February 7, 2014

U.S. Consulate

Nonimmigrant Visa Officer

Consular Section

**Re: Petition for Nonimmigrant Status on behalf of Hem Pushap KAUSHIK**

**Pursuant to USCIS Approved L-1 Blanket Petition for Optum Services, Inc.**

**(WAC-14-080-50261)**

Dear Sir or Madam:

This letter is written in support of the enclosed L-1 petition filed by United HealthCare Services, Inc. pursuant to its USCIS approved L-1 Blanket Petition on behalf of Mr. Hem Pushap Kaushik.

**The Petitioner**

Optum Services, Inc. isa leading healthcare management company committed to improving the healthcare system. An operating division of UnitedHealth Group, the largest single health carrier in the United States, Optum Services, Inc. is focused on reshaping healthcare around the world, making global systems work better for everyone. We are committed to collaboration, service, research, and development to understand the current state of healthcare and then drive transformation.

We have assembled a powerful set of capabilities that allows us to increase efficiency, lower costs, and raise the standards of health. Those best-in-class capabilities lie within our three business segments: (1) **OptumHealth,** which provides health management solutions that address the physical, mental, and financial needs of consumers and organizations; (2) **OptumInsight**, which provides intelligence and solutions to improve business and health care decisions through technology, information, analytics, and consulting; and (3) **OptumRx**, which provides pharmacy management with superior service and quality as well as affordable pharmacy solutions.

The UnitedHealth Group family of companies delivers innovative products and services to approximately 84 million people worldwide. UnitedHealth Group’s nationwide network includes 570,000 physicians (and other care professionals) and 4,800 hospitals. Our pharmaceutical management programs provide more affordable access to drugs for 15 million people.

**MR. HEM KAUSHIK MEETS THE REQUIREMENTS FOR AN APPLICATION UNDER THE BLANKET PETITION AS FOLLOWS:**

* Mr. Kaushik has been employed by UnitedHealth Group Information Services Private Limited, India (“UHG India”) since August 2007. UHG India is a wholly-owned and controlled subsidiary of UnitedHealth Group (“UHG”) and is listed as a qualifying organization on the L-1B approval. See the supporting documents included with this petition for background information on the company and documents relating to the approved L-1B Blanket petition. Mr. Kaushik was transferred to the Company’s office in Plymouth, Minnesota in August 2010 and February 2011 to provide specialized knowledge services relating to company specific technology. He is applying for a new L-1B visa at this time.
* Optum Services, Inc. in Plymouth, Minnesota again requires Mr. Kaushik’s specialized knowledge of the proprietary Employer eServices application. Mr. Kaushik has gained specialized knowledge of the Company’s proprietary technology, specifically with the Solutions Support Services (SSS) of the EES application, giving him expert level understanding of incident management, problem and work order management, and design, reviews, and process improvement initiatives for the EES application.
* Mr. Kaushik holds a Bachelor of Computer Applications degree (2001) and a Master of Computer Applications (2004) from Maharshi Dayanand University, Rohtak in India. His educational documents will be presented upon request.

Mr. Kaushik acquired specialized knowledge with UHG India that is required with Optum Services, Inc. as demonstrated by the following:

Since August 2007, Mr. Kaushik has acted as an Associate Lead for the Employer eServices (EES) application. Mr. Kaushik has been responsible for the development, testing and support of the Company’s proprietary EES technology. The EES application provides administrative services including employee maintenance, user creations, claims details view, and view banking reports and allows consumers to manage administrative tasks online. EES is a multi-tiered application and includes several smaller applications: eSBPP™, SIFS™, Electronic Eligibility, and Electronic Customer Reporting that automate functions like member enrollment, claims adjudication, online payment and presentment, and reporting. In addition, these applications (eSBPP™, SIFS™, Electronic Eligibility, and Electronic Customer Reporting) also contain several modules which include Manage Access, Rules Engine, Site Preview, Enrollment, ID Cards, Claims, Banking, and Billing.

Within EES, Mr. Kaushik is responsible for providing direction to the Solutions Support Services (SSS) team and for managing and leading other team members in the support and improvement of the EES-SSS system. His specific duties include: analyze incidents data and resolve incident; analyze causes and plan actions to underlying causes; coordinate multiple teams with application users incidents reporting; problem management to provide permanent fixes to existing application issues; participate in the resign and reviews for new EES application enhancements and process improvement initiatives projects; and coordinate and estimation and implementation of SSS-related work. Mr. Kaushik is an expert in resolving complex defects/bugs in the system.

