State of West Virginia
Delivery Order

Order Date: 10-01-2025

CORRECT ORDER NUMBER MUST APPEAR ON ALL PACKAGES, INVOICES, AND SHIPPING PAPERS. QUESTIONS CONCERNING THIS ORDER SHOULD BE DIRECTED TO THE DEPARTMENT CONTACT.

Order Number:	CDO 0511 3839 MIS2600000001 1	**Change Order No:**	**Procurement Folder:** 1801660
Document Name:	FA SNAP Incomplete Application		**Reason for Modification:**
Document Description:	FA SNAP Incomplete Application		
Procurement Type:	Central Delivery Order		
Buyer Name:	Crystal G Hustead		
Telephone:	(304) 558-2402		
Email:	crystal.g.hustead@wv.gov		
Shipping Method:	Best Way		**Master Agreement Number:** CMA 0511 HHR1800000007 1
Free on Board:	FOB Dest, Freight Prepaid		

VENDOR				DEPARTMENT CONTACT	
Vendor Customer Code:	000000184667			**Requestor Name:**	Stanley B Lewis
OPTUMINSIGHT INC				**Requestor Phone:**	304-421-0405
11000 OPTUM CIR				**Requestor Email:**	brandon.s.lewis@wv.gov
EDEN PRAIRIE		MN	55344		
US					
Vendor Contact Phone:	612-642-7749	**Extension:**			
Discount Details:					

2026

FILE LOCATION _____

	Discount Allowed	**Discount Percentage**	**Discount Days**
#1	No	0.0000	0
#2	No		
#3	No		
#4	No		

INVOICE TO		SHIP TO	
BUYER - 304-957-0209		BUYER - 304-957-0209	
HEALTH AND HUMAN RESOURCES		HEALTH AND HUMAN RESOURCES	
MANAGEMENT INFORMATION SERVICE		MANAGEMENT INFORMATION SERVICE	
ONE DAVIS SQUARE, RM 211		321 CAPITOL ST, STE 200	
CHARLESTON	WV 25301	CHARLESTON	WV 25301
US		US	

Purchasing Division's File Copy

Total Order Amount:	$353,100.00

CH 10/8/25

PURCHASING DIVISION AUTHORIZATION
DATE: 10/8/25
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: 10-9-25
ELECTRONIC SIGNATURE ON FILE

Extended Description:

This SOW is to update the online SNAP and/or Cash Assistance application to allow the applicants to submit their application with only the first & last name along with address.

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		$0.0000	$353,100.00
Service From	**Service To**	**Manufacturer**		**Model No**	**Delivery Date**
2025-10-01	2025-11-16				2025-10-10

Commodity Line Description: Modifications and Enhancements Year 8 Hourly Rate

Extended Description:
2675 hours at $132 per hour.

Optum

OptumInsight, Inc.

11000 Optum Circle

Eden Prairie, MN 55344

September 26, 2025

West Virginia Department of Human Services (WV DoHS)

Office of Management Information Services

1 Davis Square, Suite 200

Charleston, WV 25301

Attn: Mr. Brandon Lewis, Chief of Technology and Information Systems, Office of Cabinet Secretary

RE: CMA 0511 3084 HHR 1800000007: Statement of Work for FA SNAP Incomplete Application

Mr. Lewis:

Optum submits the above referenced Statement of Work (SOW) in accordance with the terms and conditions of the WV IES master contract (CMA 0511 3084 HHR 1800000007) to perform enhancements outlined within the SOW.

Optum understands and accepts the effective start date of this SOW will be the date in the executed Delivery Order and the effective end date will be through November 16th, 2025, which is the expiration date of the Delivery Order. All work associated with this SOW will be in accordance with the pricing, terms, and conditions of the WV IES master contract.
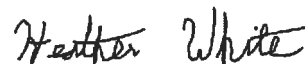
Sincerely,

W. Mark Youngman

Associate Director of Finance

Agreed

Heather White

CC: Donna McCormick

Melanie Clark

Optum

WEST VIRGINIA DEPARTMENT OF

HUMAN
SERVICES

Project
DoHS WV IES Project

WV PATH Enhancements
IE-FA SNAP Incomplete Application
WV PATH Integrated Eligibility Enhancement

Contract Name: WV IES CMA 0511 3084 HHR1800000007
Last Modified Date: 9/26/2025
Version 1.0

Table of Contents

Review and Revision History

This chart contains the history of document revisions. Changes after the final publication of this document require a change request.

Date	Version	Description	Modified By
9/9/2025	1.0	Initial Version	Optum

1. Introduction

The following sections in this Statement of Work 35 (SOW) represent the background, scope, and schedule of the enhancements and/or modifications as allowed under the WV Integrated Eligibility System (IES) Project, as well as high-level pricing and work estimate by Optum, a plan for staffing by Optum, and assumptions made by Optum in connection with the work.

The WV Department of Human Services (DoHS) has requested Optum:

- Update the online Supplemental Nutrition Assistance Program (SNAP) and/or Cash Assistance (WV WORKS) application to allow the applicant/household to submit their application with only First and Last name and address as mandatory fields, along with a signature.

- Provide the ability to submit the SNAP and Cash Assistance (WV WORKS) applications, after the Personal Questions screen, on each screen, by selecting a "Submit" button.
  When the "Submit" button is utilized from a screen, other than the "Review and Sign" a pop-up box will appear asking the Users if they "Want to submit the application?" Yes or No.

