

Discover the advantages of a proven, complete payment platform

Not all payment solutions are created equal. With Optum Financial, you get the most comprehensive and capable solution specifically configured for workers' compensation administrators.

Reduce costs and offer payment flexibility

- Supports many payment types (checks, ACH, same day ACH, push-to-debit and virtual cards)
- Reduces check print and mail costs
- Delivers 40-60% electronic payment adoption for vendors, 80% electronic payment adoption for policyholder/claimant payments and 90% electronic payment adoption for medical providers*
- Reduces banking and treasury fees

Boost efficiency and satisfaction

- Provides an online portal with real-time access to claim, payment and delivery data
- Simplifies reconciliation
- Integrates seamlessly with existing claim systems and workflows
- Includes in-house "one call resolution" support for claimants and service providers

Improved security and compliance

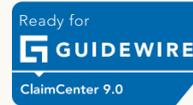
- Provides a single, unified system of record where all financial, claims and delivery data are securely stored
- Improves security and reduces fraud.
- Optum Financial is HITRUST, Nacha, SOC1 and SOC2, and HIPAA certified

*Source: Optum Financial Book of Business, 2021

Partner with the trusted, proven claims payment leader

When you partner with Optum Financial, you tap into a proven, winning combination of patented technology, deep insurance industry expertise, and uncompromising service and support – all dedicated to delivering better payment experiences and saving you money.

Let us show you how we can configure the ideal payment solution for your business.



Optum Financial®

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Optum Financial®

Creating better claim payment experiences for worker compensation payers



Reduce your payment costs on day one

Today, your policyholders and service providers expect more connected and convenient payment experiences. With Optum Financial, you can offer both – simplified processes that work harder for you by offering significant electronic adoption and eliminating check, banking and treasury fees.

Optum Financial can help you increase the payment satisfaction of your policyholders. And also provides the tools you need to quickly boost payment efficiency, lower your payment costs, maximize your ROI and drive higher electronic payment adoption.

This includes streamlining and simplifying every part of the payment process by:

- Making it easy to understand and track how service providers and claimants want to be paid – and encouraging them to use more efficient and cost effective epayment options
- Providing a complete range of convenient payment choices, including virtual card, paper checks, same day ACH and ACH alternatives like push-to-debit
- Offering simple payment and enrollment options through a convenient mobile solution
- Protecting every transaction with built-in authentication and security

“We knew that in order to continue our strong growth we would need to revamp our approach to payments. With Optum Financial, we have a scalable solution that delivers high levels of customer satisfaction and measurable savings.”

– John Kluth, Chief Financial Officer, CCMSI

With no up-front costs, revenue-share opportunities and other cost savings, **one workers’ compensation administrator reported saving nearly \$1.3M every year.** We’re ready to help you do the same.



Optum Financial delivers **80% electronic adoption** for injured worker payments as well as **90% medical provider claim payments.**

Source: Optum Financial Book of Business, 2021

Outsource your claim payments to simplify management and increase profits

Partnering with a proven claim payment specialist like Optum Financial has never made more sense. It’s the fastest, most efficient way to streamline your payment processes, lower your costs and connect seamlessly with your existing workflows and systems.

Reduce print and mail costs

By moving your providers and claimants from paper checks to faster electronic payment options, you eliminate the postage, printing and treasury costs associated with paper checks. This includes leveraging our vast network of 2.1M medical providers and vendors (2021) and their existing payment preferences to maximize electronic payment adoption.

Reduce banking fees

Optum Financial offloads the hassles of dealing with positive-pay, stop pay, escheatment and other payment-related banking fees and management tasks, so you can focus your people and resources on more important priorities.

Simplify reconciliation and gain “always-on” visibility into all transactions

Available 24/7, the Optum Financial portal provides access to all of your payment transactions where you can track and reconcile payments efficiently.

Process payments efficiently from any location

With Optum Financial, you get a fully remote-enabled solution that allows you to manage, control and deliver claim payments more quickly and safely – without being tied to a physical location.

Take advantage of revenue sharing

Optum Financial doesn’t just lower payment costs – it also allows you to tap into the revenue sharing opportunities that go with virtual card payments. This includes a proven payment preferencing system that actively encourages providers and vendors to adopt virtual card payments, so you gain the financial benefits faster and with less effort.

Improve security and increase fraud prevention

Optum Financial has a proven track record of keeping sensitive information safe and significantly reducing payment fraud. Last year, we prevented over \$100M in fraudulent payments.

Making payments easy with a mobile-friendly solution

The Optum Financial Mobile Expedited Payment solution makes it easy for claimants to review claims, select their preferred payment type, and sign up for epayments – all without the extra friction, hassle and risk of enrolling and sharing bank account information with adjusters. This eliminates inefficient, paper-based processes for you and provides your claimants with faster, safer and more convenient epayment options..

Offer customers award-winning support

Whenever your service providers have a payment issue or question, they simply call the Optum Financial dedicated Support Center, and our experienced service experts take care of it. Because we handle every step of the claim payment process in-house, we are in the best position to address problems quickly and efficiently – usually with a single call.

Every payment comes with the **electronic delivery of remittance** advice

44–80% reduction in admin costs day one*

Optum Financial processes claim payments for **130+ insurers**

2.1 million medical providers and vendors in our network

\$288B in health care payments processed in 2020

*Source: Optum Financial book of business Q1 2022 annualized.

A new standard for payments



Customer satisfaction

Increases NPS by approximately

10-15 ppt



Efficiency

Reduces claims adjustment expenses by approximately

20-30%



Effectiveness

Improves accuracy of claims payments by approximately

4%

Source: McKinsey, Digital Disruption in Insurance: Cutting Through the Noise, 2018