Neighborhood clinics across 17 states offering high-quality primary and specialty care

**100+**

Insurance carrier relationships offering the most comprehensive plan choices

## What does Optum do for your clients?

### You want the best for your clients, and we do too

As the nation's leading care delivery organization, we're committed to value-based care. That means we focus on the quality of the care we provide, not the volume of patients our providers see.

Our providers spend time building deep relationships with patients. They also listen to their concerns. They work with patients to build personalized preventive care plans. These help patients handle their health issues and prevent new ones.



This coordinated approach to care can result in fewer hospitalizations. It can also result in lower health care costs than traditional fee-for-service. And it leads to highly satisfied patients and providers.

Our providers get to focus on the practice, rather than the business, of care. At the same time, our patients enjoy high-quality, affordable health care designed around their goals and life.

# Each year, Optum – Utah employed and contracted doctors provide care to over 72,000 patients

We're proud to offer personalized care at a cost your clients can afford. Through Optum, your clients can access:



## 7,400 primary and specialty care providers

We offer primary and specialty care through both group and Independent Physician Association (IPA) clinics.

- Group clinics are Optum-owned clinics where our employed physicians work. All group clinics will have “Optum” in their name.
- IPA clinics are independently owned and operated clinics. We contract with providers at these clinics to provide care to our patients.



Scan to learn more about the difference between our group and IPA clinics.



## 111 urgent care centers across Utah

All patients can go to our contracted urgent care centers. This makes it easy for our patients, no matter their Optum network, to get care when and where they need it.



## 30 nationally recognized hospital partners

- We're contracted with hospitals throughout Utah. We can best deliver care when patients go to one of these contracted hospitals.
- Optum network doctors work at some of these hospitals. These doctors will have access to the patient's medical records and lab results. They'll also be able to talk directly with the patient's primary care doctor.



## Client support that's personalized, compassionate and convenient

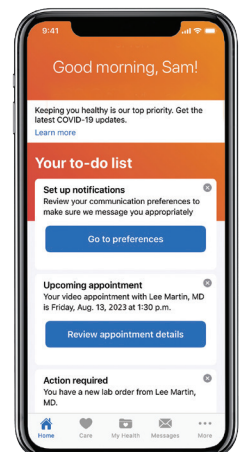
We provide your clients with access to health care when and how they want it.

### Our services include:

- Cardiology
- Clinical research
- Endocrinology
- Dermatology
- Family medicine
- Gastroenterology
- Hospital medicine
- Infusion centers
- Internal medicine
- Laboratory
- Neurology
- Occupational medicine
- Orthopedics
- Podiatry
- Pulmonology
- Rheumatology
- Urgent care
- Same-day and next-day appointments at many of our clinics
- Telehealth options that allow patients to talk to a doctor via video, chat or phone

### Available extra services include:

- Community centers
- Optum Patient Portal: Patients and their approved caregiver can use the portal. They can see their medical records, refill prescriptions, message their doctor and more
- Mobile clinic





## Care management programs

Our commitment to care goes beyond the clinic. We offer coordinated care programs that support our patients in their homes, communities and care facilities. These programs help patients and their families manage their health more effectively.



### Collaborative care

Our team of nurses, pharmacists, social workers and health educators work with each patient to develop a care plan that meets their medical and social needs. This plan may include:

- Annual Wellness Visits and wellness assessments
- Preventive care, including health screenings and vaccines
- In-home care and support
- Medication management
- Health education and fitness classes



## **Disease and chronic care programs**

We teach patients how to manage conditions such as congestive heart failure, chronic obstructive pulmonary disease, kidney disease and diabetes. We also offer in-home and telephonic programs for patients who need more support in managing their complex or chronic diseases. These programs are led by experienced registered nurses, social workers and health advocates who assist patients and their families in managing their condition through education, coordinated care and community resources.



## **Case management**

This program is designed for patients with complex care needs. This includes those who are staying at a hospital, nursing home or assisted living facility. Our team is made of nurses, health advocates and social workers. They bridge communication between doctors and patients. They also connect with family members and care facilities. This team helps patients and their families reach their health goals. They also help patients in care facilities transition to home.



## **Home care**

As part of Optum, qualifying patients may get in-home visits and care. These visits are done by our medical, behavioral, urgent and palliative care teams. These providers address patients' immediate care needs. They may also identify extra external support patients may need. That includes food delivery or transportation.



## **Hospitalist and post-discharge programs**

Our hospitalists and case managers oversee the care of patients while they're in the hospital or a skilled nursing facility. Our team ensures patients receive excellent care and safely transition from the hospital to their home.



