



Optum

Understanding our
approach to patient care
and support for our
agent partners

Better Together.

For agent use only. This communication is not for distribution as marketing material to the general public.

Healthier care for your clients

WellMed and Optum are two of the largest providers of care to Medicare Advantage members offering personalized, quality care at a cost members can afford.

As a sales agent, you specialize in helping clients find the best Medicare plan for their individual needs. Our physicians, clinicians and care teams help your clients, our patients, with their medical care needs. Together we can improve their health and well-being through high quality, affordable and accessible health care.

Our Story

WellMed/Optum is a team of doctors, clinicians including nurse practitioners and physician assistants and other medical professionals dedicated to helping patients live healthier lives. We specialize in prevention to help our patients feel their best.

We put our patients at the center of their care to help them focus on their well-being. We offer more detailed, personal appointments and take time to genuinely listen to them, explain information thoroughly and answer their questions.

Our Values



COMPASSION



INCLUSION



INNOVATION



INTEGRITY



PERFORMANCE



RELATIONSHIPS

For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.

Personalized, compassionate and convenient patient support

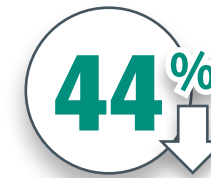
You want the best for your clients, and we do too.

Our patient's health is our top priority. We provide our patients with access to health care services when and how they want it. Our medical team will coordinate their care from start to finish, including specialists appointments and hospital stays, ensuring they get **the right care at the right time.**

Doctors and/or clinicians are on call 24 hours a day, 7 days a week. We have both in-person and virtual options for those who need care right away.

A research study that included patients from WellMed, USMD, and Optum revealed people enrolled in a Medicare Advantage (MA) health plan had significantly fewer hospital stays and emergency room visits compared to those enrolled in traditional fee-for-service (FFS) Medicare.*

Our patients are...



LESS LIKELY TO BE ADMITTED TO THE HOSPITAL FOR COPD OR ASTHMA



LESS LIKELY TO HAVE AN INPATIENT HOSPITAL ADMISSION



LESS LIKELY TO HAVE AN AVOIDABLE EMERGENCY ROOM (ER) VISIT



LESS LIKELY TO HAVE AN ER VISIT



LESS LIKELY FOR AN ADMISSION FOR STROKE OR MYOCARDIAL INFARCTION



LESS LIKELY TO BE RE-ADMITTED TO THE HOSPITAL WITHIN 30 DAYS



LESS LIKELY TO HAVE A RETURN ER VISIT WITHIN 30 DAYS

* Source: Journal of American Association (JAMA) Network Open, December 2022

For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.



Quality care for your clients = **better health**

WellMed Care Model: Developed by physicians as a compassionate, comprehensive coordinated model of patient care, the WellMed Care Model extends beyond the proactive, preventive care focus.

Care Support: Our team of doctors, clinicians and medical staff work closely with patients and their families to develop a care plan that supports their medical and social needs.

One Team Model: The One Team model focuses on our most vulnerable and health-challenged patients providing more hands-on attention and focus on the details. The One Team is an orchestrated, dedicated team consisting of a care advocate, nurse case manager, social worker and led by the patient's primary care doctor. This team helps patients navigate the care they need and provides access to broader care services based on their individual needs.

Healthcare Coordinators

The Healthcare Coordinator develops a foundation of trust with patients to help ease anxiety and provide a more personalized touch care. They get to know patients to gain insights to barriers to care and provide solutions. They support patients by scheduling appointments, explaining health recommendations and coordinating services among the rest of the clinical team. They partner with patients' loved ones to offer the best care possible and direct family members to services to meet their needs.

WellMed/Optum Social Workers

Our social workers improve patient outcomes by addressing patients' social health needs, reducing access to care barriers for behavioral health patients, and advancing health equity throughout WellMed/Optum through strong community relationships and engagements.