- The Gov.ID log-in screen will appear after the User has completed the Benefit Selections Screen. Allow the User to log in using the "Guest" option or use the Optum "Government Identification" (Gov.ID) account approach.

The specific work for each area is contained in section 2.1

1.1. Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
Gov.ID	Government ID
IE FA	Integrated Eligibility Family Assistance
MIS	Management Information Systems
M&O	Maintenance and Operations of the WV PATH
PMBOK	Project Management Body of Knowledge
PMO	Project Management Office
IRAAD	Issues, Risks, Assumptions, Decisions
SOW	Statement of Work
SNAP	Supplemental Nutrition Assistance Program
WV DoHS	West Virginia Department of Human Services
WV PATH	West Virginia People's Access to Help

1.2. Pricing and Payment

All work activity as outlined in this SOW is on a Time and Material basis and will be billed to WV DoHS starting at $132.00 per hour in Contract Year 8 (Year 8) (November 17, 2024, until November 16, 2025).

The estimate of hours listed herein is based on tasks that will be assigned to Optum resources in the Project Plan. As this is a time and materials arrangement, the specific task assignments may be adjusted as approved by the WV DoHS Project Manager. The effort required above the totals herein will require a mutually accepted change request, the process being outlined in WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

1.3. Invoicing

1.3.1 Generally

Invoices for Services provided under this SOW shall be in a form approved by WV DoHS. The Optum invoice will identify the Delivery Order and the Central Master Agreement numbers, the completed task/deliverable, the work hours completed the previous month, reflect the dates of service and the date of completion, and may include supporting documentation to verify that the task/deliverable was completed.

1.3.2 Retainage

- The State shall retain **10%** of each monthly SOW invoice as a retainage until the Optum deliverables under this SOW have been accepted by the State.

- Once deliverables, as outlined in the SOW have been accepted by the State, Optum shall submit a written formal request for SOW approval (a "SOW Approval Form"), which the State will review and respond to within 5 business days with any proposed corrections, otherwise the Optum SOW will be deemed approved.

- If a change to the entrance and exit criteria occurs for this SOW, the mutually agreed upon change will be documented within project artifacts such as IRAAD and/or the Project Timeline.

- The retainage will be released upon submittal of the SOW Approval Form that has been signed by The DoHS. The SOW Approval Form will include a statement of acceptance of deliverables, defined within the SOW, and confirmation that in-scope contractual obligations have been met in accordance with criteria outlined in the SOW.

- The invoice seeking release of the 10% retainage will be submitted to the DoHS with a copy of the executed SOW Approval Form.

If the scope stated within an SOW is not completed due to the DoHS or a third party (where such third party is not a subcontractor to contractor) or if the SOW is requested to be cancelled by the DoHS, the retainage will be released without an executed SOW Approval Form, and the invoice will include a statement that reflects this circumstance.

The DoHS shall pay Optum for the Services under this SOW, per Section 1.2 above

2. Scope of Work

The period of performance for this SOW shall commence on the effective date as described in the applicable Commodity Line found in the Delivery Order ("Effective Date") or as otherwise authorized by the parties and continue under Section 3.2 (Project Activities).

2.1. SNAP Incomplete Application

#	Tasks
1.0	Optum will move "The Benefit Selection" page to now appear before the User Log-in page. When selecting on the "What are you Applying for?" screen, and selecting Supplemental Nutrition Assistance Program (SNAP) and/or Cash Assistance (WV WORKS) application a hover text or static message indicating that the Supplemental Nutrition Assistance Program (SNAP) and/or Cash Assistance (WV WORKS) application can be submitted at any time throughout the process, once the First and Last name and Address, including the county, are completed.
2.0	The following updates will be made to the Gov.ID process: Optum will move the Gov.ID log-in page to be relocated after the "Benefits Selections" screen. Add additional option for the User to log in using "Guest" option or the "Government Identification" (Gov.ID) account approach. When a User is signed in as a guest, that person can apply for Supplemental Nutrition Assistance Program (SNAP) and/or Cash Assistance (WV WORKS) only. When a User selects to apply for more than SNAP and/or Cash Assistance, then a Gov.ID account will be required. There will be no changes made to the existing Supplemental Nutrition Assistance Program (SNAP) and/or Cash Assistance (WV WORKS), which is accessed only by using the Gov.ID process. Add Static or Hover text to provide language for a guest or full account, based on the "Benefit Selection" screen, regarding the "Guest" option and required Gov.ID account.
3.0	The "Who Is Applying" screen will be made non-mandatory. All household members will be pre-selected with a check mark, on the "Who is Applying" screen. The User will be provided the ability to remove the pre-selected checkmarks, from the "Who is Applying screen.

4.0	Change all questions after the "Personal Information" screen to non-mandatory, in the Simplified application flow.
	Modify SNAP and/or Cash Assistance (WV WORKS) applications so that after the Personal Questions screen, the "Exit" button will become the "Submit" button and allow a Simplified application to be submitted.
5.0	Modify the submission process so when selecting the "Submit" button, all information up to, not including the existing screen, will be complied with and sent to the IE FA system.
	All simplified applications will be submitted in real time.
	All simplified applications will be routed to the Worker Dashboard based on the address county provided.
6.0	Change the flow so when the User selects to "Submit" from any screen, in the driver flow, a pop-up box will appear and provide the SNAP and/or TANF Rights and Responsibilities.
	Add attestation check box to allow user to check attestation box, for the Rights and Responsibilities, prior to submission.
	Assign a tracking number to a simplified application when the user is logged in under the "Guest" option.
	No PDF will be provided to the customer, using the "Guest" option.
	A PDF will be generated, stored and be accessible in IE FA.
7.0	The existing "Incomplete Application" indicator will be used to show "Yes", in the "Incomplete Application" column of the IE FA Dashboard.
	The simplified application submission will be searchable from the PATH Inbox using the "Incomplete Application" dropdown, "Yes" or "No".