## **Palliative and supportive care**

Supportive care is a specialized program. It's for patients who need symptom management for their serious illness. This may include late-stage congestive heart failure (CHF), COPD (lung disease), dementia (memory loss) and cancer. Our team of trained providers and staff give guidance and support to patients and their families.





# A warm welcome from Optum

Our onboarding program makes sure your Medicare Advantage clients start their patient journey on the right track and with respect. Here's what your new Medicare Advantage clients receive when they join Optum.



## A personalized welcome to Optum mailer

This will include:

- Easy steps to get started
- Annual Wellness Visit information
- QR code to see our digital care guide with helpful resources



## A call with our patient support team

During this call, our team will:

- Help your client schedule their welcome visit
- Teach the member about Optum and patient resources



## A welcome visit with our care team

During this visit, the patient will:

- Get a wellness exam to understand their needs
- Have their questions answered and any issues addressed
- Be referred to care management programs and services if needed



## Working together to improve health, one client at a time

Thank you for supporting Optum and ensuring your community has access to great doctors and high-quality, affordable health care.

### What we ask of agents

Your role is key to helping our patients find quality care and coverage. We depend on you to:

- Have an in-depth knowledge of available health plans. You should have a strong understanding of the Optum network and value proposition.
- Place the patient first at every interaction while providing white-glove service.
- Participate in Optum events and initiatives to better understand our model while also strengthening your relationship with Optum providers in your community.
- Use Optum tools and resources to serve your clients to the best of your ability.

# Our commitment to you

At Optum, we believe you're a vital extension of our team. We're committed to investing in your success through:

- "Always on" customer service
- Agent tools and lead generation
- Consumer and industry insights to help you grow your business
- Recognition in our national agent and physician communications

## Tools for success

We're in this together. To support you in doing your best work, we offer a range of powerful tools and resources.

### Optum Agent Newsletter

Want updates on all things Optum sent straight to your inbox? Sign up for the Optum Agent Newsletter today. Each month, you'll receive the latest news on upcoming events, agent tools and resources. You'll also hear about Optum doctors, clinics, health plans, programs and more. It's a quick and easy way to stay up to date on Optum.



Scan to register for the  
Optum Agent Newsletter.

### Optum Network Care Finder

We've made finding the right primary care doctor for your clients easy. You can quickly search contracted primary care doctors across all Optum - Utah.

The care finder lets you search doctors by ZIP code, last name or specialty. You can then filter your results by gender, languages spoken and more. You can also see each provider's clinic location(s).



Scan to try the Optum  
Network Care Finder.

## Growth and retention team

Our growth and retention team can help you navigate the Optum network and resolve client issues.



**Scott Morris**  
Director, MA Growth,  
Optum Mountain West  
**Email:** scott.morris@optum.com  
**Phone:** 1-801-982-3463



**Tanya Spampani**  
Growth Manager  
**Email:** tanya\_spampani@optum.com  
**Phone:** 1-949-630-8646



## Service area

**We provide care throughout Utah.**

Optum is ready to support your clients as their partner in health.

This information is correct as of September 2024. Patients should verify coverage for providers and hospitals with their health plan.

# Optum – Utah owned clinics



## Clinics

### Optum Primary Care Jordan Ridge

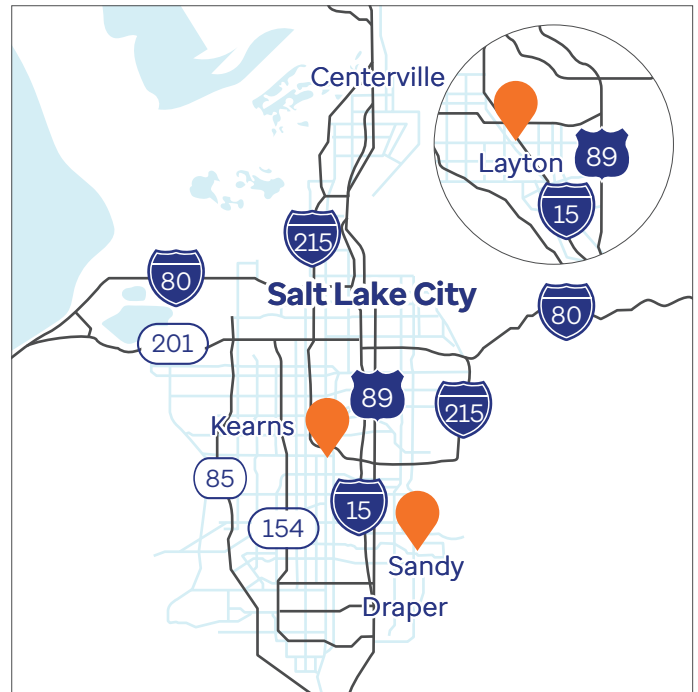
6321 S. Redwood Rd., Ste. 201  
Salt Lake City, UT 84123  
Phone: **1-801-265-2212**, TTY 711

