



Technology Services Overview

21 | 11 | 2017

1	Leadership Address – OGS Overview	11.30 – 12.00	Mohan L Jindal
2	Corporate Systems	12.00 – 12.15	TBD
3	Optum RX	12.15 – 12.30	Trilochan Kumar
4	Technology Practice & Digital Development	12.30 – 12.45	Akta Saluja & Priyank Sharma
5	Financial, EDI & Claims Hwy	12.45 – 1.00	Deepika Sharma
LUNCH 1.00 – 1.45			
6	Eligibility	1.45 – 2.00	Kshitij Kumar
7	M & R	2.00 – 2.15	Tripti Shukla
8	Clinical	2.15 – 2.30	Kapil Dev
9	E & I, Special Benefits	2.30 – 2.45	Ashish Murgai
TEA BREAK 2.45 – 3.00			
10	Optum, US Commercial & Healthcare Practice	3.00 – 3.15	Varun Bansal
11	Provider	3.15 – 3.30	Amit Dahiya
12	Brazil & UHC Global	3.30 – 3.45	Sharat Sharma
13	Polaris	3.45 – 4.00	Tarun Nagpal
TEA BREAK 4.00 – 4.15			
14	Delivery Ops, Innovation & Transformation	4.15 – 4.30	Amit Bajaj
15	L&D Overview	4.30 – 4.45	Ravinder
16	WMO Overview	4.45 – 5.00	Yash & Parichay



Optum Global Solutions



Welcome to OPTUM a United Health Group company

United Health Group - Our Mission



We help people live healthier lives and help make the health system work better for everyone.

About UnitedHealth Group

Largest



Health and Well-being company

200,000



**Employees approximately
200,000 people**

1974



**UnitedHealth Group started
operations**

Fortune #6



**Serves more than
85 million individuals
worldwide**

**50 US states
& 125 Nations**



**Operates in all 50 US states and
more than
125 nations worldwide**

USA



**Minnetonka, Minnesota,
Headquartered**

Ranked #1



**Among the health care insurance and
managed care companies by
Fortune magazine**

2016 Revenues



\$185 Billion



United Health Group – Our Culture

We have the opportunity to make a positive difference in the lives of individuals and to help advance society as a whole. We are also focusing on building a stronger culture of service excellence across our enterprise. These five values are the foundation of that culture:

Integrity

Honor commitments.
Never compromise ethics.

Compassion

Walk in the shoes of people we serve
and those with whom we work.

Relationships

Build trust through
collaboration.

Innovation

Invent the future and
learn from the past.

Performance

Demonstrate excellence
in everything we do.

UnitedHealth Group Overview

UNITEDHEALTH GROUP

Health Benefits



- ▶ Diverse healthcare coverage and benefits businesses
- ▶ Innovative benefits design
- ▶ Targeted clinical management & wellness programs
- ▶ Largest proprietary network of providers
- ▶ Ensuring members get the best care

Health Services



- ▶ Healthcare consulting
- ▶ Information and technology enabled health services platform
- ▶ Intelligence and decision support tools
- ▶ Health management and interventions
- ▶ Administrative and financial services
- ▶ Operational optimization and performance management

About Optum

Our Health Services Business



A leading information and technology-enabled health services business.

Delivers integrated, intelligent solutions to modernize the health system and improve overall population health.

Who We Serve

62,000,000+ Individuals

67,000+ Retail Pharmacies

4 out of 5 U.S. Hospitals

400+ Global Life Sciences Companies

300 Health Plans

OptumHealth

A leader in **population health management** serving the physical, mental and financial needs of individuals and organizations.

OptumInsight

A leader in **health information, technology, services and consulting** companies in the world.

OptumRx

A **pharmacy benefit management** leader in service, affordability and clinical quality.

Optum Technology

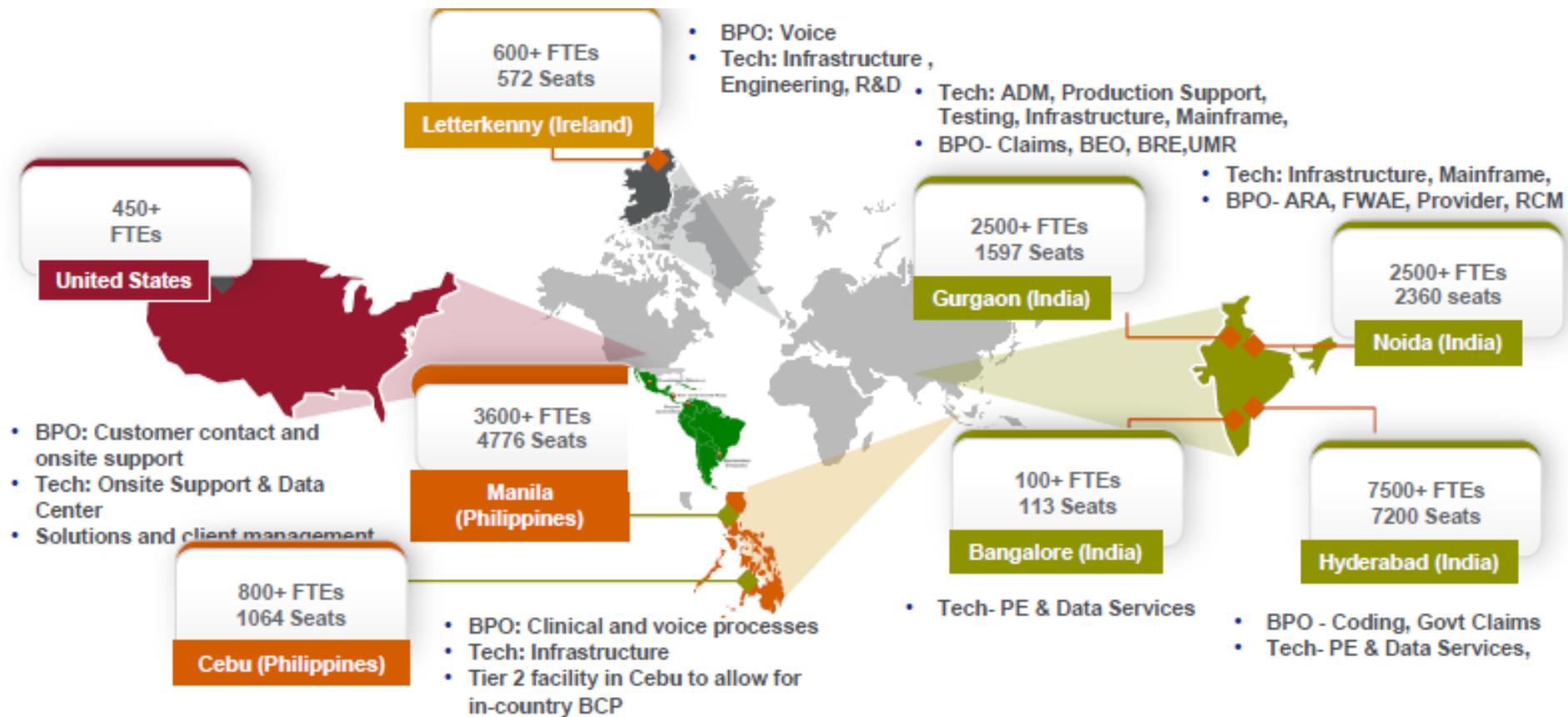
A **comprehensive, global information services organization** leading transformational change in the broader health care industry.

YOU ARE HERE →

← **Optum Global Solutions (OGS)**

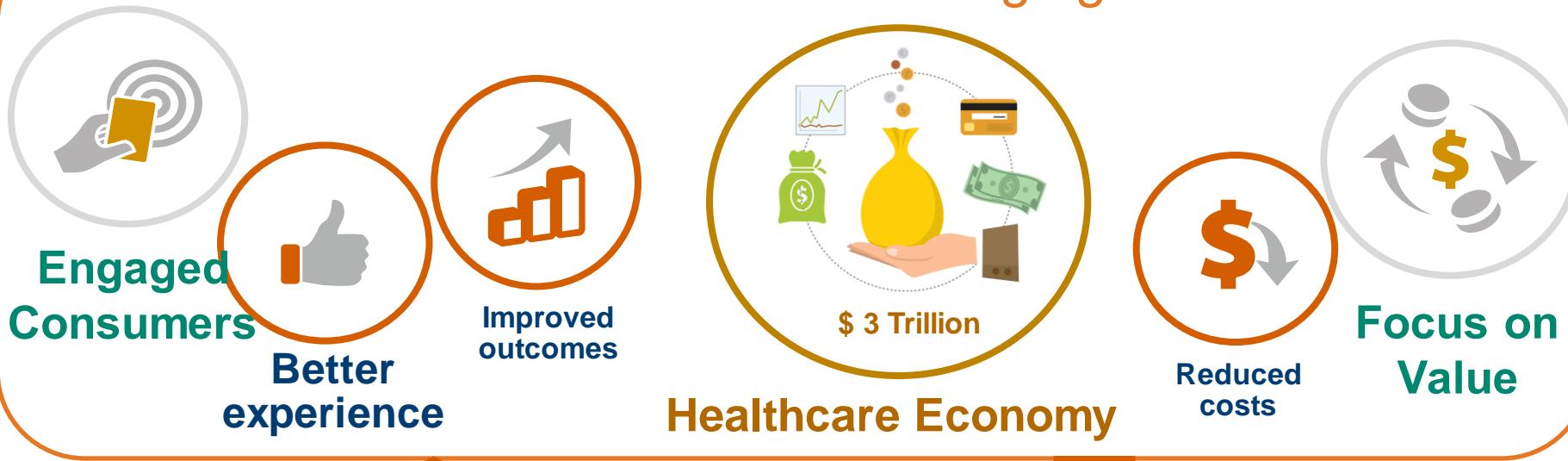


OGS Global Footprint



Health Care and Technology Transformation Intersection

Health Care is Changing



Technology is Changing



Why Work at UnitedHealth Group – Top 5 Reasons



1. You can greatly improve the lives of others (over 130 million of them worldwide).
2. Your managers are committed to helping you guide and nurture your development.
3. You'll work with high energy, passionate people with widely divergent experiences and viewpoints.
4. You'll help make a true difference driving innovative solutions in one of Fortune's Most Admired Companies.
5. Your leaders will provide you with the support and feedback you need to reach new levels of achievement every day.

We do much more!



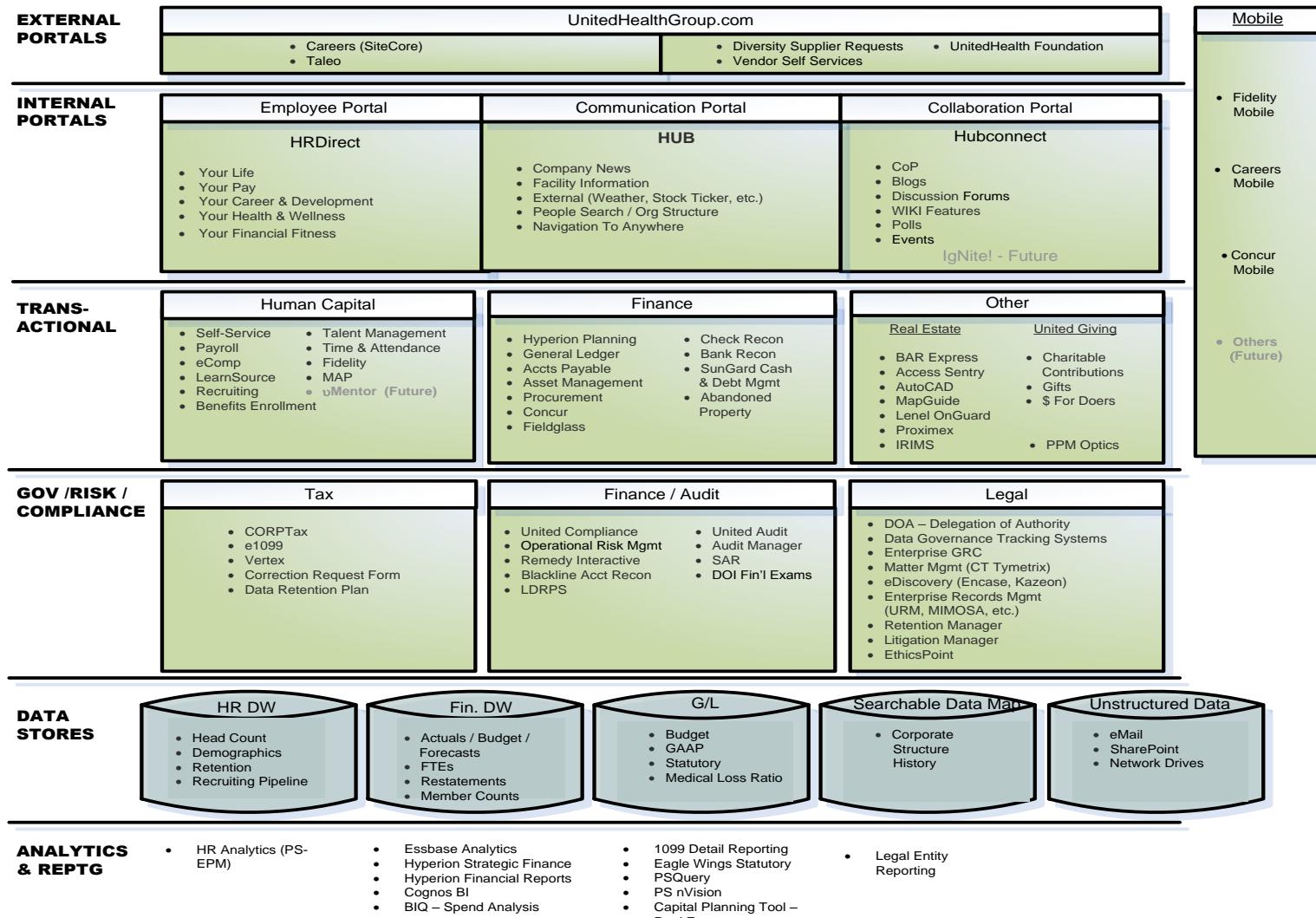
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You!