Our social workers can help provide programs that support the following:

- Food
- Finances
- Behavioral Health
- Transportation

Hospitalist/Skilled Facility Rounders

Our medical staff coordinates your care from start to finish, even after you leave the clinic. As a WellMed/Optum patient, if you have to go to the hospital or a skilled nursing facility, a WellMed/Optum hospitalist, with the support of our Healthcare Coordinator team, will coordinate your care by working directly with your primary care doctor. This means you get the right care at the right time, which can improve your overall outcome.

For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.



Patient Care and Support outside of the clinic

WellMed/Optum offers several home-based supportive care programs through qualified Medicare Advantage plans to meet certain individual patient needs.

Supportive & Palliative Care*

Supportive and Palliative Care offers patients with life-limiting diagnoses additional support beyond the clinic setting. The doctors and clinicians of this care team work directly with the patient's primary care physician ensuring communication and the health plan set forth by the patient and the primary care doctor are followed.

- Helps patients determine life goals and wishes
- Strives to improve patient's quality of life by treating symptoms
- Available in-clinic or in-home, depending on patient needs

WellMed 2 U*

- Extending care at home for high-risk, home bound patients
- Social work services in the home as necessary
- High-tech, high-touch visits in the home to avoid unnecessary ER/hospital admissions

Patient Support Unit (PSU)

Mobile units staffed with clinicians and medical assistants partner with contracted physicians as an extension of their office conducting annual health screenings for their patients on selected Medicare Advantage health plans. The results of all screenings go back to the physician for conversations with their patients.

- Immunizations
- Health education and screenings
- Blood, urine and bone density testing

* Physician-led, multi-disciplinary and include 24/7 telephone on-call support

For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.



Supporting Older Adults and Caregivers

The **WellMed Charitable Foundation** offers a variety of programs that directly serve seniors and their caregivers. The foundation is also the research arm for WellMed, engaging in partnerships that explore innovative ways to care for your clients. The foundation has contributed millions of dollars to non-profit partners who serve the senior and caregiver population.



Scan the QR code to visit the WellMed Charitable Foundation website for a list of our senior centers, to take a virtual tour, or to watch videos of guided activities that can be done in the comfort of home.

WellMed Charitable Foundation (WCF) is a non-profit 501(c)3 charity organization and a philanthropic partner of WellMed Medical Management.

Senior Activity Centers

WellMed Charitable Foundation Senior Activity Centers and Virtual Activity Centers connect our members to fitness, health education, arts/crafts and friendship so they can take steps toward a healthy life.

Caregiver SOS

Developed by the WellMed Charitable Foundation, Caregiver SOS offers services at no extra charge that help family caregivers continue caring and living well.

Caregiver Coaching

Caregiver specialists are available to provide information and support to caregivers on how to better manage daily activities and improve care.

- Confidential coaching is available over the phone or in person.

Caregiver Teleconnection

Live, hour-long sessions conducted online or telephone only, by experts from across the country on topics important to caregivers. Participants can call or log-in to participate.

- Recorded sessions are available on demand on our website

Stress-busting Program

An evidence-based suite of programs proven to reduce stress, anxiety and anger and improve quality of life for family and friends caring for an older loved one with dementia or other chronic illnesses.

- Available in Spanish and English.

Caregiver SOS On-air Podcasts

A weekly radio show and podcast that explores topics important to caregivers with experts from around the country.

For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.

Our Service Area

We provide care across Texas, New Mexico and Florida.

Our employed and contracted network consists of 25,000+ primary care physicians, hospitalists, specialists and advanced practice clinicians caring for more than 1 million patients.

