



Optum Services, Inc.  
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May 1, 2019

U.S. Citizenship and Immigration Services  
California Service Center  
Laguna Niguel, CA

**Re: Petition for Extension of L-1B Status**  
**Petitioner: Optum Services, Inc.**  
**Beneficiary: Himanshu Srivastava**

Dear Sir or Madam:

Optum Services, Inc. ("Optum") seeks Mr. Himanshu Srivastava's continued temporary services in a specialized knowledge capacity as a Software Engineer in the United States on **United Health One (UHOne) 2.0 application** project. Mr. Srivastava has acquired expert level knowledge by working in the core **United Health One (UHOne) 2.0 application** development team as the Lead in his tenure with Optum Global Solutions (India) Pvt. Ltd. He has worked on all business and technology areas in **United Health One (UHOne) 2.0 application** and is deemed a **Subject Matter Expert (SME)** by application development, production support and business teams alike. Optum Services, Inc. in the U.S. needs Mr. Srivastava to utilizing his specialized knowledge of Optum proprietary UHOne application and other related Optum proprietary software technologies and systems. This crucial proprietary application has multiple finance processes, which are built up on UHOne's architecture and is not known outside of the Company.

#### **Petitioner Statement**

Optum part of UnitedHealth Group Incorporated ("UHG" or "the Company"), a leading healthcare company serving more than 85 million people worldwide. Optum Services, Inc. has its own federal taxpayer identification number and serves as the employer of many of the employees who work within UnitedHealth Group. However, for purposes of corporate identification and marketing, UnitedHealth Group stands as the identity of our corporate enterprise, which includes six major business units: UnitedHealthcare Employer & Individual, UnitedHealthcare Medicare & Retirement, UnitedHealthcare Community & State, OptumHealth, OptumInsight, and OptumRx. The business units are strategically linked, which allows us to offer exceptional service, broad capabilities, and enduring value in creating a modern healthcare system. Optum Services, Inc. is the UnitedHealth Group company specializing in providing advanced healthcare management services and technology. For more information on the Company and the services that we provide please visit [www.optum.com](http://www.optum.com).

#### **Corporate Relationship**

As evidenced by the enclosed Blanket L Petition Approval Notice, Optum Services, Inc. in the U.S. and Optum Global Solutions (India) Pvt. Ltd. are both subsidiaries of the parent organization, UnitedHealth Group Incorporated. Therefore, a qualifying relationship exists between the Petitioner, Optum Services, Inc., and the employer abroad, Optum Global Solutions (India) Pvt. Ltd., as they are affiliates.

The enclosed corporate relationship statement and Annual Report in Exhibit E, documents the ownership and qualifying corporate relationship between the U.S. and foreign entities.

### **U.S. Position of Specialized Knowledge: Software Engineer**

Optum would like to continue to employ Mr. Srivastava in the specialized knowledge professional position of a Software Engineer for an additional two years in the United States.

As a Software Engineer, Mr. Srivastava performs the following duties: utilize specialized knowledge of Optum's **United Health One (UHOne) 2.0 application, UHOne Facets Batch Framework, Financial Tagging System (FTS)**, and other related Optum proprietary applications software technologies and systems to automate and facilitate Optum's day-to-day business needs; ensure these systems meet Optum's demanding standards for privacy and security as required by strict internal policies and industry-specific regulations; create efficient, high performance enhancements to these proprietary Optum systems, enhancements that directly address and achieve specific Optum customer goals; utilize specialized knowledge of these existing Optum systems to quickly and effectively design, develop, and implement new features that build on existing functionality, including but not limited to integrating with new technology; ensure compliance with Optum's internally-developed software development life cycle protocols and ensure project priorities are recorded and satisfied according to those protocols, raising any risk factors to the appropriate Optum project management team; utilize expertise in Optum systems to constantly improve functionality, reliability, testability, availability, latency, scalability, and efficiency; adhere to Optum version control, release management, and deployment protocols to distribute new functionality to the user base; satisfy Optum data accessibility standards by ensuring all Optum electronic information and technology is fully usable by people with disabilities; design and develop reporting as needed to summarize and analyze Optum system functionality; ensure these proprietary systems satisfy Optum's rigorous internally-defined technical requirements for performance, resiliency, availability and scalability; utilize advanced knowledge of Optum's business and business processes to collaborate with Optum system users to build, extend, and enhance systems that accelerate efficiency and innovation across the organization; utilize background and specialized knowledge of Optum technology and products to provide post deployment support and to quickly respond to and resolve unexpected service problems in production; and facilitate all Optum quality assurance protocols, including user acceptance testing, by quickly resolving issues and providing all required metrics and data, including issue tracking.