2.2.   SOW Project Artifacts

In addition to the Services, Optum will update and provide the following documentation inclusive of modifications in this SOW to WV DoHS:

- Project Milestones: This document will contain milestones of key tasks and documentation.

- The following documentation deliverables:
    - D040 FDS Updates
    - D053 User Documentation (Job Aides)
    - D056 System Integration Test Cases
    - D057 System Integration Test Results
    - D058 Regression Test Cases
    - D059 Regression Test Results
    - D064 User Acceptance Test Cases
    - D065 User Acceptance Test Results
    - D072 Training Materials
    - D075 Cut-over Playbook.

2.3. SOW Document Approvals

Optum, (or as the case may be regarding a Delivery Order, WV DoHS) will formally submit the following documentation for final review and approval:

- Delivery Order – The WV DoHS will provide Optum formal documentation from the WV DoHS Procurement Office called the Agency Delivery Order (ADO) or the Central Delivery Order (CDO). Either document will initiate the agreement that work can begin on this SOW.

- SOW Approval Form – Optum will submit to WV DoHS upon completion of services and deliverables a form that seeks confirmation and approval that Optum has completed services and deliverables in accordance to Attachment 1, the WV PATH M&O Maintenance Release Guidelines (herein after, "Attachment 1"), which is incorporated by reference. Attachment 1 defines the entrance and exit criteria for each phase of the Software Development Life Cycle (SDLC).

- Upon confirmation and approval, DoHS will execute the SOW Approval Form and provide back to Optum.

- If a change to the entrance and exit criteria occurs for this SOW, the mutually agreed upon change will be documented within project artifacts such as IRAAD and/or the Project Timeline.

- WV DoHS shall review and approve the artifacts and deliverables, in accordance with the 10-5-10 review schedule, and shall notify Optum of any deficiency(ies).

3. Estimate of Effort

Based on an industry-standard "Waterfall" Systems Development Life Cycle, the estimate of hours for this Statement of Work is shown below and not to exceed unless documented and approved upon in a subsequent change request submitted to the WV DoHS by Optum, the process being outlined in the WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

These changes will require Design, Development, Testing and Implementation and include Documentation and Training, where applicable, and the following table reflects the estimated level of work effort by Optum.

Cost Estimate		
ROLE/ITEM	Year 8 ($132/hr.) HOURS	TOTALS
Design	360	
Development	900	
Testing	900	
Project Management	195	
Release Management	160	
Post Deployment Support	160	
TOTALS	2675	
		$353,100

Work Estimate Based on WV IES Contract Year (runs Nov 17 – Nov 16 per contract year)		
Statement of Work Estimate:	Contract Year Hours	Amount
Statement of Work Estimate for Contract Year 8 @ $132/hr, (010/01/2025 to 11/16/2025)		$353,100
Total Statement of Work Estimate:		$353,100

Work Estimate Based on WV State Fiscal Year (runs July 1 – June 30 per year)		
WV State Fiscal Year:	Est. Work Hours	Amount
WV FY 2026 (07/01/2025 to 11/16/2025)		$353,100

3.1. Staffing Plan

Below is the staffing plan for this SOW, by role.

Resource Skill	Role on Enhancement	Hours for the Enhancements
Project Manager/Release Manager	SharePoint Management, Project Plan, Manages the Roll Out of Update	195
Design	Significant work on Design Validation	360
Development	Significant work on Design Validation and Development; Solution Testing	900
QA/Testing	System Integrated Testing	900
Release Management	Release Management	160
Post Deployment Support	Post Deployment Support	160
	Total	**2675**

3.2. Project Activities – Estimated Duration

The following represents the estimated duration of the activities associated with this SOW. As the Project progresses, estimates may be updated, by mutual agreement of the parties.

The Project schedule will follow a Project Management Book of Knowledge (PMBOK recommended "rolling wave") project planning process, i.e., as each phase of the Project occurs, additional details will be added to the Project Plan.

Project Activities are not necessarily sequential; the start date for a given Project Activity will not be dependent in part upon the completion of a preceding Project Activity.

Project Activity	Activity Duration
Requirements Definition and Planning Phase	2 weeks
Design	3 weeks
Design Acceptance	2 weeks
Development and Unit Testing	15 weeks
SIT	5 weeks
UAT / Regression	6 weeks
Deploy to Production	1 week

4. Project Assumptions

Below are the assumptions for this Project:

- Work commences under this SOW upon execution of the Delivery Order by the WV DoHS or an authorization to proceed letter issued by the WV DoHS.
- Optum and WV DoHS will share details on a bi-weekly/monthly basis of project hours worked for this SOW, so that the overall pool of hours can be jointly managed.
- Optum and WV DoHS will share details on a bi-weekly/monthly basis of project hours worked for this SOW, so that the overall pool of hours can be jointly managed.
- The rates proposed for CY 8 are valid through November 16, 2025.
- WV DoHS will provide user acceptance testing personnel and scenarios to execute User Acceptance Testing in accordance with the estimated timeline in Section 3.2.
- Estimated timelines assume that the authorized representatives from the West Virginia Office of Technology, and the MIS Staff respond to Optum requests and provide necessary input and/or approvals in a timely manner so Optum may continue to meet the requirements and timeframes identified herein.
- WV DoHS will provide Optum with as much notice as possible regarding potential delays in work progress within the project plan.
- Optum will not be held responsible for missed deadlines held up by the completion of State-owned tasks or tasks with dependencies on State-owned tasks as documented in the project plan.
- If any of this work is not able to be fully absorbed with the current schedule for the upcoming WV PATH Maintenance Releases, either due to not enough enhancement hours or due to current schedule, there will be impacts or there will need to be prioritization of what enhancements can be completed for the WV PATH IE-FA Maintenance Releases.
- Any significant delays in the approval of this Statement of Work that prevents the start of the Optum work may delay the delivery date.
- Any other enhancement and/or modifications requested to be made to WV PATH that are not otherwise contemplated in this SOW must be mutually agreed by the parties in writing. Optum will communicate any concerns or risks to WV DoHS in making additional enhancements and/or modifications to either budget or schedule.
- WV DoHS understands that ongoing support for the development of these requirements may require additional maintenance and support, which would be subject to an additional amendment.

5.   Project Roles and Responsibilities

5.1.   DoHS Roles and Responsibilities

WV DoHS roles and responsibilities are described below:

- Approve and execute the Delivery Order and the SOW prior to work commencing.
- At conclusion of the Planning and Requirements phase, review and approve the Maintenance Release (MR) Scope and the Design Timeline.
- At conclusion of the Design Phase, review and approve the submitted Maintenance Release (MR) Scope, the applicable criteria for acceptance, and the Implementation Timeline.
- Approve the software requirements specifications and provide the Business Requirement Document.
- Review and approve all Project Documents, including the Business Requirement Document in a timely manner.
- Prepare User Acceptance Test plan/scenarios.
- Execute User Acceptance Testing.
- Approve applicable Deliverable(s) for this SOW prior to production deployment.
- Provide approval via the SOW Approval Form timely and release all retainage in accordance with Section 1.3 (Invoicing).

5.2.   Optum Roles and Responsibilities

The Optum team and their roles and responsibilities are described below:

- Provide expertise on system design, project management, code development, testing and deployment.
- At conclusion of Design Phase submit the Maintenance Release (MR) Scope, applicable criteria for acceptance, and the Implementation Timeline to the State for review and approval.
- Oversee assigned resources.
- Designate a single Optum resource as the Project Lead and as the single point of contact for the West Virginia Project Manager.
- Submit SOW Approval Form to WV DoHS for approval.

6.   Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, WV DoHS hereby confirms agreement with the provisions set forth in this SOW and approves commencement of the Project.

Signed for and on behalf of
The State of West Virginia, Department of Human Services, by:
Brandon Lewis

By:

Signed for and on behalf of
OptumInsight, Inc., by:
W. Mark Youngman

By:

Name:	Brandon Lewis		Name:	W. Mark Youngman
Title:	Chief of Technology and Information Systems Office of the Secretary		Title:	Associate Director of Finance
Date:	9/30/2025		Date:	September 26, 2025

Optum

Attachment 1 to the SOW

SOW WV PATH M&O MR Guidelines

People's Access to Help (PATH)

Maintenance and Operations (M&O)

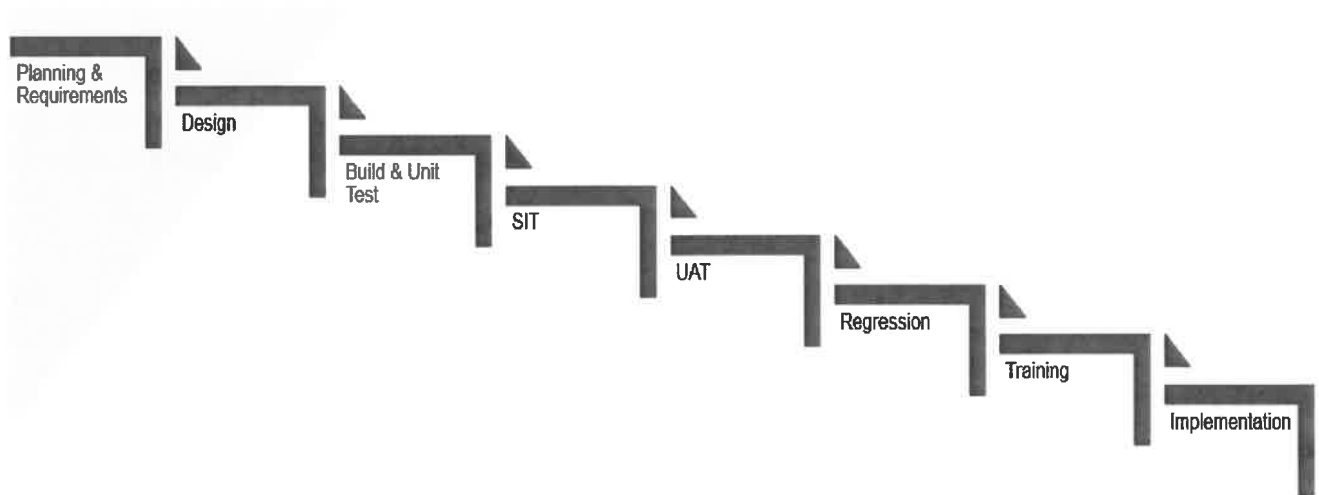# Maintenance Release (MR)