Optum Global Solutions

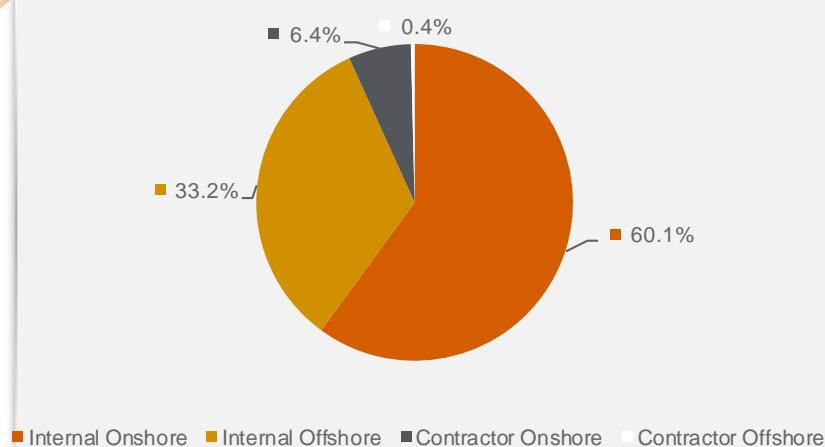
CORPORATE SYSTEMS

Corporate Applications Landscape



Technology & Resource spread

Resource Foot Print



Technology Stack

- PeopleSoft
- Hyperion
- Microsoft Technologies
- Java

Locations

- Hyderabad
- Gurgaon
- Noida

Segments

- System Analyst
- Application Development
- Quality Assurance
- Application Support



Optum Global Solutions

ORX OVERVIEW

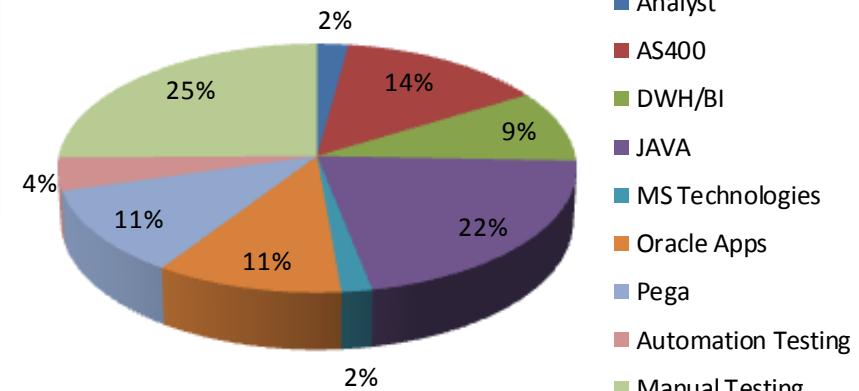
OptumRx Overview

Overview

- OGS has been providing services to OptumRx for 5+ years
- 670+ resources supporting OptumRx across Dev, QA & SSMO
- Critical mass across PBM value chain as well as Technology spread
- 100% growth from 2015 (300) to 2016 (600)

Focus Areas & Initiatives

- Hybrid CoE
- Innovation Center
- OptumRx University
- Agile Adoption
- Speed to Market
- Member Experience
- Quality
- Cost Optimization



LOCATIONS: Hyderabad, NCR, Bangalore, Manila, USA

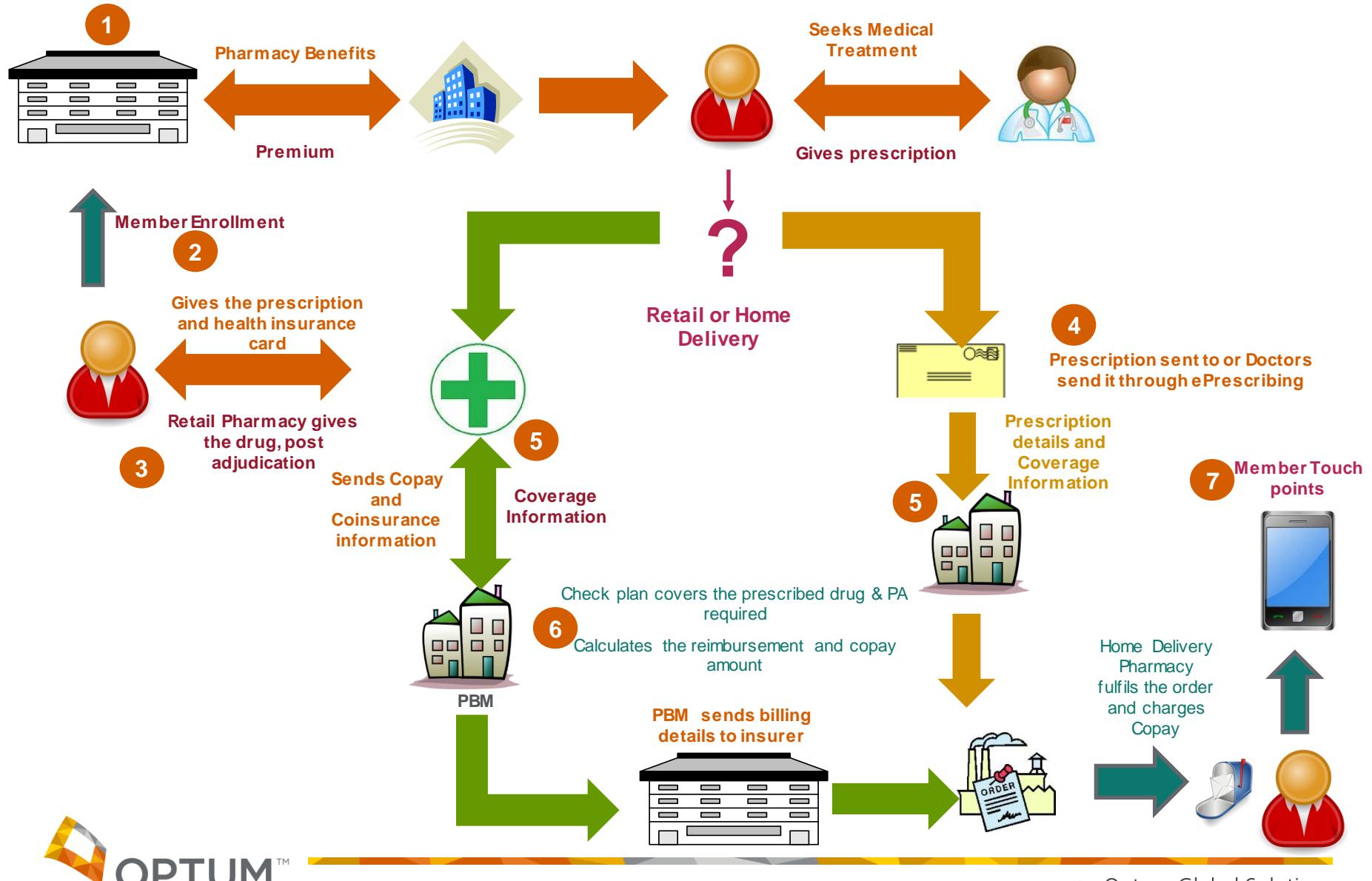
Application Development Group (ADG) 55%

Solutions Support and Maintenance Organization (SSMO) 19%

Quality Assurance (QA) 26%

Application Areas			
Corporate Systems Solutions & Support	Pharmacy & Member Services Technology	Digital Solutions Group	BI, Clinical Services & PBM Operations
<ul style="list-style-type: none">RxClaimsPEERRxConstructDataDeli	<ul style="list-style-type: none">IRISImagingPrior Auth SystemRxCCRCSQArDUR	<ul style="list-style-type: none">RCRUMCSARTRxHDRxIVRRxNavigator	<ul style="list-style-type: none">Provider PortalMember PortalClient Info CenterMobileRxLink