575+

EMPLOYED PRIMARY CARE PHYSICIANS

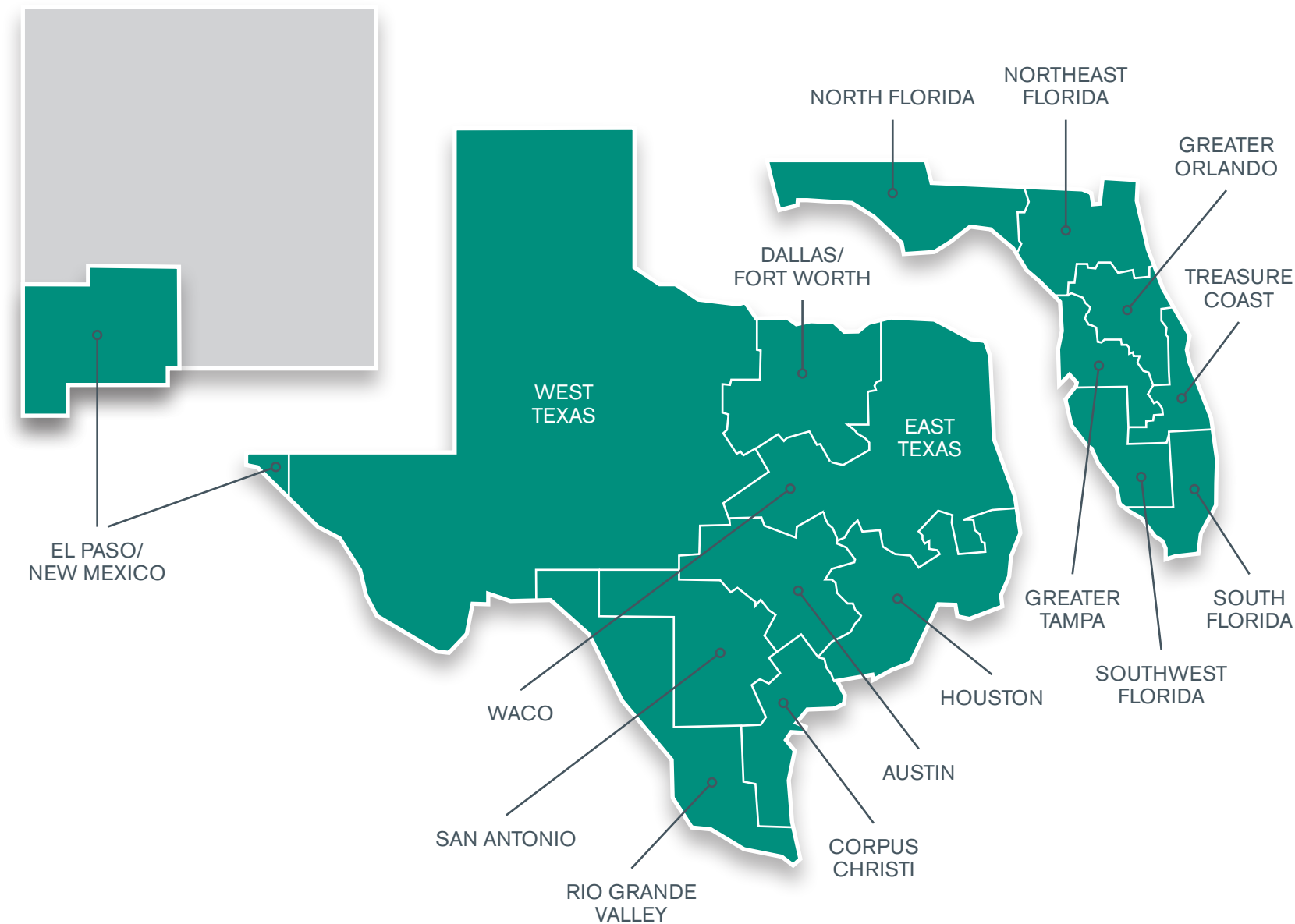
3,780+

CONTRACTED PRIMARY CARE PHYSICIANS

16,790+

NEIGHBORHOOD CLINICS

Our physicians are ready to be there for your clients as their partner in health.