Guidelines

Version 1.0

Table of Contents

1. Maintenance Release Phases

Planning & Requirements → Design → Build & Unit Test → SIT → UAT → Regression → Training → Implementation

2. Planning & Requirements Phase

2.1. Entrance Criteria

1. Department of Human Services (DoHS) Prioritization Complete and Sent to Optum.

Notes
• Ongoing prioritization for MR(s) should take place as part of the release level M&O processes.
• DoHS and State Project Management Office (PMO) identify upcoming priorities: requirements, system enhancements, and problem fixes.
• Determination of MR vs HotFix: considerations include, but are not limited to, priority/timing, scope of testing, how isolated the functionality is.
• Any Change Requests (CRs) requiring funding should be on the "Executive Steering Committee (ESC) List" and planned for approval.

2.2. Execution

- Optum analyzes the priority list and begins to build a draft Scope and Timeline for the MR.

- Known requirements are provided to Optum by DoHS.

- Requirements gathering/scoping sessions are held (as needed).

- CRs and Statement of Work (SOWs) are submitted, reviewed, and all comments are resolved.

- Known Risks (both standard and ad-hoc) are logged.

- An MR Scope and Design Timeline is submitted to the Release Lead and accepted and includes:

    - Start and end dates for design.

    - Deliverables to be updated and initial submission dates:

        ➢ Deliverable submission should align with Phase Entrance/Exit Criteria.

        ➢ Ensure Training Deliverables are being considered and planned for submission as early as possible.

- Design Timeline dates are expected to be adhered to by Release Teams and if any changes occur, they should be tracked and submitted in an updated schedule. Risks should also be tracked and mitigations updated.

2.3. Exit Criteria

- MR Scope and Design Timeline Delivered to and Approved by DoHS.

Notes
After the Release Lead has accepted the MR Scope and Timeline State PMO sends to the Bureau Commissioner(s) for approval.

3. Design Phase

3.1. Entrance Criteria

1. Planning Exit Criteria is met.

2. DoHS Subject Matter Experts (SMEs) have been identified for design sessions.

3. All CRs that are included in the scope have been approved.

4. All SOWs that are included in the scope have been approved.

Notes
• If a CR/SOW has not been approved, and a risk was previously logged, the Risk will be moved to a Project Issue
• If a CR/SOW has not been approved and a Risk was not logged, a Project Issue will be opened

3.2. Execution

- Optum to facilitate design sessions as needed.

- Design Deliverables (*D039 – D046*) are tracked for submission.

- DoHS to confirm requirements are met by the planned design.

- Optum may begin development on design that has DoHS approval.

  - In cases where an MR includes multiple scope items, overall MR design, and development phases may occur concurrently.

  - Design documents and a formal MR timeline have been submitted for approval to initiate development.

3.3. Exit Criteria

1. DoHS accepts the design for scope included in the MR and Optum has begun building tasks (see note below).

2. Optum has submitted all relevant Design Deliverables (*D039 – D046*) to DoHS for review and acceptance.

3. Final MR Timeline is submitted to the Release Lead and accepted and includes:

   a. Start and end dates for all MR phases (including End-User Training)

   b. Sufficient defect resolution and re-test time for testing Phases (State PMO recommends ≥5 days)

   c. Deliverables to be updated and initial submission dates.

   d. Deliverable submission should align with Phase Entrance/Exit Criteria

e. Ensure Training Deliverables are being considered and planned for submission as early as possible

Notes
The Release Team should align on how design acceptance will be achieved; while Deliverables are required to be submitted and accepted, design acceptance could potentially be achieved through demonstrations or other methods

4. Development Phase

4.1. Entrance Criteria

1. Design acceptance.

Notes
• If design has not been accepted, and a Risk was previously logged, the Risk will be moved to a Project Issue
• If design has not been accepted, and a Risk was not logged, a Project Issue will be opened

4.2. Execution

- Optum will begin/continue developing design that has been accepted by DoHS.

4.3. Exit Criteria

1. Development completed according to accepted Design Deliverables (*D039 – D046*)

5. System Integration Testing (SIT) Phase

5.1. Planning and Preparation

- The SIT environment is available.

- DoHS may provide Test Scenarios for possible inclusion in SIT.

- SIT Test Cases (TCs) are being created and shared with DoHS for review and acceptance (see SIT Entrance Criteria)

Notes
The SIT Planning/Preparation Phase will typically occur in parallel with the Development Phase.

5.2. Execution Entrance Criteria

1. Development Exit Criteria has been met.

2. SIT TCs have been accepted by DoHS including expected results and loaded in Application Lifecycle Management (ALM)

3. Weekly SIT/User Acceptance Testing (UAT) touchpoints have been scheduled or are included in weekly M&O calls.

Notes
DoHS may continue to review the SIT TCs and request additional TCs related to relevant functionality as needed. However, if additional TCs and/or changes to functionality are added, changes may impact schedule/timeline and should be tracked via Risk/Issue log

5.3. Execution

- Optum executes SIT TCs

- Optum provides a daily distribution of the SIT Execution Report

- DoHS completes a daily review of the SIT Execution Report

5.4. Exit Criteria

1. SIT Exit Criteria:

   a. All Severity 1 defects are in closed status.

   b. All Severity 2 defects are in closed status. If there are outstanding Severity 2 defects, it has associated work around that is agreed upon by DoHS.

    c.   Outstanding Severity 3 and Severity 4 defects are reviewed and approved by DoHS to ensure that there is no business impact for Production (Prod) deployment prior to Go/No-Go Decision Meeting

    d.   All written/documented SIT TCs in scope for the release/plan executed. Any TCs not in a Passed status have been documented and agreed to not be a blocking issue by Optum and DoHS.

