

Empowerment, inclusion, self-determination



Optum integrated solutions for individuals with intellectual and developmental disabilities (I/DD) provide person-centered services that focus on community inclusion, self-determination, life satisfaction and improved health outcomes.

Through support and assistance, Optum helps individuals achieve life goals and fulfill their aspirations. Along the way, we also strengthen vital programs and systems that serve the I/DD community.

An empowering, person-centered approach

Our approach promotes and supports self-determination, offering individuals the ability to design, implement and adjust their own Individual Support Plans (ISPs). With the assistance and guidance of a community-based Optum support navigator, individuals have the ability to chart their own course, building a plan toward independence and community inclusion.

With an ISP in place, Optum support navigators provide service coordination and a full view of critical and desired services. The Optum Services and Supports Manager (OSSM) technology platform features an online dashboard where individuals and members of their support network can see a real-time view of ISPs, eligible services, and available supports and providers. These capabilities ensure services are more customized to the wants and needs of the individual.

A core capability in OSSM is its planning suite, which incorporates configurable life domains to guide development of the service planning documents for individuals with I/DD. These domains guide member-directed decision-making around life goals and the supports needed in areas such as activities of daily living, living in the community, employment, health, security and advocacy. It underpins every interaction we have with individuals and families. This approach helps individuals of all abilities and any stage of life, and their families, develop a vision for a good



The Optum approach

Self-determination and inclusion

Empower individuals with I/DD to achieve their goals for employment, community engagement and inclusion

Commitment and support

Provide support for families, caregivers, advocates, coordinators and providers

Strength and service

Strengthen programs and systems that serve and support individuals with I/DD

life, think about what they need to know and do, identify how to find or develop supports and to think about life experiences that will help move them toward an inclusive, productive life in the future. The OSSM platform also leverages our strengths by integrating available health data and ensuring a whole-person approach to service and support planning.

Support for families, service providers and advocates

From major life transitions to daily transportation, the Optum mission is to increase access to vital services, simplify the complexities of service coordination and unify the efforts of the individual's circle of support. With its concentration on person-centered planning and coordination, the Optum I/DD solutions include:

- Life stage and transition planning, quality of life, quality care and other support services
- Coordination of housing, family support and assistive technology
- Behavioral health, crisis prevention and intervention, and decision-making support
- Mentoring and employment services
- Identifying and coordinating with needed physical and behavioral health and other care services

Strengthening programs and systems

Optum I/DD solutions are developed to address state program challenges. They are designed to personalize experiences, appropriately coordinate across available funded benefits, manage costs and tackle integration challenges across services and programs. We partner with providers of home and community-based services (HCBS) and personal care assistance, as well as community-based advocacy and support organizations. This allows us to remain grounded in the most important goal of improving the lives of individuals with I/DD.

Why Optum

With many years of service to the I/DD community, Optum I/DD solutions build on our strengths as an innovation company. Through support that ensures community inclusion and independence, we partner across programs and systems to tackle the challenges facing millions of people every day. We understand the most complex populations, including 34 million individuals who access Optum® Behavioral Health resources nationwide. Optum is a collaborative partner that builds and supports effective networks of service providers and navigators by listening to those providers, as well as the individuals, advocates and families we serve.

Partner to serve

Supporting the I/DD community through:

- Long-term supports and services, including HCBS
- Person-centered service coordination that supports families and life transitions
- Behavioral and physical health services
- Community services and resources

Supporting state programs by:

- Coordinating fragmented delivery systems
- Managing program costs
- Access to high-quality services and supports
- Improving budget predictability services and supports
- Ensuring greater budget predictability

Key features

Foundational excellence:

- Person-centered service coordination
- Claims and reporting
- Personal relationships

Technology and data-driven insights

- Mobile and online solutions
- Access to national and individual data
- Comprehensive reporting

Comprehensive network

- High-quality providers
- Streamlined operations
- Value-based contracting

To learn more visit
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