OptumRx Domain – Pharmacy Benefit Management (PBM) Overview





Optum Global Solutions

**TECHNOLOGY
PRACTICE & DIGITAL
DEVELOPMENT**



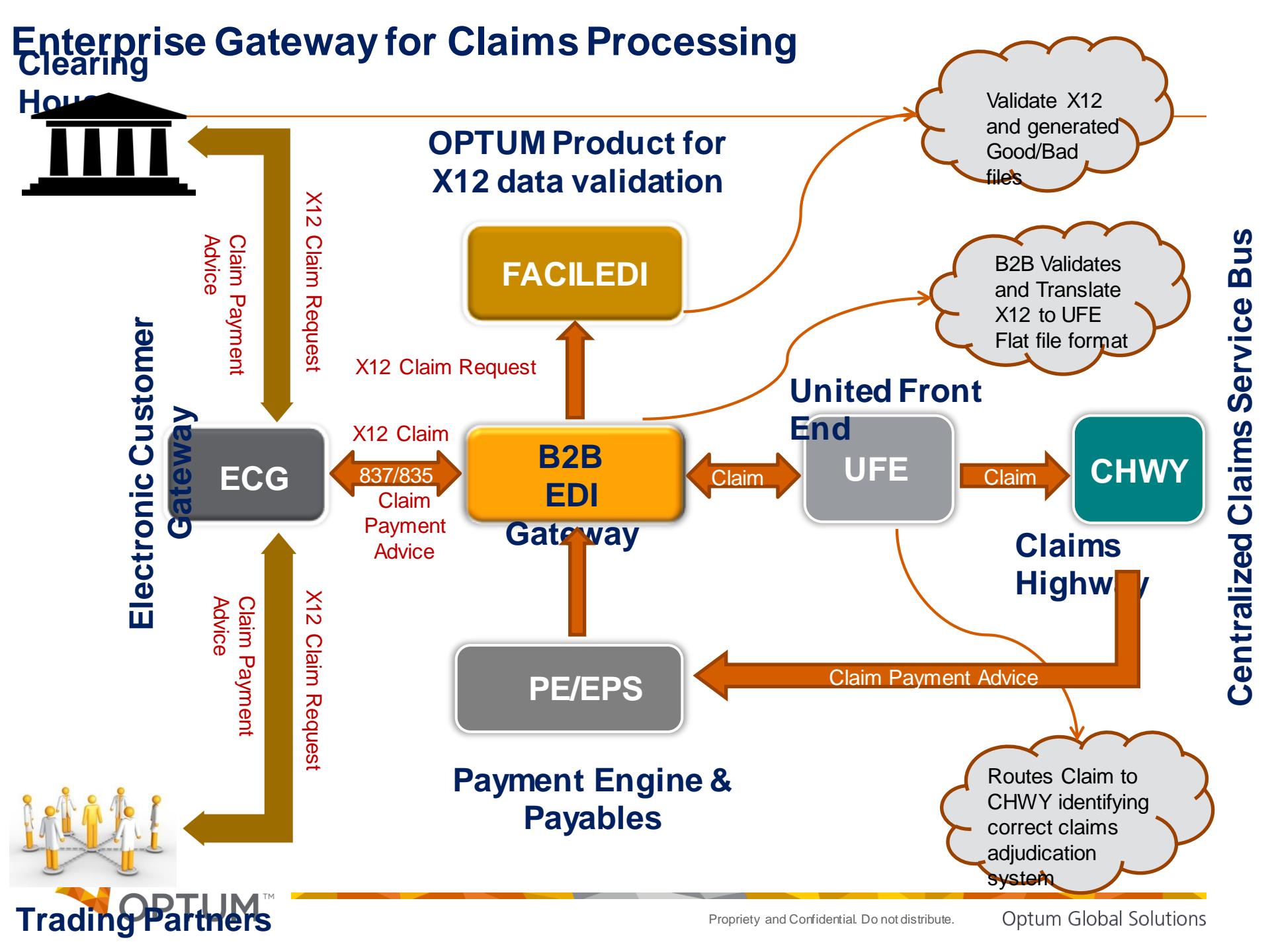
Optum Global Solutions

**FINANCIAL, EDI &
CLAIMS HWY**

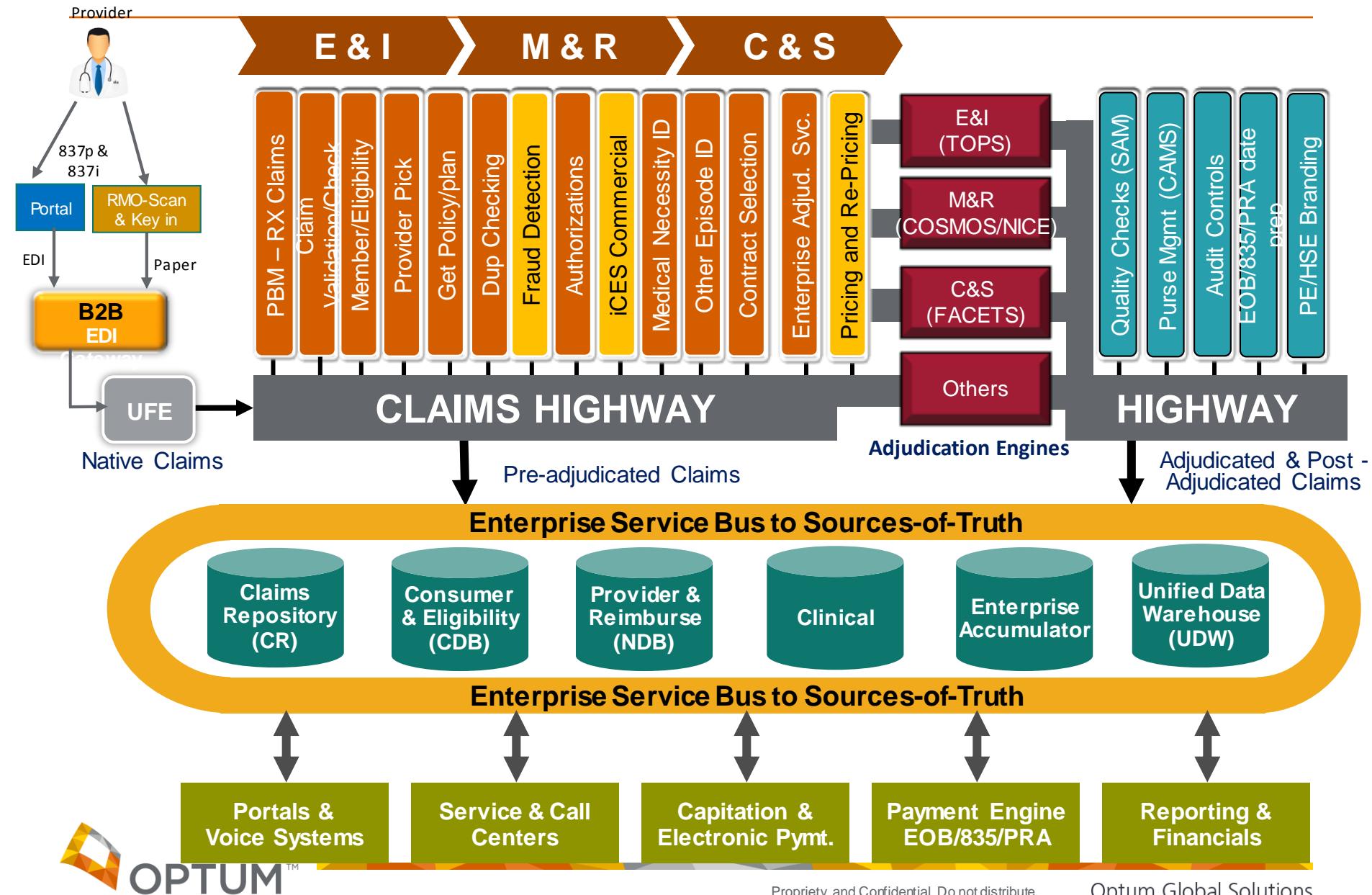
eFAST Landscape

Domains/Pillars	Payment Services	Enterprise Billing	Segment Accounting	Encounters	Financial Management.
	 Payments	 Billing	 Financial Tagging	 encounters	 Financial Management
Capabilities	<ul style="list-style-type: none"> ✓ Claims payment processing to members and providers ✓ Non-claims payment processing (MLRE) ✓ Overpayment recovery processing ✓ Generation of Health statements, member EOB's, payer PRA's 	<ul style="list-style-type: none"> ✓ Calculation of premiums ✓ Invoice creation ✓ Receivable creation and management ✓ Cash collection ✓ Delinquency management ✓ Bank account information maintenance ✓ Integration of billing data with financial systems 	<ul style="list-style-type: none"> ✓ Financial tagging, summarization of financial transactions ✓ Pharmacy rebate processing ✓ Financial reserves – calculation and processing ✓ Collection of receivables for self-insured funding ✓ Calculation of New York premium tax 	<ul style="list-style-type: none"> ✓ Delivery of Medicaid encounters (paid adjudicated claims) to the states ✓ Revenue accuracy management 	<ul style="list-style-type: none"> ✓ Financial accounting administration/adjudication for notional accounts (HRA,FSA) ✓ Claims payment processing for payers and providers ✓ Electronic delivery to banks ✓ Invoicing and billing processing for Optum ✓ Contract life cycle management for Optum ✓ Stop loss claims management ✓ HSA employer group submissions management
Applications	<ul style="list-style-type: none"> <input type="checkbox"/> Payment Engine <input type="checkbox"/> Payment Systems Front End <input type="checkbox"/> Overpayment Recovery Management System <input type="checkbox"/> Bottomline 	<ul style="list-style-type: none"> <input type="checkbox"/> Billing and Receivable Management System (prim small business) <input type="checkbox"/> eSB (Datamart)- eServices Billing Datamart <input type="checkbox"/> eSB (DB) - eServices Billing Data Broker <input type="checkbox"/> eSB (eSBPP) - eServices Billing Payment and Presentment <input type="checkbox"/> eSB (IB) - eServices Billing Integration Broker (DD) <input type="checkbox"/> eSB (OBS) - eServices Billing Online Bill Service <input type="checkbox"/> Master Member Repository (Invoice Calculation Engine) <input type="checkbox"/> PeopleSoft (Accounts Receivable and Billing) 	<ul style="list-style-type: none"> <input type="checkbox"/> FSDB - Financial Summary Database <input type="checkbox"/> FTS - Financial Tagging System <input type="checkbox"/> Integrated Financial System (PHS) <input type="checkbox"/> OFSC - Financial Service Center Application <input type="checkbox"/> RPS - Reserve Production System <input type="checkbox"/> SIFS - Self Insured Funding System <input type="checkbox"/> UCAS - UNET Claim Accounting System <input type="checkbox"/> UMAS - UNET Membership Accounting System <input type="checkbox"/> PRAS - Pharmacy Rebate Accounting System <input type="checkbox"/> TRACR - Tracking and Check Receipt System 	<ul style="list-style-type: none"> <input type="checkbox"/> NEMIS - National Encounter Management Information System <input type="checkbox"/> RAM - Revenue Accuracy Manager 	<ul style="list-style-type: none"> <input type="checkbox"/> EPS - Electronic Payment System <input type="checkbox"/> CAMS – Consumer Account Mgmt System <input type="checkbox"/> Optum ERP <input type="checkbox"/> Commercial Payment System (OptumHealth) <input type="checkbox"/> Evolution1 <input type="checkbox"/> Power(OHFS) <input type="checkbox"/> OnBase <input type="checkbox"/> AMP – Asset Management Portal <input type="checkbox"/> BIS – Banking Information System <input type="checkbox"/> Contract Hub

Enterprise Gateway for Claims Processing



Claims Service Bus and Highway

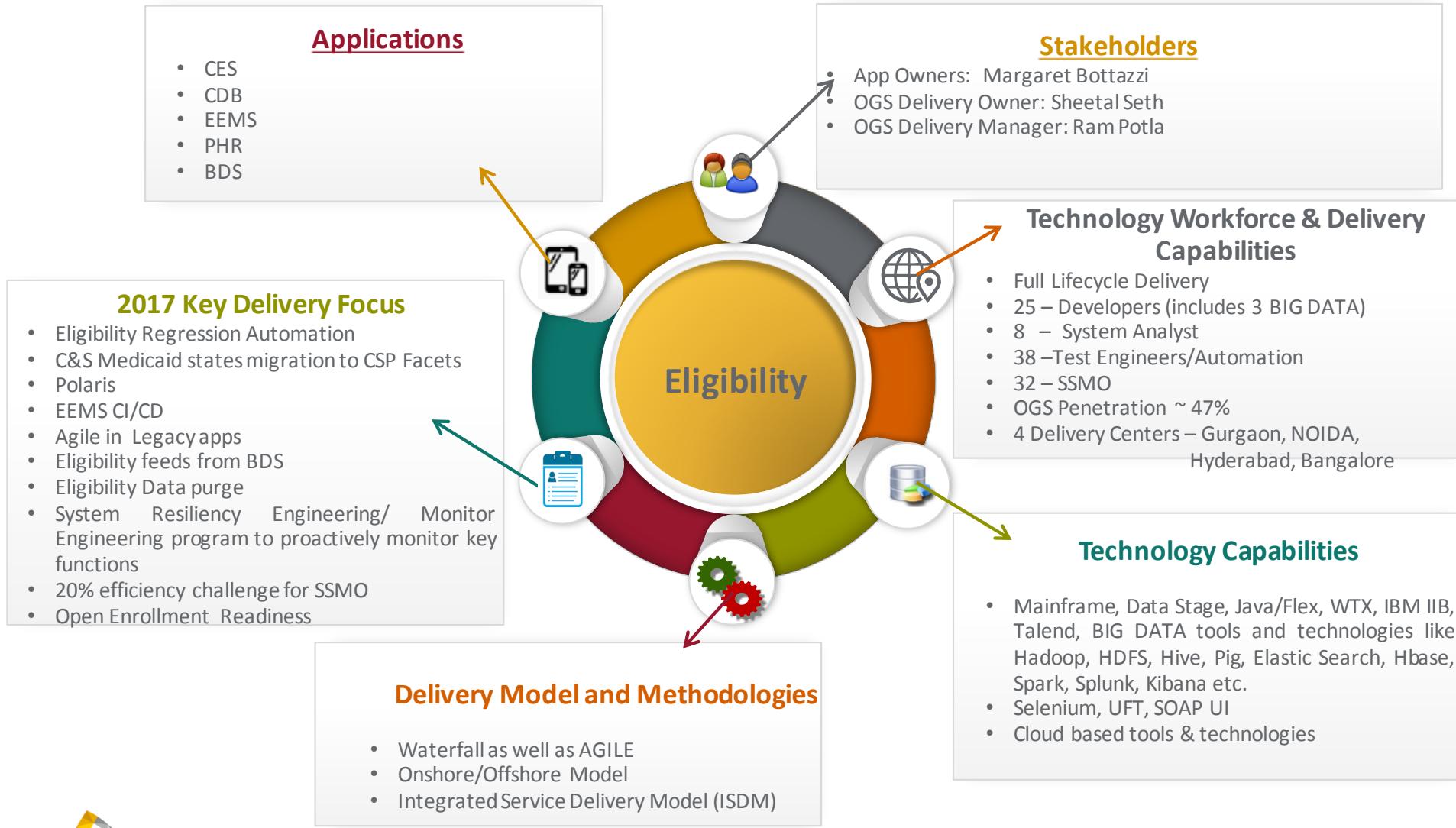




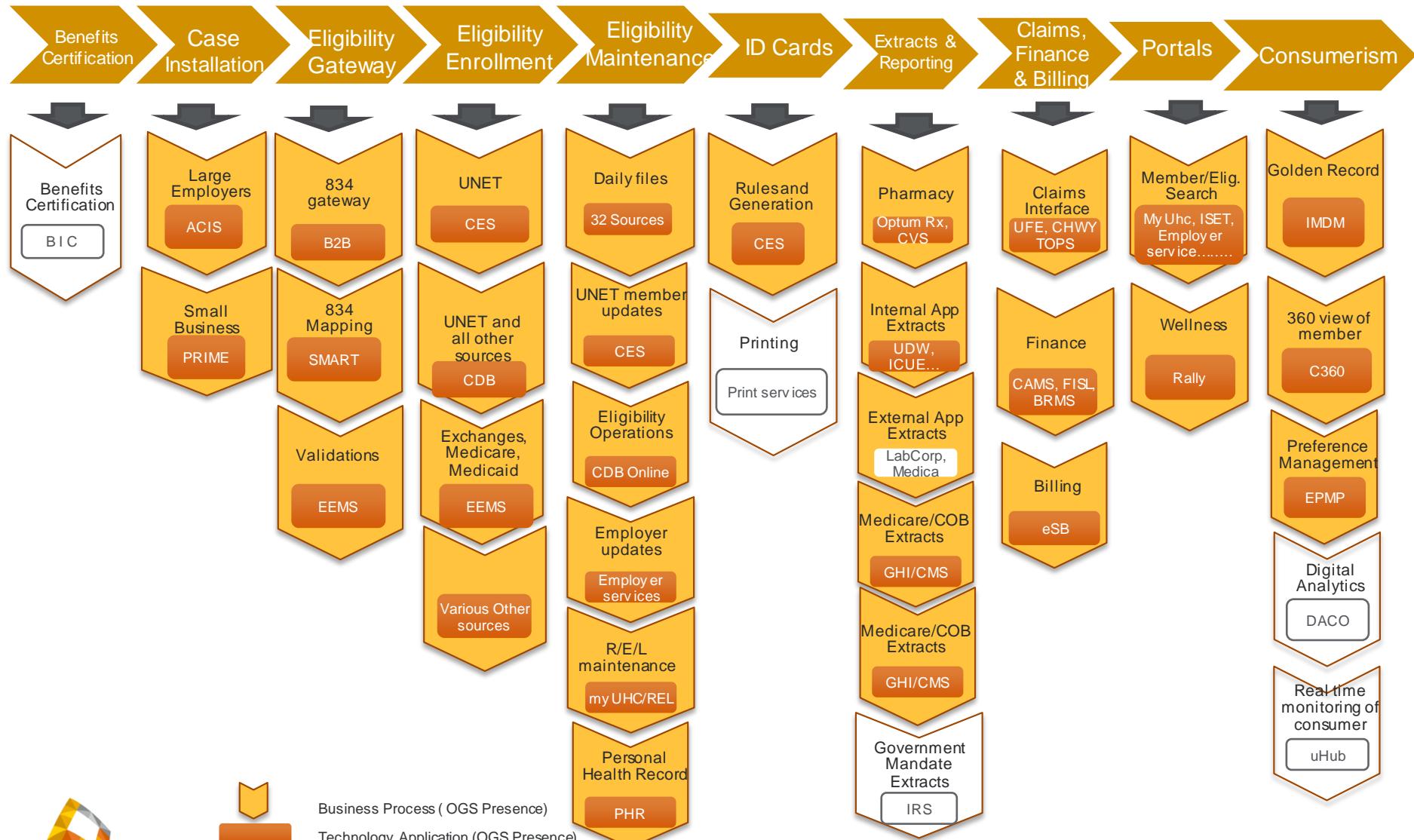
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ELIGIBILITY