More specifically, Mr. Srivastava will continue to perform the following responsibilities :

#### 1. Project/ SPRFs Analysis & Design (30%)

Mr. Srivastava conducts "Business Requirement walkthroughs" and discusses with senior-level stakeholders regarding the changes to the application. He does a feasibility analysis of the requirements, only a person with expertise on an application can understand the requirement and verify the business standard point. His experience equips him to give feasibility checks in stipulated timeframe. His frequent interactions with application owners helped him develop a better understanding of the entire application for the following purposes: preparation of technical specification documents and detailed design documents for all the changes that come as requirements in the project; prepare technical specification documents and conduct regular meeting with the business to obtain approvals for the defined scope; coordinate with the offshore team for the end-to-end development; and act as the **Single Point Of Contact (SPOC)** to communicate with the business.

#### 2. Development of critical modules– (40%)

Mr. Srivastava developed the critical finance applications within a limited time span. Being an experienced developer, Mr. Srivastava closely works with the development team and performs code review, as well as deliverable's review. He analyzes all simple, medium, and complex requirements and raises clarifications and obtains user responses to confirm the scope of development; prepares and defines the implementation approach and pseudo code logic to meet the requirements; upon confirming the approach, translate the technical requirements into SQL scripts and performs Unit testing; provides guidance and support to fellow team members and helps them to understand the technical functional requirement and complete the development on time; prepare the unit test cases and preform integration testing before sending it to the QA team.

### 3. System Testing (10%)

Mr. Srivastava liaises with the QA team assisting them in understanding the test scenarios; conducts test case walkthrough and provide suggestions for validating all scenarios; assist the QA team in creating test data in all scenarios based on the requirement; provides support in creation of test data for all the scenarios and provide the execution steps to the QA team for testing the process flow; investigate any and all concerns raised by the QA team and take necessary action(s).

### 4. Deployment/Validation (10%)

Mr. Srivastava has been associated with UHOne project so he has better control of the processes used in almost all the modules of UHOne Facets. As part of this, Mr. Srivastava performs the below activities –  
plays a key role in resolving all the production deployment and post-deployment issues with ease and high quality; provide post deployment support in the form of business change requests and also ensures that all the required processes and standards have been followed to ensure that high quality deliverables to the business users.

### 5. Onshore/offshore coordination (10%)

Mr. Srivastava acts as a Communication liaison between the business and development teams. He provides updates to the business partners, development leads and Solution Architects regarding project progress and discusses any potential issues to the project implementation with them.

**United Health One (UHOne) 2.0 application:** is an Optum proprietary application solution, which provides a lower cost, modern platform for retail health businesses to service the consumers through their choice of channels at a time of their choosing. It allows for first-touch resolution, products that are affordable; in a financially sustainable model. Additionally UHOne 2.0 application enables an “outside-in” consumer experience through implementation of the Human Centered Design and Lean Start Up methodologies; maximizes business responsiveness to regulatory changes and opportunities through simplified Legal and Compliance processes; expands product and service offerings for consumers through a streamlined product development cycle; and increases direct leadership exposure to consumers through expanded listening/shadowing sessions with call center staff.

**UHOne Facets Batch Framework:** is an Optum proprietary framework. that processes Facets core batches using common batch wrapper NT\_COMMON\_BATCHWRPR. The common wrapper executes a custom batch wrapper to read the configuration xml, perform any pre-and post-processes, modify the run book, and execute the batch. This script receives batch name and database name as parameters. Based on the batch name, the corresponding section in the configuration file is read and all the batch specific information is fetched and stored in a global dictionary object. Also, the generic information is received and stored in the dictionary object. The various steps in the pre-process xml are read and the required steps are executed. The runbook for the batch is modified with the override parameters and the modified runbook is run to execute the batch. The various steps in the post process xml are read and the required steps are executed.

**Financial Tagging System (FTS):** is a part of Optum’s proprietary FSG (Financial Summary Group) suite of applications, and is a crucial application for day-to-day financial activities for Optum. The FTS application is responsible for tagging all the data from various claims processing engines within Optum with General Ledger values. This makes FTS one of the most critical applications in the accounting area. The FSG suite of applications, including FDS, UMAS, and UCAS, utilizes the services of FTS to ensure appropriate data is tagged on the respective feeds.