### Optum Primary Care Sandy

1403 E. Seego Lily Dr., Ste. 100  
Sandy, UT 84092  
Phone: **1-385-274-3959**, TTY 711

### Optum Primary Care Wasatch Peak

1580 W. Antelope Dr., Ste. 200  
Layton, UT 84041  
Phone: **1-801-773-4770**, TTY 711



## Accepted health plans

We accept the Medicare Advantage plans listed below. Accepted plans may vary by place and provider. Patients should check coverage with their health plan.

### AARP

- AARP Medicare Advantage from UHC UT-0008 (PPO)
- AARP Medicare Advantage Giveback from UHC UT-9 (PPO)
- AARP Medicare Advantage from UHC UT-0003 (HMO-POS)
- AARP Medicare Advantage Patriot No Rx UT-MA01 (HMO-POS)
- AARP Medicare Advantage Essentials from UHC UT-4 (HMO-POS)
- AARP Medicare Advantage Extras ValueRx UT-7 (HMO-POS)

### UnitedHealthcare

- UHC Dual Complete UT-S001 (PPO D-SNP)
- UHC Dual Complete UT-V001 (PPO D-SNP)
- UHC Complete Care UT-0006 (HMO-POS C-SNP)
- UHC Dual Complete UT-S2 (HMO-POS D-SNP)

# Optum community centers

Our community centers offer a variety of fitness classes and events for those age 55+.



## Community centers

### Layton Community Center

2146 N. Main St., Ste. 514

Layton, UT 84041

Open: 8 a.m.-5 p.m.

Phone: **1-385-350-8463**, TTY **711**

### Sandy Community Center

1403 E. Seego Lily Dr., Ste. 100

Sandy, UT 84092

Open: 8 a.m.-4 p.m.

Phone: **1-385-425-4841**, TTY **711**

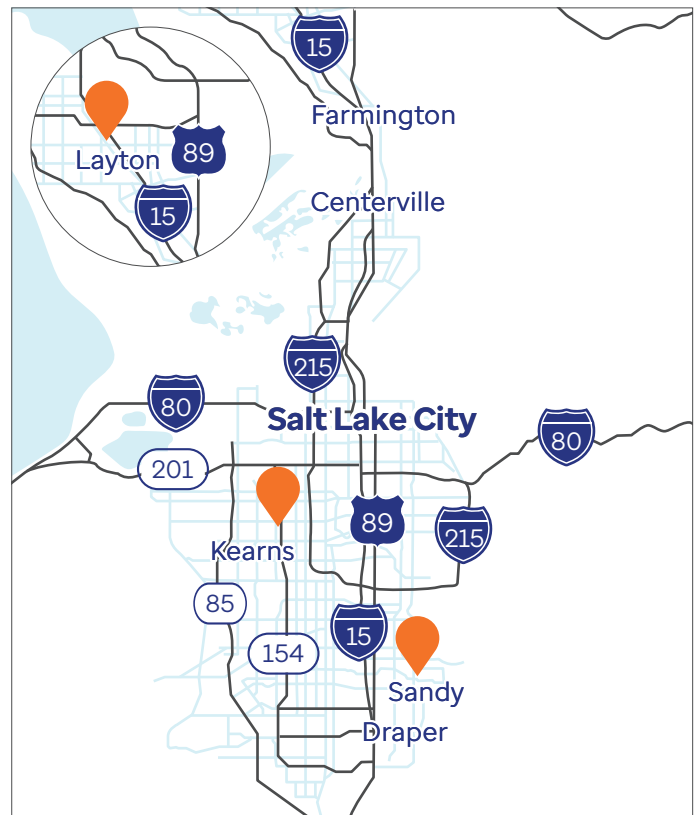
### West Valley Community Center

4071 S. 4000 West, Ste. 1B

West Valley City, UT 84120

Open: 8 a.m.-4 p.m.

Phone: **1-866-764-9633**, TTY **711**





## For more information



Scan the code or visit [optum.com/utah](https://optum.com/utah)

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[optum.com/utah](https://optum.com/utah)

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