OGS Technology - Eligibility Overview



OGS Technology Eligibility Capability Overview



Business Process (OGS Presence)

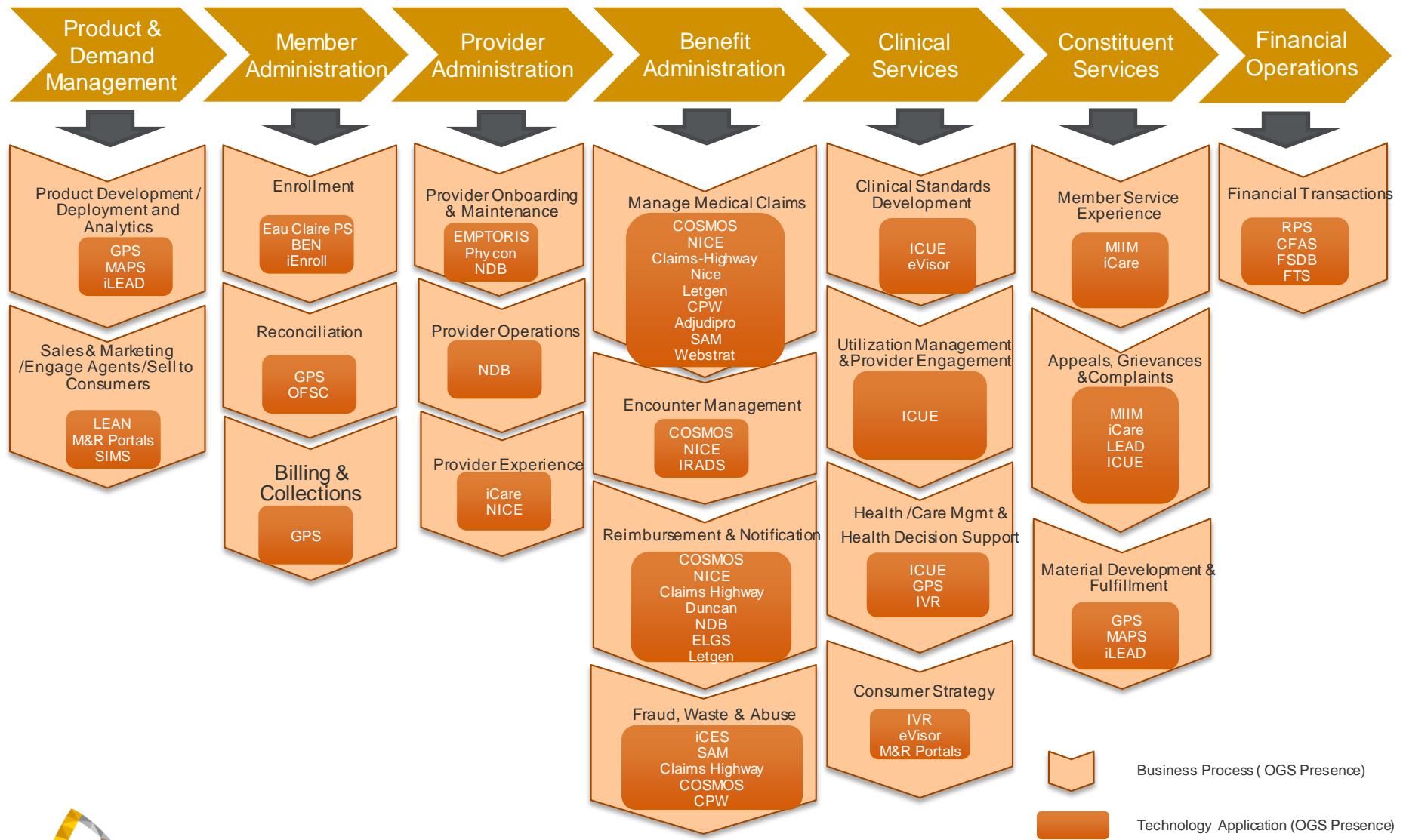
Technology Application (OGS Presence)



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M & R

OGS Technology M&R Capability Overview



OGS Technology M&R Org Chart

Legend

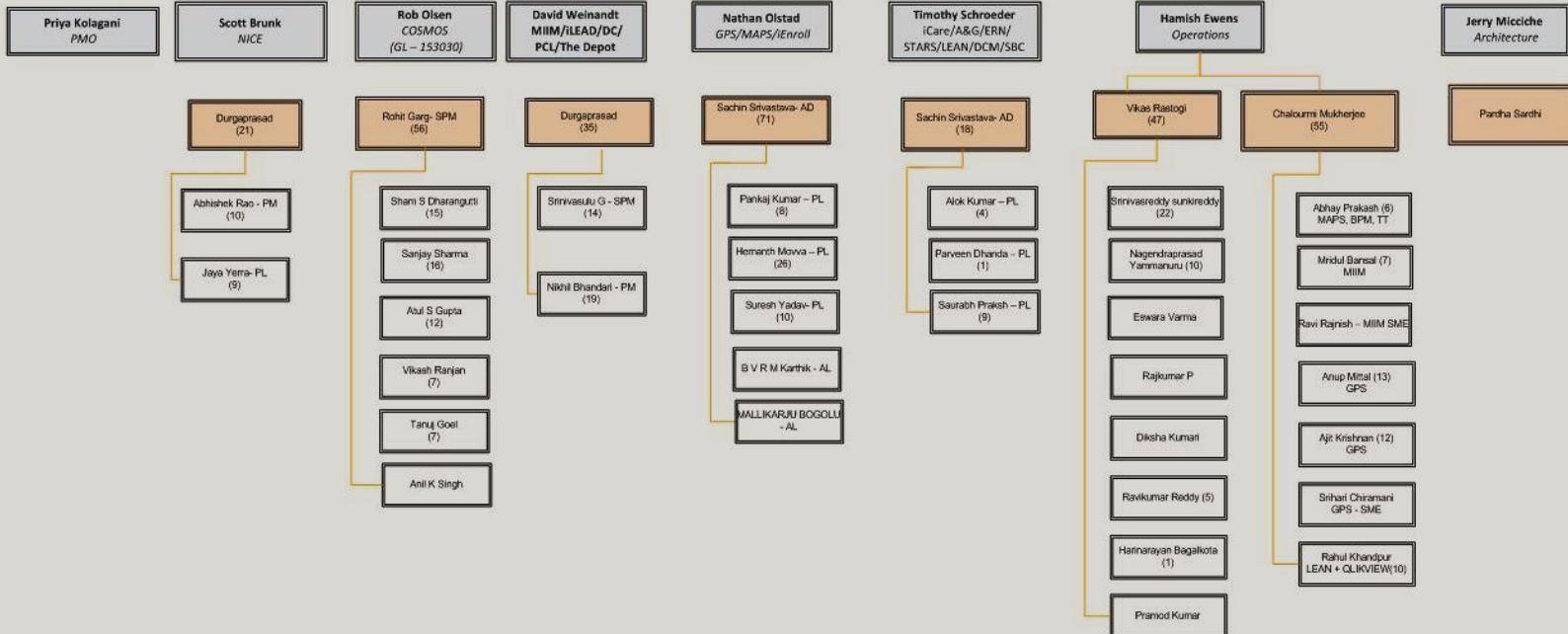


Brian Soller
M&R LOB

Sheetal Seth
M&R and Eligibility
Dir IT

Blue Chip programs/areas in 2017:
xxx

Vidyadhar
(UHC IS M&R liaison)





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CLINICAL

Modern Clinical Delivery (MCD)- Overview

- Modern Clinical Delivery (MCD) builds technology to service a broad base of clinical staff across all of UnitedHealth Group's major operating businesses. It supports E&I, M&R, C&S and Optum businesses.
- It helps individuals find the right provider, receive the right treatment, use the right medications and live the right lifestyle. We develop strategies that integrate and streamline treatment, giving information and control to members while partnering with the provider community.
- This builds empowering health tools that are synchronized and managed by our proprietary technology system, eSync Platform. Nearly 300,000 individuals are reached every day thru this platform.
- MCD provides oversight for the following applications.
 - eVisor
 - Integrated Clinical User Experience (ICUE)
 - eVI
 - Legacy Clinical Applications (CCS, Care One, HC3)
 - Clinical Reporting
 - Network Solutions (CMC, PH)

End to End Clinical Technology Landscape

Enterprise Internal Clinical Service Delivery

eSync/ICUE

Data Intake & Integration



Claims

Notifications

HRA

Intelligence (eVisor)



Member Identification

Risk Scoring

Campaign Mgmt

Engagement (ICUE)



Clinical Care & Service Support

- Health Service Review
- CM/DM/CMC
- Advisor

Results (CRP)



Operational Reporting

Customer Reporting

Integrations:

Member/CDB, Provider/NDB, Claim, RX, lab results, Provider portals, member portal, fulfillment, letters, CareCore, HRA ,IVR, auto dialer, Appeals, Housecalls, provider search, Clinical document management, customer service, external vendors as required

Data Sharing & Collaboration Tools



Delivery System

Multi Payer Multi Channel

- Varied EMR tools
- Varied or no care mgmt tools
- Some HIE

Reports, Intake Integration:

Industry data, standards of care, Health Plan Data (HEDIS, quality etc.), EDI, proprietary portals, HIE

UHG Based Care Mgmt

Health Home

ACO (CM, UM, All)

Internal Clinical Service Delivery Strategy

- Single member record for all UHG clinicians touching a member
- Common provider and member experience
- Decreased cost of ownership
- Speed to market with clinical changes
- Single point of integration for external data sharing

External Data Sharing & Collaboration Strategy

- Common technology strategy for data exchange, external portals/tools, short and long term
- Enterprise approach to market strategy with segment specific
- Internal Clinical tool consolidation facilitates limiting integration points, streamlines and normalizes data reducing capital spend for data sharing

Engagement via the ICUE Platform



ICUE Powered by eSync is one web-based clinical platform that includes four core components and a variety of features and functions required to effectively deliver our services.

It is used by our internal nurses, health advocates and wellness coaches to enable a consistent, intuitive, and flexible **Integrated Clinical User Experience**.

ICUE Powered by eSync: One System for Coordinated Service Delivery

Core Components Include:

Advisor

CPM
Clinical Program Management

HSR
Health Service Review

eVI
eSync Value Interface

Functionality :

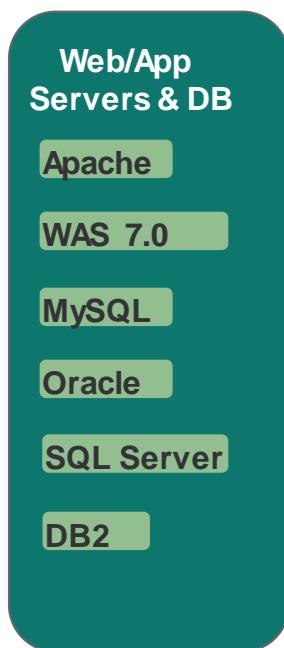
Management of inbound member interactions, referrals to other programs and ability to send fulfillment

Clinical program referral management, case management and activity tracking

Intake, clinical coverage review, census management and in /out patient management

Opportunities

...using Spectrum of Technologies..