Although general knowledge on the technical tools, technologies, or methodologies may be available in the external markets, it is UnitedHealth Group’s proprietary EES system and each system’s relationship to other proprietary applications that are not known outside of the Company. Mr. Kaushik possesses the specialized knowledge of these applications, core technologies, and interconnected systems which makes him a unique choice for this position. Any delay in the projects might lead to significant financial losses to the organization, as major enhancements are planned to add functionality, automation of modules, and manage an increased customer and client base.

* Mr. Kaushik has gained specialized knowledge of the Company’s proprietary technology and plays a critical role in the complete lifecycle of the Employer eServices and its underlying technical architecture. Specifically, he is a vital contributor to the Solutions Support Services (SSS) team. He is responsible for high priority incidents and other incidents management; product lifecycle management; and design, reviews, and process improvements.

**Mr. Kaushik acquired specialized knowledge with UHG India that is required with Optum Services, Inc. as demonstrated by the following:**

* Since August 2007, Mr. Kaushik has developed hands-on experience and capabilities through working extensively with EES-SSS, technologies, and architecture. He will play a key role in the continued testing, support and analysis of the EES-SSS project in the U.S. Based on his previous work with UHG India, Mr. Kaushik will be responsible for testing, support and analysis of the EES system in the U.S. – the same duties he performed in India. Mr. Kaushik’s presence in the U.S. will be critical to the success of this project. He will be responsible for component testing, impact analysis and completing complex technical assignments for the project.
* Mr. Kaushik is currently the Associate Lead for this system and is responsible for providing development support including incident management, problem management, and maintenance support. Mr. Kaushik has been a key contributor in developing innovative changes in the application design with a goal of attaining stability and performance improvement. Moreover, he has advanced knowledge of the healthcare insurance field and the Employer eServices (EES) system.

As the Technical SME for EES-SSS, Mr. Kaushik will apply his expertise with the relevant applications, methodology, and tools. The proprietary knowledge is imperative to handling the upcoming enhancements for the UHG applications with which Mr. Kaushik will be working with in U.S. The Company’s Employer eServices systems are currently undergoing major enhancements and optimization with the ultimate goal of automating certain systems and increasing overall functionality, as well as enhancements to the EES application due to Patient Protection and the Affordable Care Act healthcare reform changes. Mr. Kaushik has over six (6) years of technical and functional experience (all experience with EES-SSS) which is critical to the ongoing project in the U.S.

Mr. Kaushik has gained unique, advanced, and specialized knowledge of proprietary systems that is not generally known within the Company or within the industry.

* As the Technical SME for EES-SSS enhancement project in the U.S., Mr. Kaushik will play a key role in the continued development and testing of EES due to his combination of technical and functional expertise. Mr. Kaushik will be responsible for providing support, including real-time incident support, clarifying service calls and work order requirements, and prioritizing problem tickets; assigning HPSM tasks to resources; and assisting Service Manager in scheduling and managing support and coordinating team. He will also conduct and own root cause analysis on all EES incidents and recommend a corrective action plan; identify and propose application performance improvement initiatives; documents suggestions for continuous process improvement; and participate in design reviews, test case reviews, and production support readiness reviews for new releases.
* Mr. Kaushik’s expertise and experience with UHG India has provided him with specialized knowledge of the EES application that will be essential to the coordination and implementation projects that he will work on while in the U.S. on a limited and temporary basis. His knowledge of both the UHG India and U.S. environments will be instrumental to the success of this project. His extensive technical experience with and advanced specialized knowledge of the proprietary EES system cannot be easily transferred or taught to another individual and is not generally known in the U.S.
* Mr. Kaushik’s experience as the Associate Lead has provided him with specialized knowledge of the EES enhancement project that will be essential in the U.S. His extensive experience and advanced level of knowledge with EES and specifically his hands-on experience with the proprietary Solutions Support Services (SSS) tools, processes, and architecture will be critical for the projects in the U.S. This specialized knowledge is the primary driver in the upcoming enhancement and implementation project in the U.S. and will be critical to the success of the EES project.

Based on the information provided above, we have demonstrated that the entities involved maintain a qualifying relationship pursuant to USCIS regulations; that Mr. Kaushik currently functions in a specialized knowledge position; and that he has been offered a position requiring him to function in a specialized knowledge capacity. For these reasons, Mr. Kaushik qualifies for L-1B status. He will receive an annual salary of $76,684.11. This includes salary, per diem, and accommodations. This petition requests a three-year period of approval; however, both parties retain the legal right to terminate the employment relationship at will. We respectfully request that Mr. Kaushik be granted L-1B status.

If you have any questions, please contact our attorneys.

Sincerely,

Keith D. Freechack

Director Global Mobility