2.   SIT Exit Supplemental Criteria:

    a.   Not Applicable (N/A) TC's reviewed and approved.

    b.   On Hold Defects reviewed and approved

    c.   Deferred Defects reviewed and approved.

3.   Regression completed.

4.   Final SIT Execution Report has been submitted.

5.   *D056-SIT TCs* is reviewed and accepted by DoHS.

6.   *D057-SIT TC Results* are submitted.

6. User Acceptance Testing Phase

6.1. Planning and Preparation

- UAT planning sessions may be held or may be included in weekly M&O call.

- UAT testers are determined and notified.

- State PMO begins to hold DOHS ALM/UAT Trainings.

- DoHS to provide UAT Test Scenarios,

- UAT Environment is available and configured for successful testing.

Notes
• The UAT Planning/Preparation Phase will typically occur in parallel with the SIT Phase.
• All new DoHS Testers should attend ALM/UAT trainings.
• UAT planning sessions may be held between the DoHS/State PMO and Optum.

6.2. Execution Entrance Criteria

1. UAT Execution Entrance Criteria:

    a. SIT Exit Criteria has been met.

    b. *D057-SIT TC Results* have been reviewed and accepted by DoHS.

    c. UAT TCs have been reviewed by DoHS and accepted including expected results and loaded in ALM.

    d. The Environment being used has been updated with the necessary build and/or configuration, and smoke tested with acceptable results.

    e. UAT Stakeholder/Testers identified.

    f. Coordination/scheduling/availability of UAT Stakeholders/Testers.

    g. UAT Stakeholder Training complete no sooner than 30 days from UAT start (Testing tools and Testing procedures).

    h. UAT Test Scenarios identified/scripted/uploaded to ALM.

    i. UAT test data required for execution has been populated into the UAT Environment wherever applicable.

    j. The final code release prior to UAT is in the applicable Release plan and Release notes are published.

2. UAT Execution Go/No-Go Approved by DoHS

Notes
• Go/No-Go approval will be requested from Optum through submission of UAT Entrance Criteria. State PMO will seek UAT Go/No-Go approval from DoHS Release Lead. Approval can be made via email or a release meeting.
• DoHS may continue to review the UAT TCs and request additional TCs related to relevant functionality as needed. However, if additional TCs and/or changes to functionality are added, changes may impact schedule/timeline and should be tracked via Risk/Issue log.

6.3. Execution

- UAT Testers conduct testing within the UAT Environment.

- State PMO will deliver daily distribution of UAT Execution Report and burndown.

- Defect triage meetings should be held between Optum, DoHS, and State PMO.

Notes
• DoHS Testers should attend all ALM/UAT trainings and should have dedicated time blocked to complete testing. Testers should be utilizing ALM to document their testing process.
• UAT should begin on the first day of UAT. It is also good practice to allot ≥5 days of time for retesting defects prior to the conclusion of UAT.
• Testers who log defects should attend the defect triage meeting to review and close out outstanding defects with Optum and State PMO.

6.4. Exit Criteria

1. UAT Exit Criteria has been met:

    a. All severity 1 and priority 1 defects are in a closed status.

    b. All severity 2 defects are in a closed status.

       i. If there are outstanding severity 2 defects, it has an associated workarounds that is agreed upon by DoHS.

    c. Outstanding severity 3 and severity 4 defects are reviewed and approved by DoHS to ensure that there is no business impact for Prod deployment prior to Go/No-Go Decision Meeting.

    d. All planned TCs have been executed.

       i. Any TCs not in a passed status have been documented and agreed upon by DoHS.

    e. *D065-UAT Test Results* are reviewed and accepted by DoHS.

7. Regression Phase

7.1. Entrance Criteria

1. UAT Exit Criteria has been met.

2. Regression TCs submitted by Optum.

7.2. Execution

- Optum conducts Regression Testing.

- Optum will provide a daily distribution of the SIT Execution Report.

- DoHS will complete a daily review of the SIT Execution Report.

Notes
• One full week (5 business days) should be allocated to complete Regression Testing.
➢ Planned timeline will be included in release schedule. May vary based on Release and regression test bed.
• If any defects are found in Regression, defects are communicated to DoHS/State PMO.
• If defects are found and rebuild is needed, rebuild release notes are delivered to DoHS/State PMO.

7.3. Exit Criteria

1. Regression Exit Criteria has been met:

   a. All severity 1 and priority 1 defects are in a closed status.

   b. All severity 2 defects are in a closed status.

      i. If there are outstanding severity 2 defects, it has an associated workarounds that is agreed upon by DoHS.

   c. Outstanding severity 3 and severity 4 defects are reviewed and approved by DoHS to ensure that there is no business impact for Prod deployment prior to Go/No-Go Decision Meeting.

   d. All planned TCs have been executed.

      i. Any TCs not in a passed status have been documented and agreed upon by DoHS.