XML, Namespace, XQuery/Xpath, XSLT, DOM

Web Reference Architecture

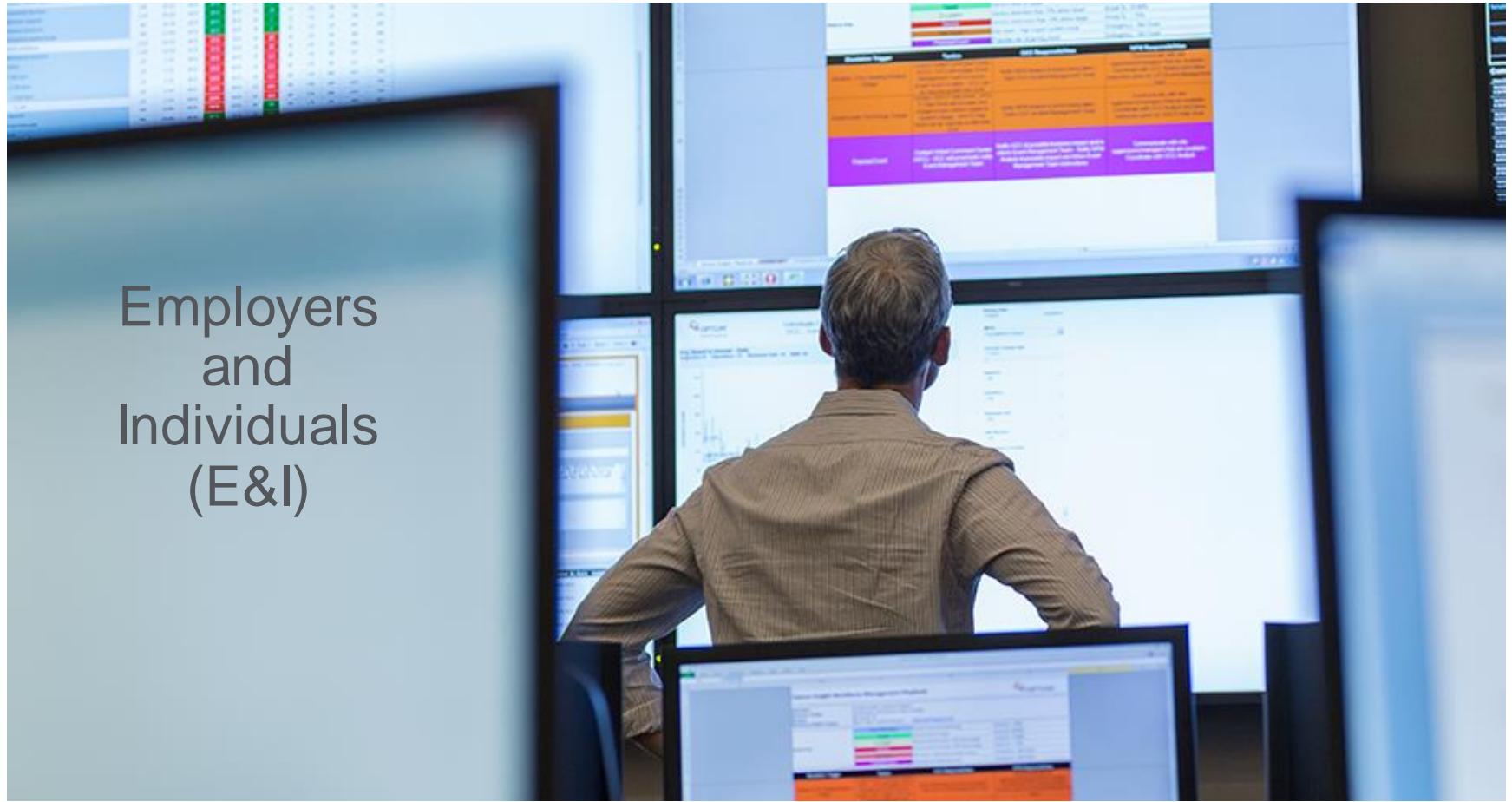
URI/URL, HTTP, HTTPS



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E & I - SPECIAL BENEFITS

Employers and Individuals (E&I)



Click to add title

E&I Overview

1

Caters large national employers, public sector employers, mid-sized employers, small businesses and individuals nationwide

2

Provide a comprehensive array of consumer-oriented health benefit plans and services

3

Covers more than 27.6 million Americans through fully insured and self-funded medical plans

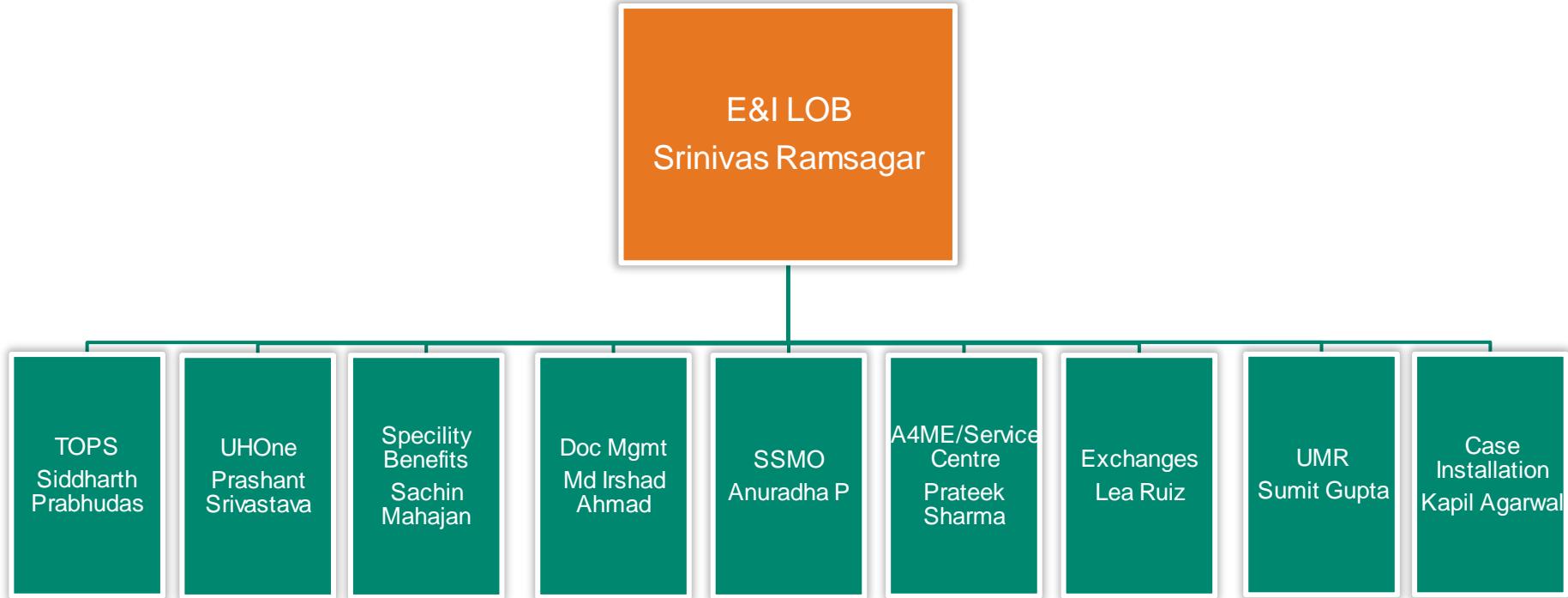
4

Offers medical benefits in all 50 states and more than 125 other countries

5

11,000+ Employees supporting E&I business

E&I – Org Construct



E&I Verticals

TOPS/
COMET

TOPS is the largest claims engine in E&I covering Large Employers with > 100 employees

- ✓ Legacy Claim Adjudication Engine
- ✓ 22M members enrolled & More than 234M claims are processed annually
- ✓ Auto Adjudication rate - 86.8%, rest are primarily adjudicated (manually) in COMET
- ✓ Adapting core Agile, Hybrid Agile projects & building up Scrum teams.

UHOne is also one of the claims engine in E&I and covers Small employers (<100 employees) and Individuals

- ✓ UHOne went live on June 9th for 1st product called HADC (Health Allies Discount Card)
- ✓ Self-sustained offshore delivery team with end to end capability.
- ✓ A true agile spirited team that didn't have boundaries

UMR

Integrated Claims engine for self-funded mid-size organizations, large hospital systems and state government-sponsored plans

- ✓ Nation's largest TPA serving around 2000+ customers & 3.2 M Members
- ✓ Accurately process 30 M claims, 73% claims are auto-adjudicated
- ✓ End to End Delivery from OGS for UMR CSP and Data warehouse solution

UHOne

Setting Group and Membership detail once a customer agrees with the coverage and all the associated details

- ✓ PRIME supports sales & administration for small group & ACIS application for key Accounts
- ✓ BASICS is Broker & Sales Incentive Compensation System and ORS is back-end of Customer Service applications

Case
Installation

E&I Verticals (Cont...)

A4ME Service Centre

An customer care approach where an Advocate (One Contact) is provided to members to provide them with E2E support, “owning” their request until it’s resolved

- ✓ Interacts with multiple other systems through web service call and SOA based solutions
- ✓ ISET - web based application used by Customer care professional to resolve issues



Specialty Benefits product portfolio includes Dental, Financial Protection and Vision coverage

- ✓ Serves E&I business, Govt Medicare claims, TPA & ASO for Dental & Vision benefits
- ✓ Includes Financial Protection Services (FPS) app for critical illness, Life and Disability needs



Speciality Benefits

Doc Mgmt

Document Management is the collective group of Output system for automated generation of correspondence information for members & providers

- ✓ Supports EDSS, ELGS, EDMS, Fulfilment Hub, IBM FileNet, IDRS & WAND



Health exchanges provides online access to employees, brokers and employers to view their coverages, billing, and payments

- ✓ Covers a total of 17 applications including the UHC Services Portal, CobraEas UBS/HCE, UHC Services (Call Center) and Exchange Member Dashboard

Exchanges

SSMO

Production support team for applications to resolve issues

- ✓ Claims Engines
- ✓ servicing customer service, document management
- ✓ broker compensation, case installation and internal tools