For more detailed information on core **United Health One (UHOne) 2.0 application and UHOne Facets Batch Framework**, refer to **Exhibit C**, document titled, “**UHOne Facets Batch Framework - Technical Specifications.**” We also included documents that Mr. Srivastava authored or modified as a manual, user guide, and for training other employees in Exhibit C as proof of Mr. Srivastava’s specialized knowledge.

Mr. Srivastava will be responsible for Automation and Configuration of the whole end-to-end process, which includes configuration of HIPAA and Facets Batches using Custom Batch Framework along with development of other custom processes for Pre-Adjudication and Claims Repricing. The target was to go-live to market in phases, with different products launched over the year 2017 and most of 2018-2019, in order of increasing complexity of features, UHOne business officially went live on 6/9/2017 with non-medical product Health Allies Discount Card (HADC), Dental and Vision Products on 3/3/2018, and Healthiest You in August of 2018. Major medical products are in the pipeline for June and October 2019, including a significant product from the business perspective. Health Allies Discount Card (HADC) is not an insurance plan having claims but it's a simple plan leveraging, what the consumer can use to access discounts at hospitals, clinics and pharmacies etc. Dental and Vision Products as the name suggests provides coverage for dental and vision products and services which were not available in the original ACA plans. Major medical products will have health insurance, as per the ACA act and will also provide the accidental coverage as a top up.

Currently, HADC can be leveraged by the consumers to access the discounts at hospitals, clinics, and pharmacies, etc. Over 10,000 people are enrolled in HADC and they were all set up on Facets using Real time interaction with Estore (the enrollment portal). 2019 has forecasted gross sales of over 580,000 of short term medical and ancillary members.

Performance of the specialized knowledge duties of the U.S. position is necessary to enable Optum to maintain a competitive advantage in the marketplace. Furthermore, such knowledge of Optum's specialized procedures, products, and technologies is idiosyncratic to Optum and cannot be found in the open market. Such knowledge would be difficult to impart to another individual without significant economic harm to the company. In the role of a Software Engineer in the U.S., Mr. Srivastava employs his highly specialized knowledge of Optum's proprietary technologies and methodologies to assist Optum and its customers in fully utilizing the complex functionality of the technology to meet their business needs.

In sum, Mr. Srivastava's specialized knowledge gained at Optum abroad in Optum's products, as well as its proprietary processes and procedures, cannot be duplicated easily. Clearly, the knowledge possessed by Mr. Srivastava is specialized, rather than being general knowledge held commonly throughout the industry.

#### **The Beneficiary's Specialized Knowledge and Prior Experience with Optum**

Mr. Srivastava has been continually employed full-time by Optum since April 22, 2013. Immediately prior to his transfer to the U.S., he was employed full-time as an Application Developer (Software Engineer) with Optum Global Solutions (India) Pvt. Ltd. from April 22, 2013 to August 18, 2017 and from December 30, 2017 to May 31, 2018. Time outside Optum Global Solutions (India) Pvt. Ltd. was spent on short-term assignments in the U.S. for Optum Services, Inc.

In this position, he performed the following duties: utilized specialized knowledge of Optum's **United Health One (UHOne) 2.0 application, UHOne Facets Batch Framework, Financial Tagging System (FTS)**, and other related Optum proprietary applications to design, develop, and modify highly specialized applications to drive Optum user efficiency and overall success; ensured these applications meet Optum's demanding standards for privacy and security as required by strict internal policies and industry-specific regulations; created efficient, high performance enhancements to these proprietary Optum applications, enhancements that address and achieve specific Optum customer goals; utilized specialized knowledge of these existing Optum technologies to quickly and effectively design, develop, and implement new features that build on existing functionality, including but not limited to integrating with new technology; ensured compliance with Optum's internally-developed software development life cycle protocols and ensure project priorities are recorded and satisfied according to those protocols, raising any risk factors to the appropriate Optum project management team; utilized expertise in Optum technologies to constantly improve functionality, reliability, testability, availability, latency, scalability, and efficiency of Optum applications; adhered to Optum version control, release management, and deployment protocols to distribute new functionality to the user base; satisfied Optum data accessibility standards by ensuring all Optum electronic information and technology is fully usable by people with disabilities; facilitated all Optum quality assurance protocols, including user acceptance testing, by quickly resolving issues and providing all required metrics

and data, including issue tracking; designed and developed reporting as needed to summarize and analyze Optum application functionality; ensured these proprietary applications satisfy Optum's rigorous internally-defined technical requirements for performance, resiliency, availability and scalability; utilized advanced knowledge of Optum's business and business processes to collaborate with Optum solutions users to build, extend, and enhance applications that accelerate efficiency and innovation across the organization; and utilized background and specialized knowledge of Optum technology and products to provide post deployment support and to quickly respond to and resolve unexpected service problems in production.