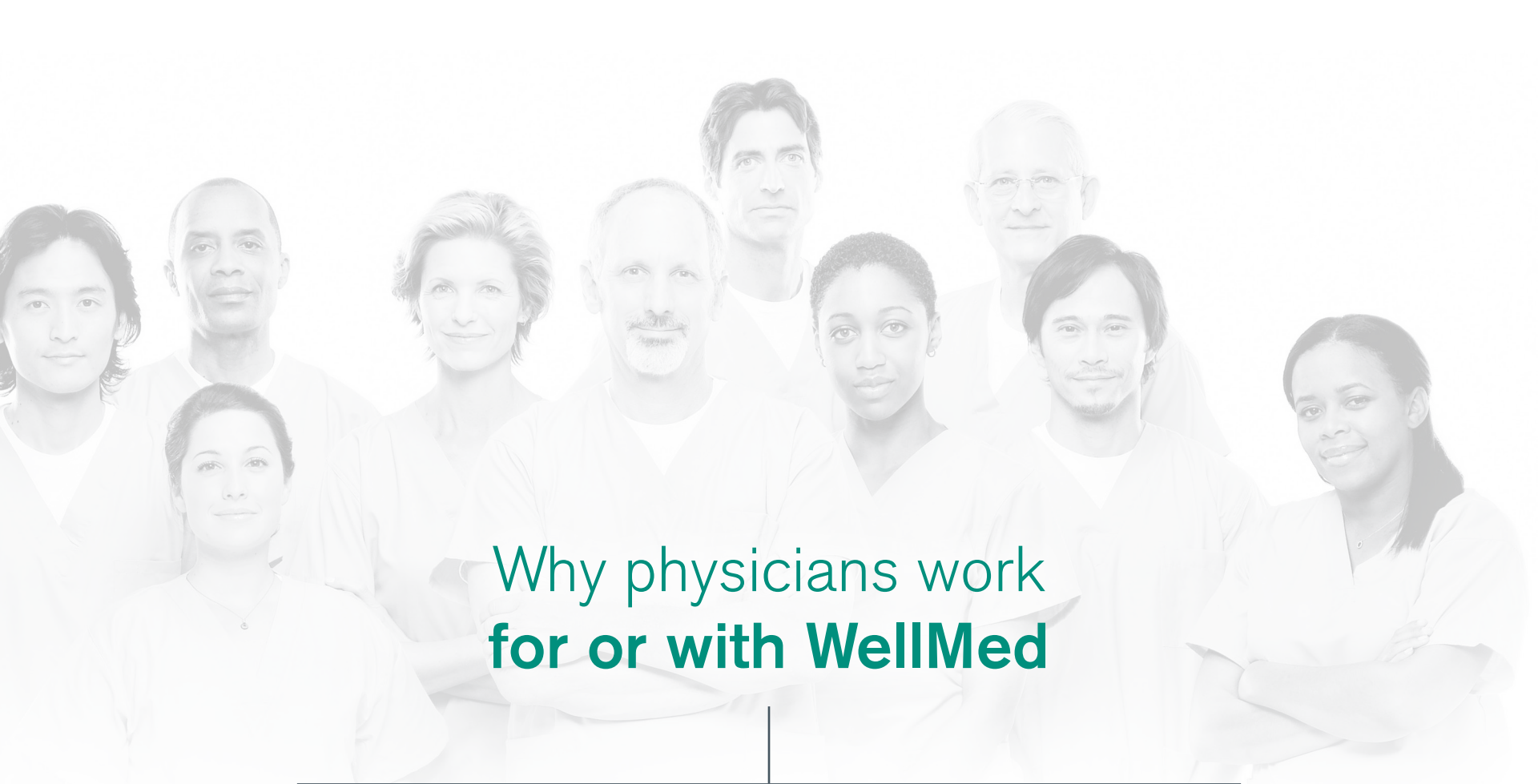


For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.



Why physicians work for or with WellMed

A physician-founded, physician-led, and patient-centric health care system, WellMed is dedicated to keeping compassion at the forefront of patient care. Physicians are drawn to the relationship-focused preventive care model and being able to give patients the time and attention they deserve without feeling rushed.

There are two ways physicians can be a part of the WellMed/Optum healthcare delivery system.