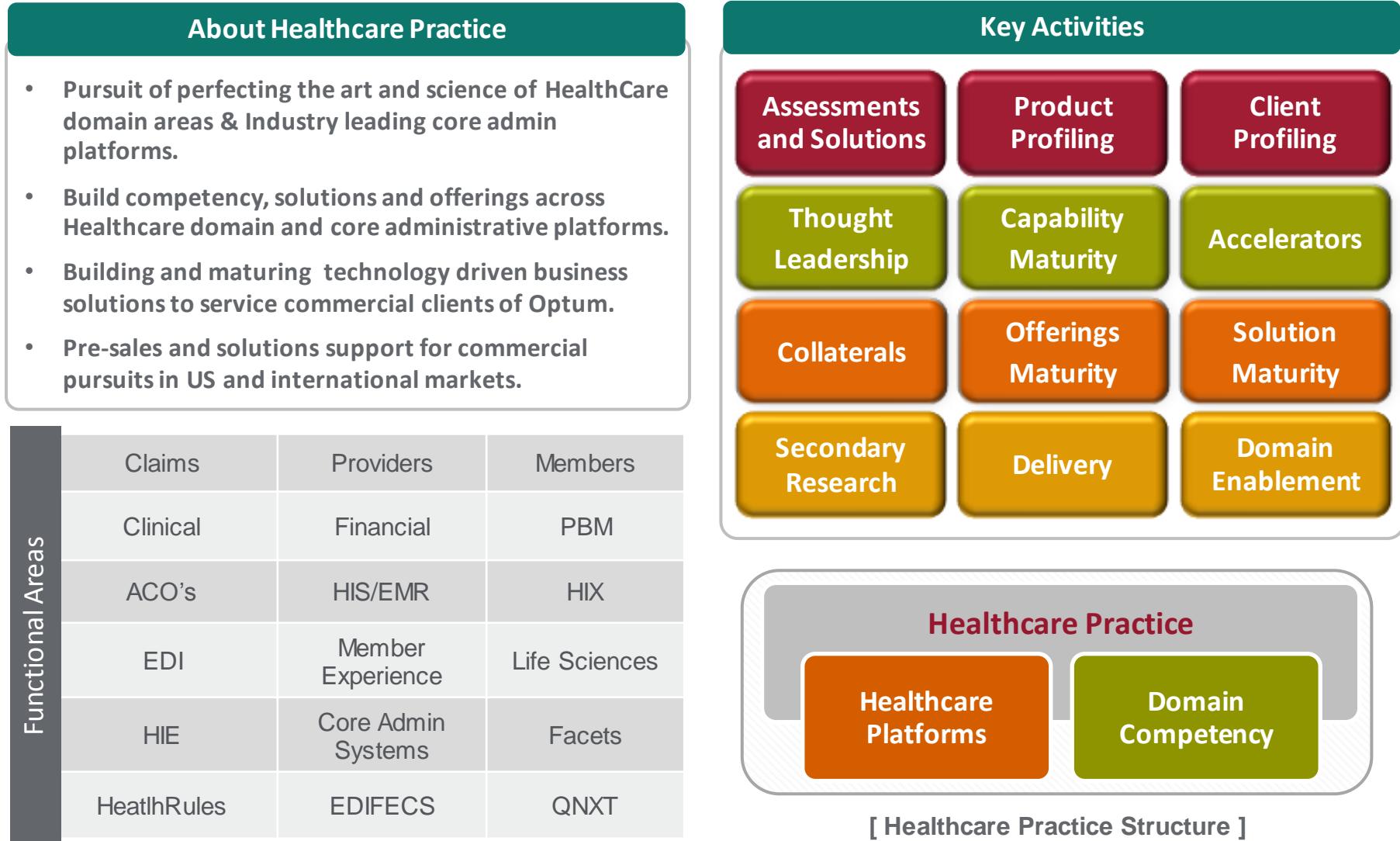


Optum Global Solutions

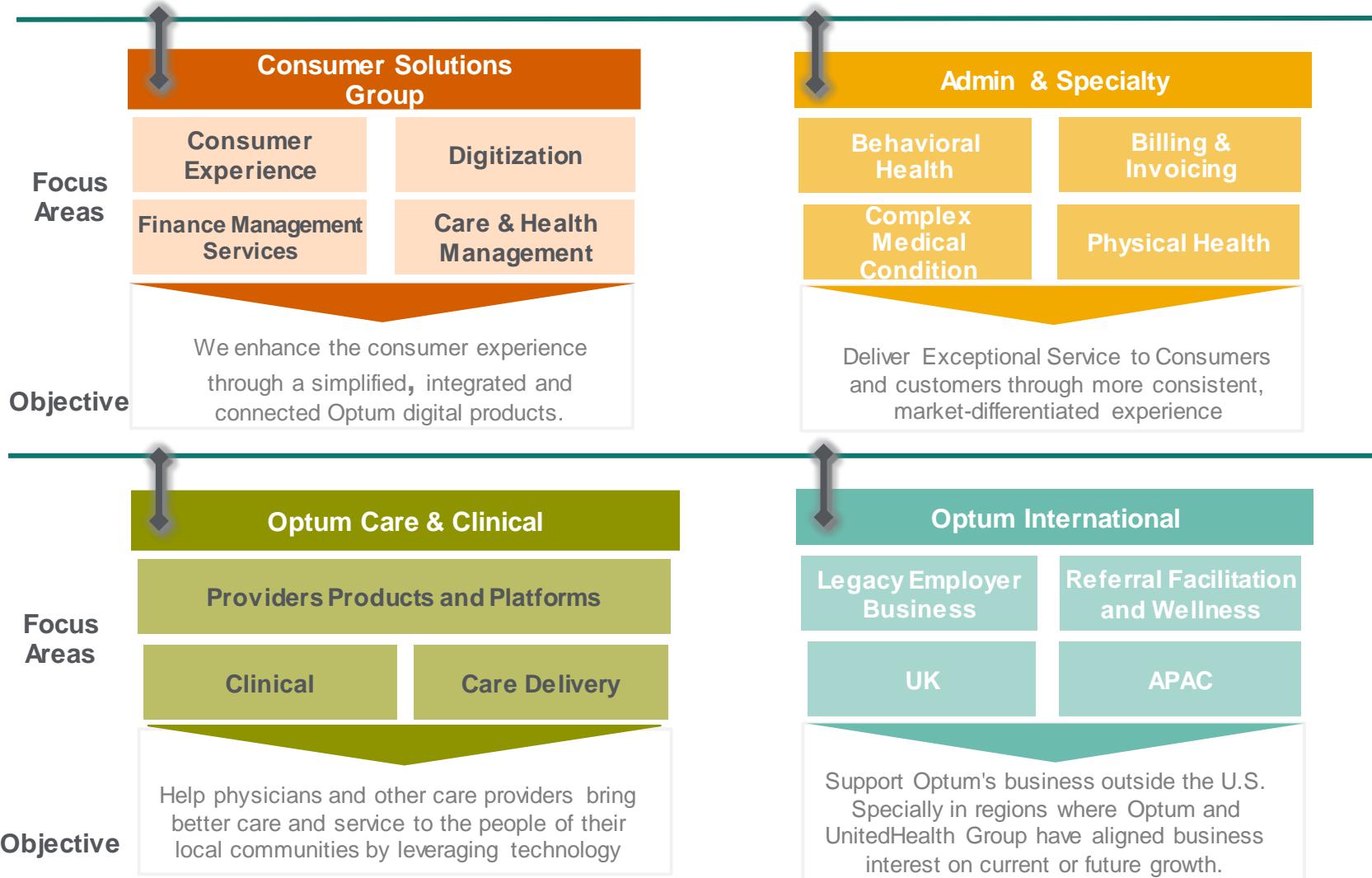
**OPTUM, US
COMMERCIAL
&
HEALTHCARE
PRACTICE**



Healthcare Practice Overview



Optum Portfolio



US Commercial

Govt. Commercial

Products

IE
(Integrated Eligibility platform to streamline the enrolment to services like Medicaid, Chip, SNAP, TANF and QHP)

OMMS
(Platform focused on managing the Medicaid FFS lives)

Services

MA HIX
(ACA Portal for Individuals and small businesses to shop)

VT HIX
(ACA Portal for Individuals and small businesses to shop)

VT HIX
(ACA Portal for Individuals and small businesses to shop)

Private Commercial

UPMC
(Up-gradation of the system and tools for manual claim inventory management)

Triple –S
(Payer Ecosystem Upgradation)

Monroe
(Payer Ecosystem Upgradation)

EdgeServer Ops

Key Technologies

FACETS

J2EE Technologies

Oracle

Siebel

QNXT

Microsoft Technologies

IBM ODM

IBM ODM

EDIF ECS

EDI

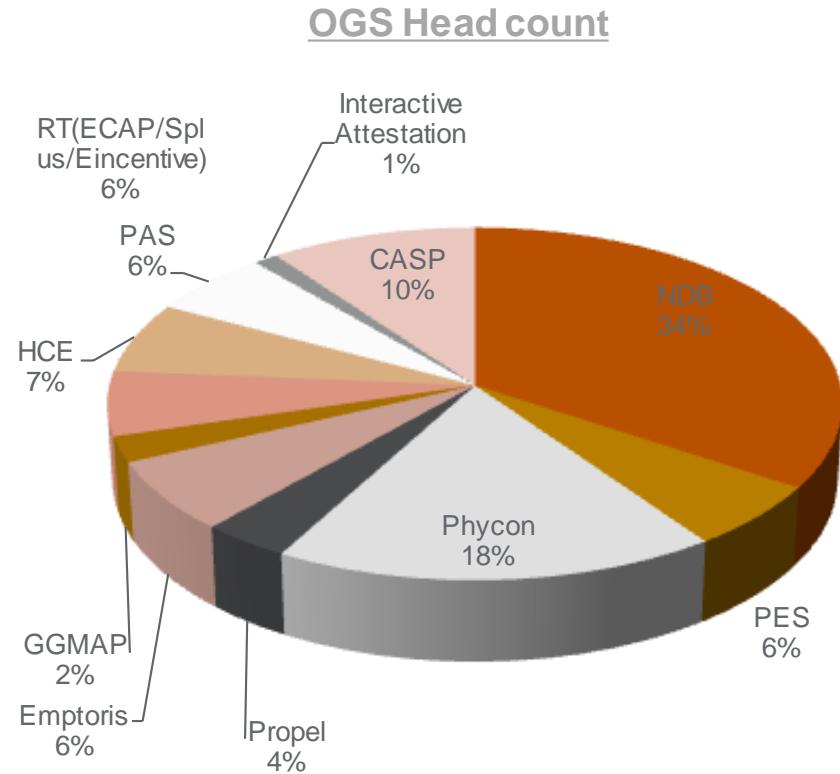


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PROVIDER

Provider Portfolio Overview

A horizontal portfolio that supports different LOBs. Source of Truth (SOT) for Provider data.



Portfolio Overview

- Provider portfolio supports complete provider life cycle from contracting, claims processing, and case management
- Technology spread:
 - Big data Hadoop
 - Mainframes
 - PEGA
- Dot Net
- IBM Initiate

Line of Business we Support

- Employer & Individual
- Medicare and Retirement
- Community & State
- Military & Veterans

Focus Areas / MBOs

- Customer centric Support
- Advance Agile Development
- Application Modernization
- Automated Testing Strategies
- DevOps on mainframes
- Optimize Mainframe utilization

Provider Portfolio Overview

Core Applications we Support

Provider application	Functionality
• NDB	<ul style="list-style-type: none">The Network Provider Database (NDB) NDB is a central data repository that contains data about medical-related providers for UHG. Its components include data about provider demographics, credentials, groups, hospital and corporate affiliations, managed care contracts, billing, fee schedules, reimbursement information, etc. EPD MPINs uniquely identify providers.
• Emptoris	<ul style="list-style-type: none">Emptoris is responsible for maintenance of provider contracts, the terms of which are critical to business. It is a web-based application utilized for contract management business processes.
• Phycon PEGA	<ul style="list-style-type: none">BPM workflow that facilitates the entry of all Provider information. It provides a single source for entering and editing provider information.
• Provider Elastic Search	<ul style="list-style-type: none">Provider Elastic Search is a set of API's that return provider data to the calling applications. Data is transferred from NDB to the Big Data Platform where it is converted into JSON and loaded into Elastic Search. When a consuming application calls the API, it queries Elastic Search to retrieve the provider data.
• NDM Workqueue	<ul style="list-style-type: none">NDM Work Queue is a desktop .NET application used to work errors from Provider pick for Cosmos, Unet, and Repricing claims, and EPDL load processes.

Corporate Applications - Snapshot

Human Capital

The Human Capital department is more than just human resources.. bringing essential tools to UnitedHealth Group and its businesses.

- PeopleSoft Human Capital Management (GSS)
- LearnSource
- HR HelpDesk
- HR Analytics

Financial Systems

UHG Corporate Financial Planning and Analysis (FP&A) provides the support to UHG Corporate Departments

- PeopleSoft Enterprise Financial Management
- Corporate Finance Reporting
- Intersegment and Intercompany Pricing and accounting System
- ARIBA

Corporate Communications

The way we communicate – both internally and externally – is integral to our ability to succeed. Effective communication provides clarity, builds trust, and reinforces business strategy.

- Corporate Portals (UHG.com, ePASS, Hub, Frontier, Concur, HR Direct)

Secure (Provisioning Systems)

Secure is the single point of access control system for entire UHG Platforms (OS), applications and all databases.

- Secure

Legal, Compliance & regulatory

Legal, Compliance & Regulatory Affairs (LCRA) is responsible for the delivery of legal services, compliance and regulatory affairs support to all parts of UnitedHealth Group.

- eGRC
- Data Governance Tracking System (DGTS)
- Corporate Tax
- SDM

PPM Optics

PPM Optics application is for Project and portfolio management, it also helps in Portfolio Management, Financial planning & forecasting, budget tracking, resource management etc.

- PPM Optics



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BRAZIL & UHC GLOBAL

A large, stylized arrow graphic pointing from left to right. The arrow is primarily white with a thick black outline. It is set against a background of blue and cyan diagonal stripes on a dark blue grid pattern. The arrow's tip is positioned to the right of the text "BRAZIL & UHC GLOBAL".

United Health Care Global (UHCG)

UnitedHealthcare Global

Global Markets



4 M
Members

\$6B
Revenue

32,000
FTE

Global Solutions



1285
Customers

\$325M
Revenue

900+
FTE

- Core functional areas are Health Insurance and Hospital Management
- Local Delivery Center in Sao Paulo and Curitiba
- About 100 OGS FTE working across SDLC
- Varied Technology Landscape
- Future outlook – Modernization of technology stack for AMIL

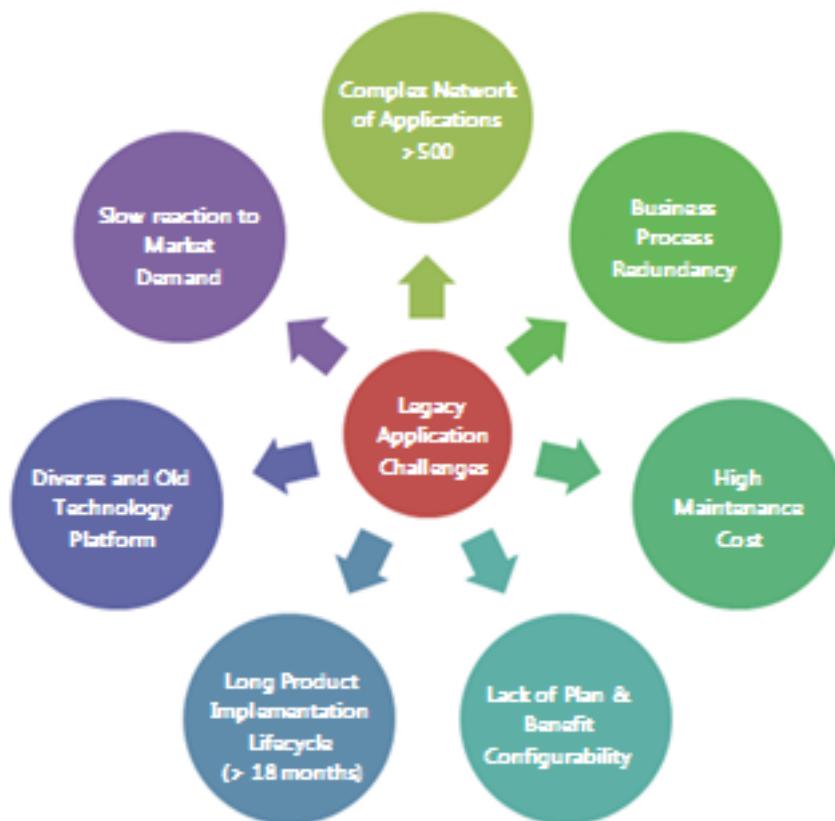
- Complete solution for globally-mobile workforce
- Complete ownership of development, testing and support across all lines of business
- About 150 OGS FTE working across SDLC
- Technology stack – primarily .NET with some PEGA
- Future outlook – Digital Solutions