In performing these duties, Mr. Srivastava acquired and applied specialized knowledge of the company's procedures, processes, and technologies. Notably, his critical specialized knowledge of Optum's processes, proprietary technologies and methodologies, and internal procedures is critical and provides Optum with a competitive advantage in the marketplace. Mr. Srivastava has emerged as an in-house **Subject Matter Expert (SME)** and a **Single Point Of Contact (SPOC)** in Optum's products, employing them in complex solutions for Optum initiatives across key markets. Mr. Srivastava has been utilized as a key employee at Optum Global Solutions (India) Pvt. Ltd. and has gained an advanced level of knowledge of Optum's proprietary applications.

### **Mr. Srivastava's Proprietary Knowledge as Compared to Others in the Industry**

It is also important to note that while some of Mr. Srivastava's duties may be similar duties of those listed in the U.S. Department of Labor's Occupational Outlook Handbook for other technical professionals, the baseline for determining specialized knowledge is whether the knowledge possessed by the employee is not general knowledge held commonly by the industry. Mr. Srivastava holds advanced propriety knowledge related to Optum's UHOne and UHOne 2.0 applications as part of its proprietary Global Solutions technology. **This knowledge is not commonly held within the industry or the United HealthCare Services and Optum in India or the United States.**

The Chart below illustrates how Mr. Srivastava's specialized knowledge and experience differs from others within the United Health One (UHOne) 2.0 applications Team:

| <b>Team Member</b>    | <b>Title</b>                         | <b>Years/Months of Experience with Optum</b> | <b>Education Level Specialized Training/ Certifications</b>  | <b>Summary of job duties noting unique skillset</b>   |
|-----------------------|--------------------------------------|--|--|---|
| Himanshu S Srivastava | Software Engineer (Development Lead) | 6 Years                                      | Bachelor of Technology Facets 5.4, EIEI, EDI interface,MuleSoft,Talend, EC Map, SQL Server 2012, C# dot net, VB dot net and VB scripts, Customizations including the Batch Interfaces, APIs, Custom Frameworks , Custom Extensions , Custom Databases , Custom Portals, a Subject Matter Expert for UHOne Enrollment, Claims and Financial System applications, developed Facets Batch Framework from scratch, Automation and Configuration of TriZetto Facets Batches, Real time Eligibility Intake and IVR | Utilize knowledge on Health Care Business, Facets application, EIEI and EDI processes and technical knowledge and all financial applications; play a vital role in successful and timely completion of critical compliance projects in Dental and UHOne Facets; utilize specialized technical knowledge needed to deploy the system enhancements to lead Facets custom processes specific to UHOne and Dental Facets project, Eligibility Intake system and EDI interface process; utilize extensive knowledge on technologies and applications used in U.S. Healthcare to play a key role in gathering the requirements from business users at the |

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|  |  |  | <p>inquiry services, Mulesoft API services interaction with Facets FXIs, Created all the Optum proprietary API framework for all mule services leveraging mulesoft and munit.</p> <p>Certified in AHM-250, Lean, Mulesoft API and Talend development program.</p> | <p>Onshore; utilize specialized knowledge on Eligibility Intake, EDI interface process, technologies like Facets, Sybase, SQL Server, Dot NET, VB Scripts and create Facets custom extensions using C# dot net; utilize experience in US Healthcare Domain and expert knowledge to create and configure the extension using C# in Facets application; consistently work on Facets extensions with C# dot net both XCOM and embedded extensions; Excellent understanding of US Healthcare Business, Facets application; utilize specialized knowledge over Facets Dental and UHOne project to play key role in Payment Integrity project; research and evaluate alternative solutions for complex business requirements; create re-usable components and work on UHOne-2.0 core components and frameworks; successfully implement for Facets Billing and Receipt processing Batches; utilize vast experience over MULE API development and FXIs, to build Mule domain framework; successfully lead the team responsible for launching critical healthcare products such as Health Allies Discount Cards, Dental, Vision and HealthiestYou Products; research and identify new functionalities that need to be added to enhance the Custom Frameworks; play a crucial role in reviewing deliverable components developed by the team in order to give a 100% defect free delivery; manage onshore development team and ensure timely completion and delivery of the project by extending functional and technical support when required; work with support team and assist them on production issue, bug fixing,</p> |
|--|--|--|---|--|

