

Expertise and foresight

Clients for life: Proactive guidance and a proven advocate for you

We take a hands-on approach, supporting you with clinical expertise, benefit management know-how, prompt claims resolution, and member communications that are clear – earning the industry’s leading overall satisfaction and highest rating as a trusted advisor¹



Team

Dedicated support and attention for Labor & Trust

Optum Rx[®]



Technology

Transparent access to your data to better meet your needs & the needs of your members



Service

Simplifying your requests for faster response times

20+ years

Several labor clients have been with us for 20+ years. 96 Funds have been with us for 10+ years

1.4M members

More than 195 labor clients with 1.4+ million members

>98%

client retention

9 out of 10

client satisfaction with insights and recommendations²

1. 2021 Burke Research survey of 1,753 healthcare decision makers. 2. 2020 NPS survey.