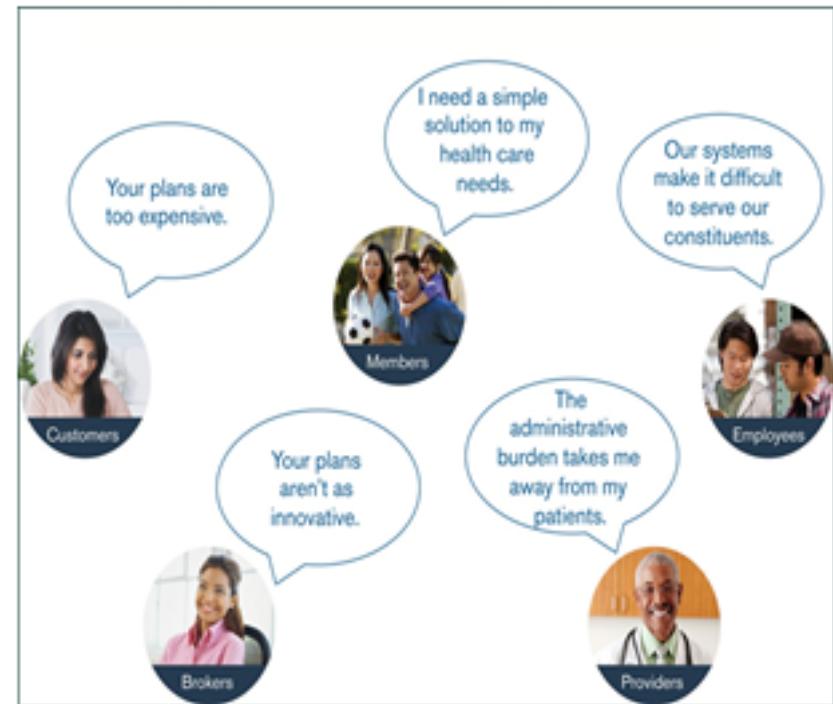
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POLARIS

Current State of Legacy System



Consumer Expectations - Asking More



Leads to transformation



Future State Vision

Improving the affordability, simplicity and flexibility of health care by deepening our constituent relationships, accelerating differentiated value, and enabling quality of care



Improve Business Process

- Drives efficiencies : Launch new Products and Plans in **1/3 the time** it takes today.
- Reduces development lifecycle from months to weeks to increase compliance and satisfaction



Reduce Operational Costs

- Less Costly : Launch new Products and Plans in **1/3 the cost** it takes today.
- Lowers maintenance costs.



Flexibility & Configurability

- Flexible architecture supporting products and benefit structures
- Configures capabilities at the business level, rather than the IT level



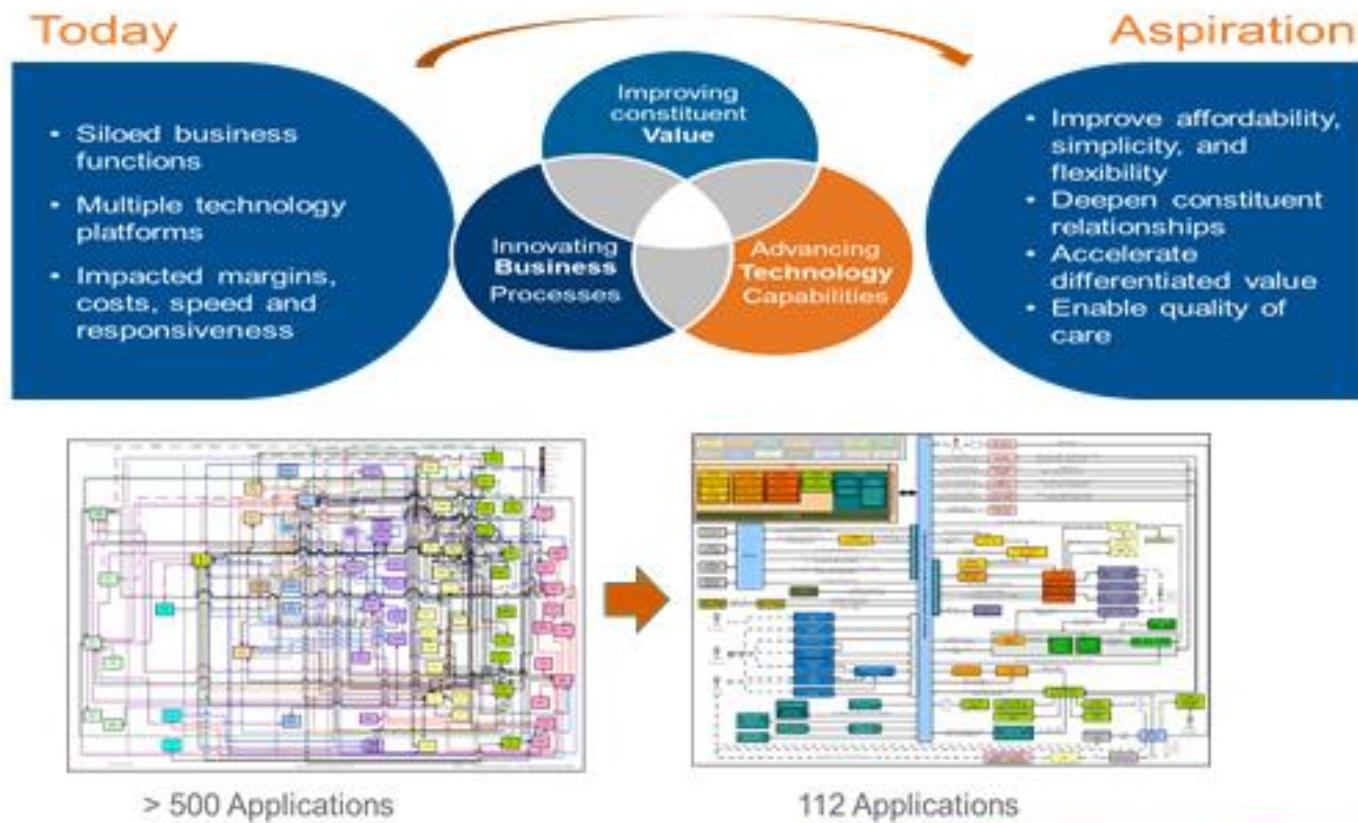
Better Experience

- Single source to access benefit information meeting constituent needs
- Personalized product offering

Vision shaped POLARIS foundation →

POLARIS - A Strategic Healthcare Business Platform

Polaris is strategic and innovative business model offering greater simplicity, flexibility and affordability in health care. It will enable to launch new products and health plans in one-third the time, with one-third the cost and with a better overall consumer experience.



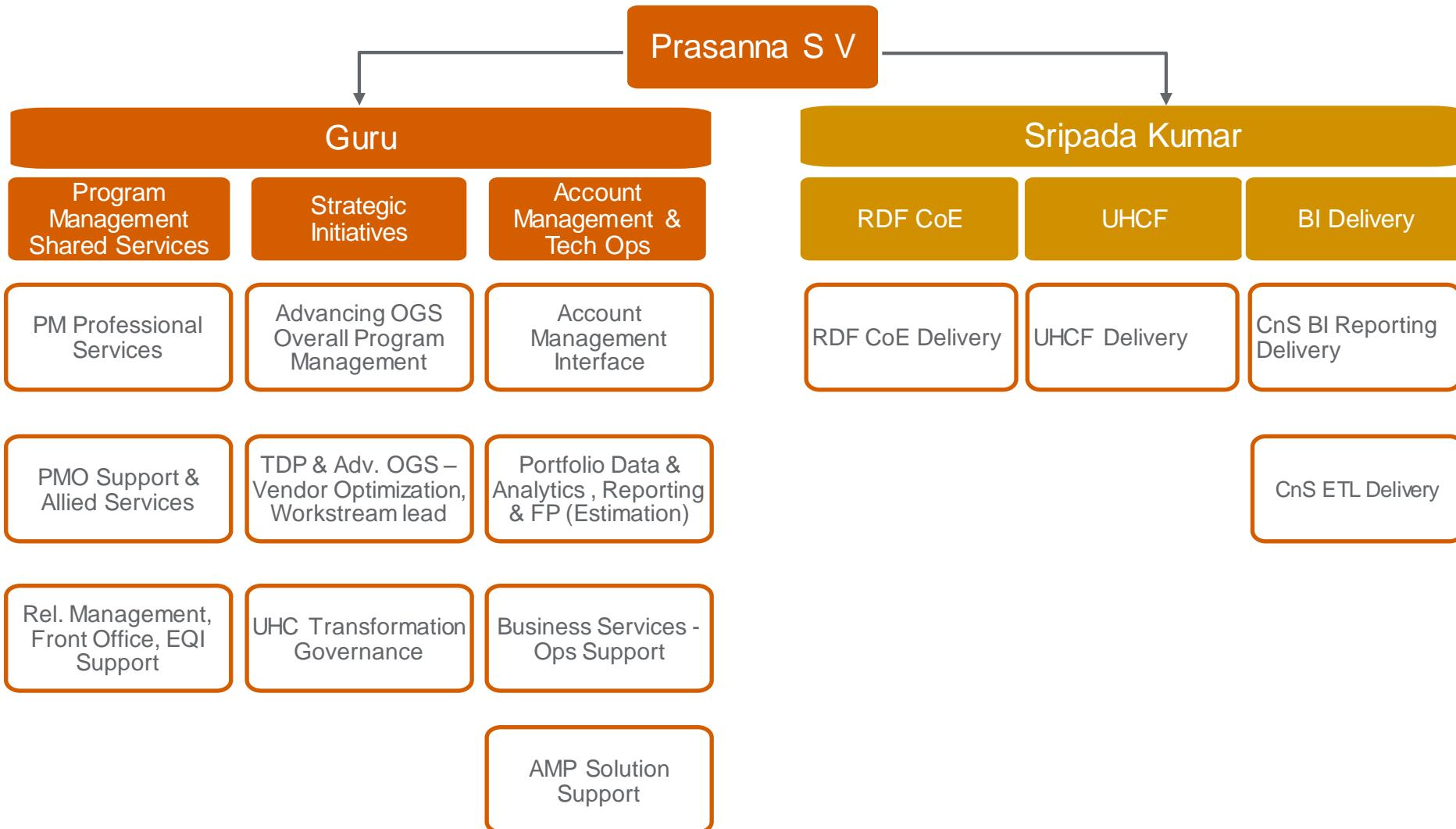
Cloud Enabled comprehensive and Modular Footprint for Healthcare Administration



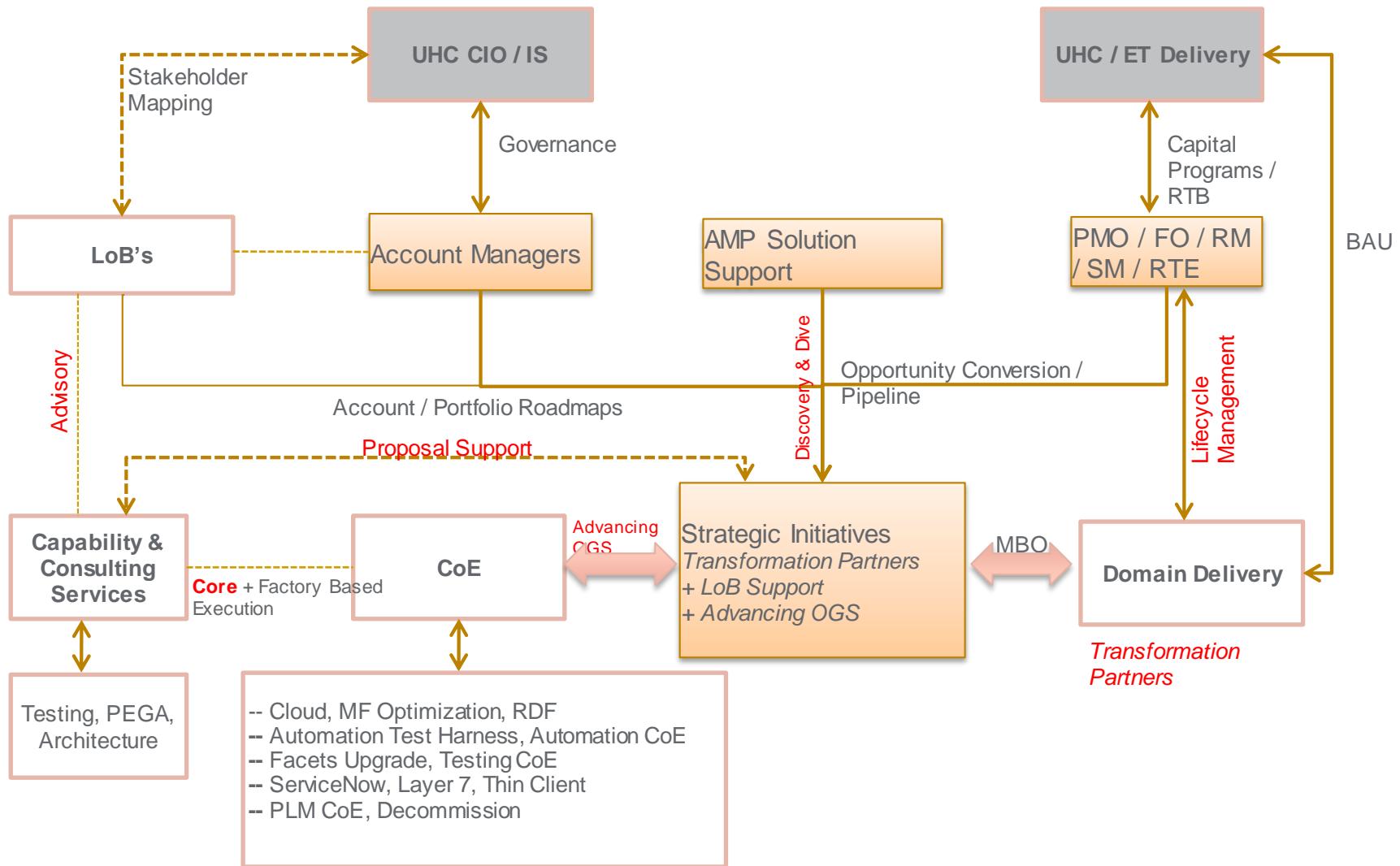
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**DELIVERY OPS,
INNOVATION &
TRANSFORMATION**