2. *D058/059-Regression TCs and Results* are submitted by Optum,

8. Training Phase

8.1. Entrance Criteria

1. End User Training materials have been identified and submitted to DoHS.

Notes
• DoHS completes their own training utilizing Optum created Job Aids and facilitator materials.
• Optum may complete training as part of the annual required Train the Trainer (T3) OR if training is a contracted service in a CR/SOW for the Release.

8.2. Execution

1. End User Training is completed by DoHS (or Optum, if required).

8.3. Exit Criteria

1. End-User Training is complete.

9.   Implementation Phase

9.1.   Entrance Criteria

1.   All MR phases exit criteria has been met.

2.   *D075-Cutover Playbook* is accepted by DoHS.

9.2.   Execution Criteria

- Optum requests Go/No-Go approval from DoHS. Go/No-Go approval Decision is obtained from State Commissioner(s).
- The Release Team will complete all implementation activities in *D075*.

9.3.   Execution Criteria

1.   All implementation activities have been completed, including application checkout.

2.   Optum has scheduled enhanced system monitoring and/or bridge lines as necessary and agreed upon.

3.   Final (with actual dates/times) *D075* and release notes have been submitted.

10. Additional Information

10.1. Milestone and Approvals : Timeline Changes

- Any time the timeline is changed during an MR, a new timeline should be delivered to DoHS/State PMO by Optum.

  - Implementation date changes require Commissioner(s) approval.

  - All other changes to the timeline requires approval from Release Lead and PATH Project Sponsor.

  - Project Risks and Issues will be logged when Milestones are at risk of being delayed or are delayed.

10.2. Best Practices: Intra-Phase Activities and Buffer

- It is recommended to allow one week (5 days) between SIT and UAT for DoHS to review and accept SIT results.

- It is recommended to allow one week (5 days) for Regression Testing.

- It is recommended to allow one week (5 days) of overall "buffer" in the MR schedule.

- Smoke Testing should be completed at the end of each deployment.

10.3. Risk and Issues: Standard and Release-Specific Risk and Issue Logging

- Standard Risks:

  - Design End

  - Development End

  - SIT End

  - UAT End

  - Training (if applicable)

- As-needed Risks:

  - Partner testing

  - Partner/other system changes needed in alignment with this MR.

  - Partner/other system guidance/information needed

  - If Centers for Medicare and Medicaid Services (CMS) Guidance is still needed

  - If DoHS regulatory/policy guidance is still needed

Appendix

Appendix A: Acronyms

Table Appendix-A: Acronyms

Acronym	Term
ALM	Application Lifecycle Management
CMS	Centers for Medicare and Medicaid Services
CR	Change Request
DoHS	Department of Human Services
ESC	Executive Steering Committee
M&O	Maintenance and Operations
MR	Maintenance Release
N/A	Not Applicable
PATH	People's Access to Help
PMO	Project Management Office
SIT	System Integration Testing
SME	Subject Matter Expert
SOW	Statement of Work
TCs	Test Cases
T3	Train the Trainer
UAT	User Acceptance Testing

1 Cost Proposal Introduction

Optum is pleased to submit this Cost Proposal for West Virginia's Integrated Eligibility Solution (IES) RFP. Our solution is truly modular, modern, and outcomes driven using partners and products that are known and used by DHHR and the State of West Virginia. We have taken an approach to reuse and COTS that is very different from a traditional transfer approach. The traditional approach requires customization of previously delivered monolithic systems that are glued together for use in a new state. Our modular approach achieves a much lower total cost of ownership and reduced operations and maintenance (O&M) costs using a loosely coupled integration through a common integration framework.

Optum developed our cost estimate for the WV IES by following a bottoms-up approach that considered all of the requirements in the RFP. We matched the requirements against our existing IE product functionality and solutions from our partner organizations. We then sized the remaining requirements that require configuration or development. This sizing and estimation process was based on our experience developing large scale health and human services systems. Industry standards were applied to arrive at the full DDI cost that spans all phases of the software development lifecycle. Costs were reviewed and refined based on feedback from subject matter experts as well as our existing knowledge of the size and complexity of current systems supporting West Virginia.

Similarly, M&O costs were modeled and estimated based on our experience and expertise managing large scale systems. We have many years' of actual M&O activity data, and we used that data to model the WV IES work effort. This model is based on similar system profiles and implementations and takes into account cross-module efficiencies. These costs were also vetted extensively to confirm that Optum is keeping costs as low as possible while still ensuring we are providing a fully ITIL-compliant operation.

Infrastructure costs were based on models of the computing power needed to host the WV IES, and take advantage of the economies of scale Optum can provide through our own data centers that currently support thousands of customer applications.

Our Purchasing Affidavit is provided in Appendix 3 of our Technical Proposal response.

2 Costing Assumptions

In the following table, we document the assumptions we used while developing our cost proposal.

