Return-to-Work
CAPABILITIES OVERVIEW

OPTUM®

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COVID-19 has transformed businesses and the lives of employees and customers. As local governments introduce reopening plans, employers are challenged to resume operations quickly, efficiently, and most importantly, safely. For most, creating and managing a Return-to-Work Program is uncharted ground and requires constant monitoring of medical, industry and governmental guidance, paired with medical expertise and readily available health care resources.

To help employers navigate these issues, Optum has developed Return-to-Work programs and protocols that can be customized to meet the unique needs of your industry, workforce and facilities. The end result is a healthy and productive workforce, resumed operations and peace of mind for you and your employees.

Why Optum?

Optum connects the brightest people, places and ideas across the health care landscape to create better care. Our deep network of clinicians and providers, as well as our leading technology partnerships and analytics, make us the perfect partner to guide you and your workforce through this unsure time.

Return-to-Work capabilities & products

We offer these services:

- Daily Symptom Checker
- Nurse Support
  (in-person and via call line)
- Temp Checks
- COVID-19 Diagnostic Testing
- Self-Isolation Management
- Return-to-Work Management

- Medical Director Oversight
- Legal and Compliance Management
- Coordination with Benefits/HR
- Community and Employee Resources
- Data Analytics Dashboard
- Facility Safety Management

In partnership with MedExpress Urgent Care, we can provide access to 250 centers in 20 states.

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COVID-19 test offerings

PCR Testing
There are two forms of this testing available. We can deliver on-site testing, complete with a nurse to help conduct and support the process. We also have a home test available, which employees administer to themselves and send to the lab via FedEx. Both tests reveal results within 48-72 hours of being sent to the lab.

	Lab-based Tests *"Takes longer. Delivers more accuracy."*	Rapid Tests *"Faster results. However, less overall accuracy."*
How long do results take?	X 48-72 hours	✓ < 15 mins – 45 mins
Accuracy	✓ Multiple with 100% sensitivity	X 52% – 100% sensitivity
Throughput	✓ Machines process hundreds of tests at the same time	X Machines process 1 test at a time
How are results sent for processing?	X Shipped to central lab for processing	✓ Can be processed on-site

	Quidel Sofia Antigen Test[1]	LabCorp rRT-PCR Test[2]	Abbott ID-NOW Test[3]	Quest rRT-PCR Test[4]
Test Type	Rapid Antigen	PCR	Rapid PCR	PCR
Results Turnaround	15 minutes	1 – 2 days	< 13 minutes	1 – 2 days
Processing Location	On-site	Central lab	On-site	Central lab
# Tests at a Time	1	100	1	100
Sensitivity	80.0%+	100.0%	52.0% – 85.2%[5]	100.0%

[1]https://www.quidel.com/immunoassays/rapid-sars-tests/sofia-sars-antigen-fia
[2]https://www.fda.gov/media/136151/download
[3]https://www.alere.com/en/home/product-details/id-now-covid-19.html
[4]https://www.questdiagnostics.com/home/Covid-19/HCP/antibody/
[5]Basuet al, Performance of the rapid Nucleic Acid Amplification by Abbott ID NOW COVID-19 in nasopharyngeal swabs transported in viral media and dry nasal swabs, in a New York City academic institution, 2020,
 https://www.biorxiv.org/content/10.1101/2020.05.11.089896v1.full.pdf

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Return-to-Work product offerings
Optum offers health screenings, COVID-19 testing and illness monitoring capabilities that can be modified to meet the size and scope of your organization. While symptom checker smart phone apps may help the process, they are not a substitute or face-to-face screening and observation.

On-site Screening
Daily screenings are one of the most critical elements of a sound, safe return-to-work program. Whether a technological or medically-staffed solution, screening helps create a shield around the worksite to best prevent symptomatic workers from being exposed to the rest of the workforce.

Screening + Testing
This includes daily screening in combination with COVID-19 testing. Testing can be completed for an entire workforce prior to returning to the workplace or as needed based on individual screening results. A nurse can be present to recommend next steps and guide employees.

Screening + Testing + Quarantine Program
Screening and testing capabilities can be paired with a Quarantine Program, managed in partnership with your Human Resources Department, to help guide employees through the next steps of their care if they test positively for COVID-19 or exhibit symptoms in the workplace.

Customizable administrative support
Every Optum Return-to-Work product offering can be backed by a wide array of administrative support services to support your organization's implementation. They may include:

Leadership support materials	• Talking points to explain how the company has created a safe Return-to-Work protocol • FAQ materials so that leaders can explain the program to their teams • Pre-drafted communications materials (emails, brochures, copy for your company intranet)

Employee education materials	• Print or digital materials that will explain to your workforce:
	  – Their role in returning to work safely
	  – How to maintain a safer workplace
	  – Company announcement materials
	  – Graphic workflows to explain the new Return-to-Work process
	  – COVID-19 FAQs
	  – Guides to the new testing program
	  – Facility signage/directional materials (educational decals/materials and social distancing prompts)

How can we help you?
By helping your company create a customizable Return-to-Work solution, we'll increase welfare and peace of mind for not just you, but everyone your company connects with.

To get started, contact our sales team today at brad.springer@optum.com

FREQUENTLY ASKED QUESTIONS

What kind of COVID-19 testing is available?
The PCR swab test confirms active COVID-19 infection and risk of spread.

Is this testing program covered by my insurance?
Rules and regulations vary by state and insurance plan. We'll work with you every step of the way to determine the best solution.

Is this testing program something that I can deduct on my taxes?
Consult your accountant or financial team for their advice. We'll provide any documentation needed, as well as connect them to our financial experts.

How long do results take?
Test results are available in 48-72 hours after being received by the lab.

How long will an employee who tests positive be out of work?
Return to work is predicated on a negative test result after a 10-day quarantine, assuming symptom improvement (if present) and remaining symptom-free for at least 72 hours prior to the repeat test.

How long does it take to set up a testing process?
There is a 4-week turnaround for on-site set-up (from time of request and the final agreement being signed).

How much time out of the workday will this process take?
Our goal is to limit downtime and safely get your team back to work. Once the process has been established, generally a 15-minute time period in the morning (per employee) will be all that is necessary.

Which testing plan is best for my company?
Much like the products you sell and the employees who work for you, no two companies are alike. We can offer our expert recommendations and walk you through the process with our expert sales team.

Do these plans have any scalability?
Yes. We offer options every step of the way.

How long will I need a testing program?
While no one is certain when a vaccine or antibodies will be available, we would recommend having some level of testing and screening for at least the next 12-18 months.

What are the costs?
Please see our attached sheet. We're also able to discuss the costs of custom plans one-on-one.

How will you work with my human resources team?
We're able to provide the tools and support you need or act as hands-on as you need us. This discussion will be

part of our initial meetings, but know that we're flexible and ready to leverage our experience and know-how to answer any challenge.

My company doesn't have a dedicated human resources person. How will you handle results and sharing information?
We'll work with you to select a single point of contact, as well as train them on all relevant HIPAA regulations.

How does your company handle HIPAA regulations in regards to testing?
We're well-versed in HIPAA regulations in our everyday work and bring that knowledge base and respect of protocols to our on-site testing and screening procedures. We'll also train your company on proper procedures, if needed.

My company has employees in the office and in the field. How will your testing program handle these two unique needs?
We've built testing protocols for these challenges and rely on a pre-test smartphone app and our network of urgent care centers for testing (where available).

Will Optum be able to work with any unions that operate in my shop?
We understand the many legal issues that arise from testing, as well as getting sign-off from union leaders. We're ready to work alongside your leadership to facilitate any challenges.