Delivery Ops, Innovation & Transformation



Operating Model





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L & D OVERVIEW

Technical Training Portfolio Overview



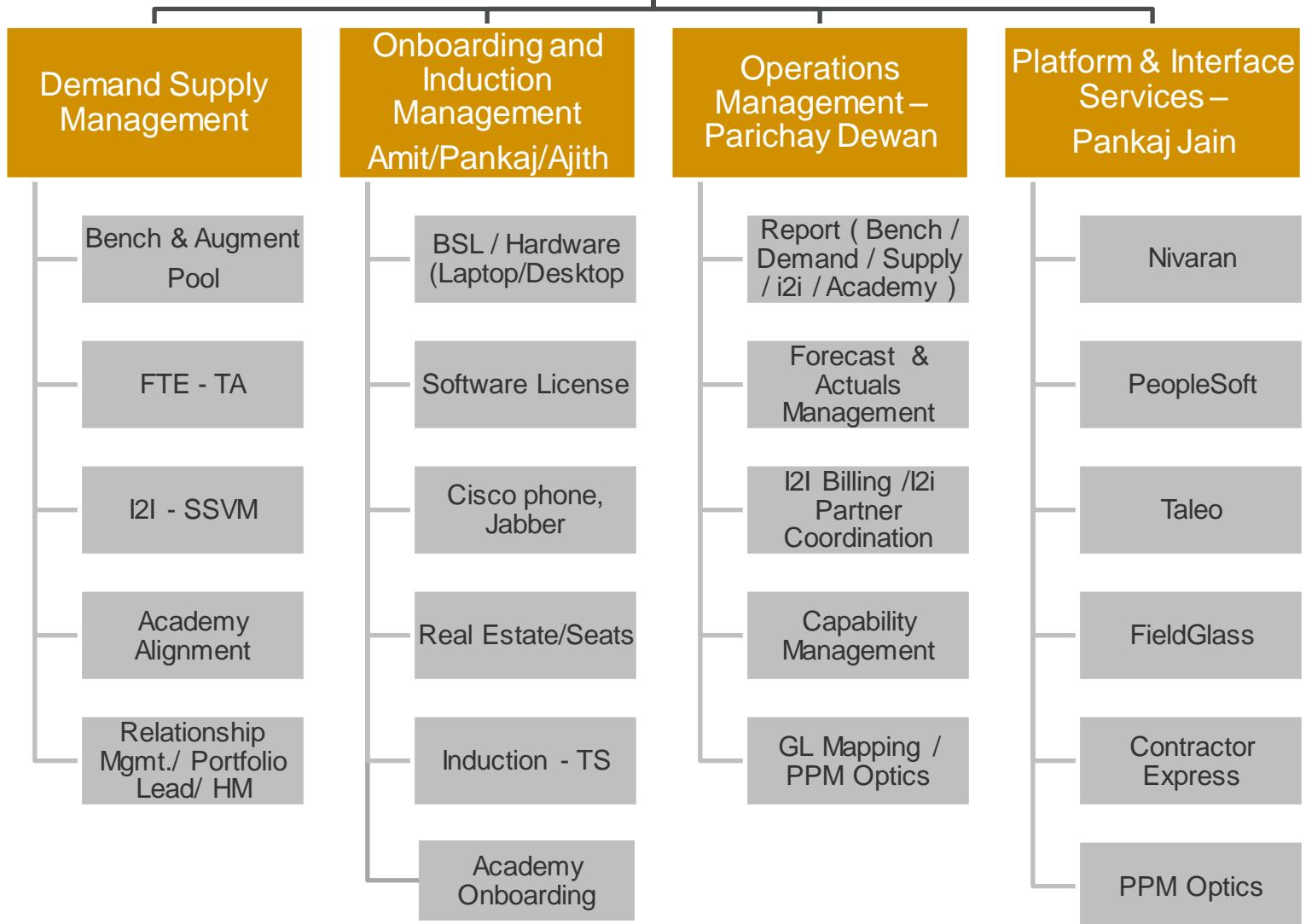
	Academy Training	<i>Fresher</i>	<ul style="list-style-type: none">• Technical Skills Development• Demand Fulfillment
	Learning Maps	<i>SG 24 to SG 27</i>	<ul style="list-style-type: none">• Supporting Job Function Curricula• Skills Development
	TNI Survey (Training Need Identification)	<i>All OGS IT employees</i>	<ul style="list-style-type: none">• Right and Upskilling• Strategic and Operational Training• Technical & Non-Technical Training
	Certifications	<i>All OGS IT employees</i>	<ul style="list-style-type: none">• Professional Certification• Individual Development
	RnR (Reward and Recognition)	<i>OGS IT Internal Trainer</i>	<ul style="list-style-type: none">• Reward and Recognize• Academy Internal Trainer• Non-Academy Internal Trainer



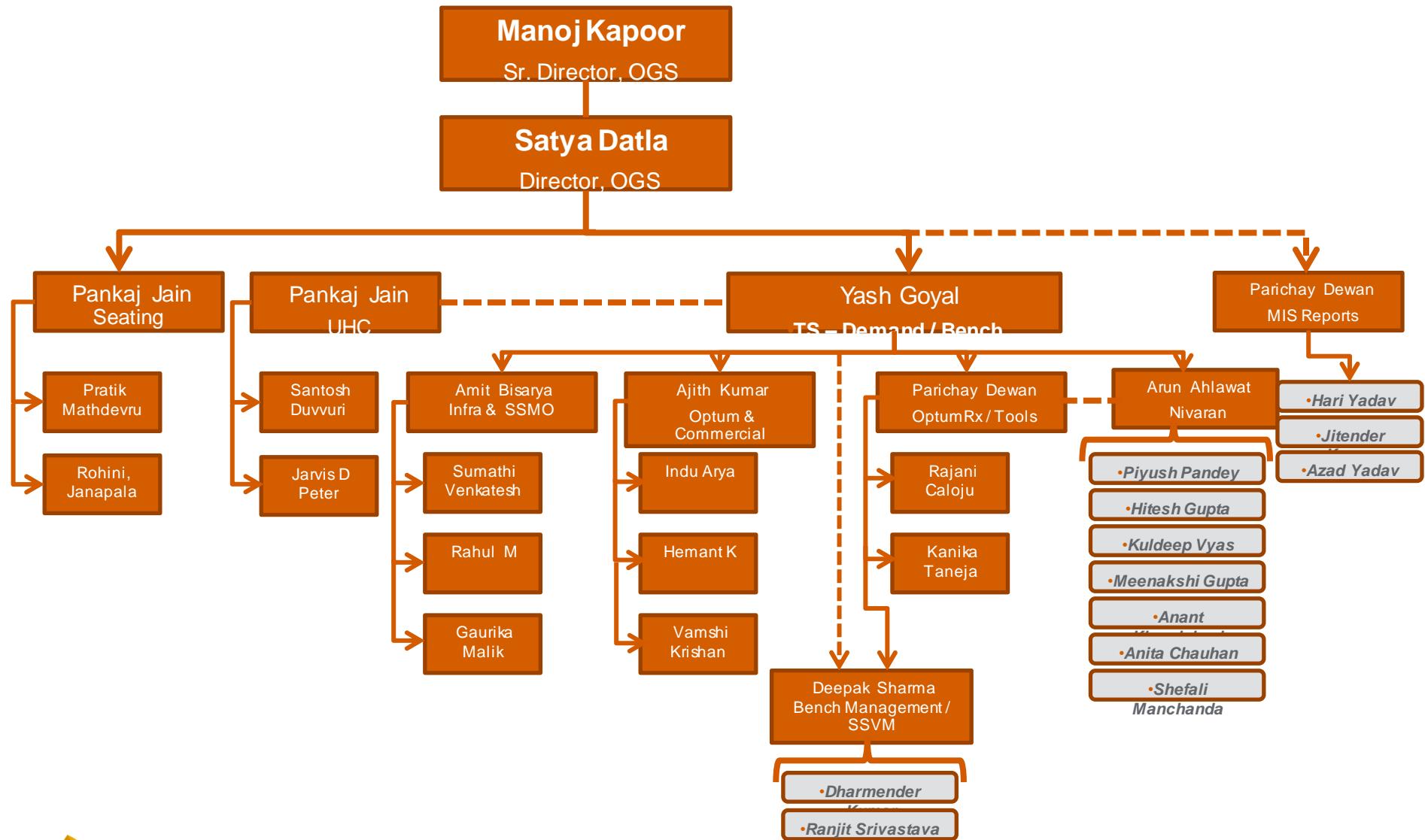
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WMO OVERVIEW

Workforce Management & Operations (WMO)



TS WMO



WMO Key Activities

Fulfillment activities:-

- **Demand Validation** – Validation of open demand to ensure accurate status
- **Bench Management** – Bench resource alignment, planning for bench in partnership with the leaders.
- **TA and VMT coordination** – Partner with TA and VMT for Fulfillment of open requirements.
- **Academy** – Reviewing demand, Planning for Academy and alignment against open demand.
- **Dashboards/Reporting** – Publish the Portfolio Specific Demand and Supply Dashboards to all stakeholders.
- **Fulfillment meeting**– Plan for periodic and project specific meeting with all stakeholders to ensure fulfillment of open requirements.
- **Miscellaneous** – Training and guidance on all fulfillment specific tools and process adherence.
- **Weekend drives**– Provide support for the weekend drives, panel coordination.

Operational activities:-

- **PPM optics** – PPM optics time entry and approval follow up, Resource Alignment, etc.. Resolving quires
- **Nivaran** – Skills/profile updates, GL code, Resource alignment, Queries and Requisitions, Deployed location and HC Verification, Resolving quires
- **Onboarding activities** – New hires onboarding initiation etc.,
- **Contractor/VM Updates** – Onboarding activities Release and Extension updates ,conversions and fieldglass related quires.
- **Portfolio Specific Reports** – Portfolio Specific Reports and Adhoc data requests.
- **Miscellaneous** – Adhoc request for support on operational activities.



PPM Optics Access and Guidelines

PPM optics is a tool for recording the amount of time a resource spends on each job. For this, resources are required to fill in the weekly timesheets.

- Reporting manager provides access to the resource for entering work.
- Time entry by Friday 5 PM for the current week .
- Approval by Monday 5 PM for the previous week.
- Monthly deadlines are generally 5 days before last working day.
- Difference in the Internal and US deadline.

PPM optics Link :

<https://ppmi.optum.com/niku/nu>



Adobe Acrobat
Document

Know Your Workforce Analyst(WA) & Workforce Partner(WP) & BSL

Partner	Analyst	Function	Technology Leader
Pankaj Jain	Jarvis Peters	UHC Delivery	S V,PRASANNA CHHOKRA,AJAY KUMAR KARUNAKARAN,VIVEK JAIN,MUKESH SETH,SHEETAL KOHLI,HARMEET SINGH VENADAS,CESAR ALFREDO SAQUI
Ajith Kumar	Indu Arya	Optum Delivery & Digital Portfolio	Singla, Lalit Neeraj Chauhan Atul Agarwal Satheesh Keremutt
Amit Bisarya	Rahul M	SS&MO & Infra	Ramsagar, Srinivas Lakshmanan, Sriram
Parichay Dewan	Rajini C	OptumRx	Sahni, Shipra

Location wise BSL

- HYD 1 : Kandukuri, Hemanth hemanth_kumar29@optum.com
- HYD2 & BGLR : Doma, Vamshi K vamshi_k_doma@optum.com
- HYD 3 : Mathdevru, Pratik pratik_mathdevery@optum.com
- GGN : Taneja, Kanika kanika_taneja@optum.com
- Noida (Site 1 &2) : Malik, Gaurika gaurika_malik@optum.com