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|-------------------|--------------------------------|-----------|--|---|
|                   |                                |           |  | and support production deployment; manage the team responsible for Claims Process configuration for UHOne; play a vital role in working with Business and Operations team for the New Product and their launch in the market; and continues to develop tools, such as Template Exprses, Deployment Utility, Facets Batch framework and Mule Domain framework. |
| Parag Saini       | Associate Software Engineer II | 2.9 years | Bachelor in Technology Talend, Mule Basic, GIT, Jenkins, SQL Server and Facets.  | Parag works as ETL developer and is responsible for development of outbound and inbound interfaces. He also works on API development for realtime process.  |
| Rohit Goel        | Associate Software Engineer II | 2 years   | Bachelor in Technology Talend, SQL Server, GIT, Jenkins and Facets.  | Rohit is a member of the support team and is well versed in Talend and Facets; currently works in support team on reported incident/production issue and development tasks.   |
| Piyush Srivastava | Quality Analyst                | 8 Months  | Bachelor in Technology Selenium, Rest Assured, SQL Server, Performance Testing, Cucumber.  | Piyush has recently joined Optum around 8 months back and currently works as a Quality Analyst. He also has good knowledge in defect management tools such as JIRA.   |
| Sachin Pant       | Quality Analyst                | 1 year    | Bachelor in IT Manual and Automated testing, Talend Basics, Facets and SQL Server.   | Sachin is a member of the Quality Analyst team and works closely with other QA members to perform testing related activities, he is also learning automation testing with help of other QA members.   |
| Mandeep Kohli     | Associate Software Engineer II | 2 years   | Bachelor in Technology Talend, SQL Server, GIT, Jenkins and Facets.  | Mandeep is working as an ETL Developer and joined thee team recently. He is responsible for deployment related activities and also enhancing his knowledge in Facets modules.   |
| Sumit Kumar       | Quality Analyst                | 3.4 years | Bachelor in Technology Manual and Automated testing, GIT, Jenkins, Talend Basics, Facets and SQL Server. Certified Quality Engineer. | Sumit is a member of the Quality Analyst team and works closely with offshore QA members to perform testing related activities; he also provides automation and performance testing knowledge to QA team.   |

Due to the nature of Mr. Srivastava's work assignments, his knowledge and experience with Optum's products and technologies, and Optum's advanced processes and procedures could not be gained in an academic setting. Instead, the acquisition of such knowledge requires a rich background in Optum's product offerings coupled with over 6 years of direct experience as a Optum specialized knowledge employee.

Mr. Srivastava is well qualified for the U.S. position, as he has over 6 years of extensive experience in the industry, including the same over 6 years of direct experience with Optum. Additionally, Mr. Srivastava earned a Bachelor of Technology degree in Electronics and Communication Engineering from the Gautam Buddha Technical University formerly known as Uttar Pradesh Technical University. These academic credentials have been determined by a reliable credentials evaluation service, which specializes in evaluating foreign educational credentials, to be equivalent to a U.S. Bachelor's degree in Electronics Engineering. Please see attached educational documentation in Exhibit B.

### **Conclusion**

Mr. Srivastava's specialized knowledge position at Optum Global Solutions (India) Pvt. Ltd. means that he has an in-depth knowledge and understanding of the Optum corporate philosophy and Optum's specific proprietary products, which cannot be found in the general workforce. Mr. Srivastava's extensive directly related experience and role at our foreign subsidiary ensures that he is highly qualified to assume this important specialized knowledge position at our offices in the United States. It is evident that Mr. Srivastava's specialized knowledge experience with Optum Global Solutions (India) Pvt. Ltd. relates directly to the core of our organization.

To ensure our continued competitive position, we wish to employ Mr. Srivastava at Optum Services, Inc. for an additional two years in the United States. As such, we respectfully request that you approve this L-1B extension petition.

Sincerely,  
Optum Services, Inc.

Ciaran McDonnell, Jennifer Priebe  
Immigration Team Leaders