Employed/Owned: Talented and empathetic doctors, clinicians and specialists who are direct employees of WellMed Medical Group and work in WellMed or Optum branded locations.

Contracted: Physicians who own their own practices and have an Management Services Organization (MSO) contract with WellMed Network of Florida, Inc. and Optum for business support and enhanced patient care programs.

WellMed is a health care organization.

Florida WellMed Medical Management, Inc. is a managed care organization. WellMed has direct contractual risk-bearing agreements with select Medicare Advantage health plans in all of our service areas.

WellMed Medical Group and Optum own primary care medical offices designed to provide health care to primarily Medicare-eligible patients.

WellMed Network of Florida Inc. is a MSO and contracts with primary care and specialty physicians to provide business and health care management support. Through this arrangement, physicians can accept patients with select Medicare Advantage health plan of which WellMed holds has a direct contract.

For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.

Our commitment to you

We're here to help. Get access to onboarding for your clients, local marketing support, and shareable educational and sales materials to help grow your business. If you have questions or need additional resources, reach out to a member of our team.

We believe you're a vital extension of our team, and we're committed to investing in your success. Here's how.

“Always on” customer service

We support you with any needs or questions you have.

Agent Newsletters*

Our agent e-newsletter offers market updates, physician spotlights and compelling stories designed to help you stay informed.

WellMed/Optum Broker Helpline

Dedicated broker call center line to the WellMed/Optum patient advocate team to assist in scheduling a first appointment in WellMed/Optum employed and contracted locations. 833-511-4761

Marketing Services Program**

A co-op marketing program designed to help you succeed in educating consumers about their Medicare options and how WellMed/Optum engages with patients.

Broker Information Center

The Broker Information Center (BIC) is your go-to resource for comprehensive marketing support and tools to elevate your communication and engagement with potential clients. Access, download, and print BIC resource materials designed to aid you in your prospective marketing efforts. **Scan the QR code to the right to visit the Broker Information Center.**



Patient Early Access Site

A resource site designed to support you with the scheduling of new patient appointments. In addition to scheduling new patient appointments, the site also serves as a way to capture Agent of Record (AOR) details to help protect your book of business. **Scan the QR code to the right to visit the Patient Early Access Site.**



* Reach out to your local growth team for more information or to opt in.

**Ask your FMO partner for more details.

For agent use only.
This communication is not for distribution as marketing material to the general public.

For agent use only.
This communication is not for distribution as marketing material to the general public.



We are here for **you**

The doctors, clinicians and medical teams at WellMed/Optum support you and your client's health care needs.

We know the community because many of us live here.

We know quality, compassionate health care.

We know life can change quickly. We are here for you, and your clients, when you need us.

Contact a member of our team

A large empty rectangular box with a thin black border, intended for contact information.



To find a WellMed/Optum physician or clinic visit:
doctors.wellmedhealthcare.com

For agent use only.

This communication is not for distribution as marketing material to the general public.

For agent use only.

This communication is not for distribution as marketing material to the general public.



1. Better Medicare Alliance. State of Medicare Advantage 2021. bettermedicarealliance.org/wp-content/uploads/2021/05/BMA-State-of-MA-Report-2021.pdf. Published May 2021.

2. Programs and services vary by physician.

3. UnitedHealth Group. New research finds beneficiaries with Medicare Advantage spend less than those in Medicare fee-for-service. [unitedhealthgroup.com/newsroom/2020/2020-01-21-new-research-ma-ffs.html](https://www.unitedhealthgroup.com/newsroom/2020/2020-01-21-new-research-ma-ffs.html). April 8, 2021.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. We provide free services to help you communicate with us such as letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call 888-781-WELL (9355). ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 888-781-WELL (9355). 請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：888-781-WELL (9355)。

Stock photo. Posed by model.

23_0464_GSD_FL_BrokerBrochure_JH_14570837_C082924

For agent use only.

This communication is not for distribution
as marketing material to the general public.