#	Cost Assumption
1	Tools and accelerators may be deployed and used during the transformation of the OSCAR application. Any customization to these tools and accelerators by Optum or its subcontractors will be at our own cost, and will be completed to support the automated transformation of programs written in the Natural programming language. The State of West Virginia shall not claim any ownership rights to these tools and accelerators
2	All sizing, user counts, current system configuration detail, and software licensing counts are based on information from the RFP, the Procurement Library, and the subsequent answers to vendor questions provided by DHHR.
3	We will leverage West Virginia's Northwood's document management solution, which includes the State's current document repository (Hyland Onbase), and the State's current document imaging and workflow (Compass).
4	We assumed that the State's mailroom will capture and scan all paper documents in the same manner they do today in support of the legacy solution.
5	The project plan is contingent upon timely State decisions, availability of subject matter experts, and provision of requested data (e.g. for data conversion) throughout the life of the contract.
6	Optum assumes that a remote backup facility means a place where full and incremental backups of the system will be stored.
7	The DDI schedule assumed a start date of September 25, 2017. Any deviation from this start date may result in changes to the milestone and delivery dates shown in the proposal and in the draft Detailed Project Schedule.
8	The DDI schedule assumes a pilot for most of the releases, consisting of 1-2 counties per pilot, and assumes that the State resources for the selected pilot counties will be able to participate and provide feedback during the pilot period.
9	Sample Natural programs of the OSCAR system shall be supplied to Optum during customization to verify the effectiveness of transformation and further fine-tuning to derive maximum efficiency of automation.
10	After acceptance of the design of the new WV IES domain model, any changes to that domain model or data conversion scripts due to subsequent changes to the legacy applications (e.g. OSCAR, FACTS, RAPIDS) will be handled through a change management process.
11	Entrance and exit criteria for each DDI phase will be mutually agreed upon and will be the basis for determining the commencement/conclusion for each phase. For example, the entry point for the pilots will assume a certain level of acceptable defects (e.g., zero Severity 1 and 2 defects).
12	Our pricing assumes we are afforded an opportunity to discuss with the State payment terms that includes the approval process around deliverable acceptance of milestones, and to have the resulting contract reflect these terms and process.
13	In the event specifications only reference "based on West Virginia business rules" or "defined by the state", and are not further defined, our interpretation is that such specifications meet federal regulations and requirements.

#	Cost Assumption
14	Optum is proposing a complete solution for the State's acceptance in year three. Optum is assuming responsibility for those expenses required to obtain and maintain access to State systems, such as the hardware/software, network infrastructure, and any licensing costs. Consistent with the State's instruction to include maintenance and operations costs only after acceptance of the complete solution, Optum has included those expenses as part of the DDI cost in contract years one and two.
15	Optum will take over existing computing costs, as necessary, through modernization. We assumed the current West Virginia mainframe chargeback is: • $70k/month for Mainframe Batch Cost • $143k/month for Mainframe Online Cost These costs are reflected as part of the modernization effort.
16	We assume we will be allowed use the State's licenses until they expire. Upon expiration, we will assume the cost of the new licenses. The State will transfer the legacy licenses where permissible. Otherwise, Optum will manage and pay the maintenance cost of software licenses on behalf of the State.
17	Legacy system licensing fees paid by Optum will continue until respective systems go-live into production.
18	Based on materials provided in the procurement library, West Virginia has a benefit population of 750,000. We assumed that 300,000 documents will require e-signatures.
19	We assume the State will continue to provide M&O support for legacy FACTS and OSCAR until the modernization of these systems is implemented. At that time, Optum will provide M&O services for child welfare and child support functionality.
20	Based on the "DOC064_Alerts, Reports, Letters, Forms, Notices, and Interfaces Inventory" worksheet provided in the procurement library and on the requirement specified in Section 4.3.11 that we should assume a five percent reduction in the number of reports, forms/notices/letters, and alerts, we have estimated the number of reports that will need to be converted or developed for use with the existing data marts is 796, of which 319 are currently Cognos reports and 477 are either not currently Cognos reports or are new reports.
21	We are assuming we will use the state's existing Informatica MDM solution.
22	Optum and the State will work together to optimize data processing in legacy systems prior to conversion, with the objective of minimizing additional conversion activities later.
23	Once legacy data has been migrated to the WV IES, that same data will not be migrated back to any legacy systems.
24	Any delays or inability to meet the project plan due to current DHHR third-party vendors' existing contractual obligations, which are outside Optum's control, are the State's responsibility to resolve.
25	The State will supply telephone and access numbers for the State AVRS/IVR solution at their cost.
26	We assumed that the AVRS/IVR will route calls to the existing State AVRS/IVR via the existing toll-free number used by the State.
27	Call volume estimates are based on information provided in the RFP and in the Procurement Library. Optum has projected 3,000 Technical Support Call Center contacts monthly.

#	Cost Assumption
28	Our pricing assumes that software whose functionality must be accessed by the State, licensing shall be for external use. For software that is simply part of Optum's set of tools provided to deliver RFP-required services, Optum will obtain licenses for our internal use but in support of the State.
29	License assumptions are based on the quantities provided in the license inventory list in the Procurement Library. Additional users required to accommodate growth may be subject to RFP Sections 5.25 and 5.50.
30	Optum assumes that the license access rights provided by Optum to the State for software provided under a software-as-a-service model will be used by the State solely in conjunction with the WV IES project, and not used independent of such services or applications unless mutually agreed.
31	Optum assumes that existing external integrations present in the Oracle SOA ESB will be reused as part of the WV IES, in conjunction with Optum's integration layer.
32	Optum can make no claims nor retain responsibility for public Internet performance or failures of individual users' private ISP performance or failures. Optum will make every effort to design solutions with normal Internet functioning in mind.
33	We are assuming that we will leverage West Virginia's provider management solution for all Medicaid and non-Medicaid providers, with the exception of the Childcare providers.
34	Our proposed security approach will be used for the new WV IES platform and does not implement new security to legacy FACTS, OSCAR or RAPIDS application environments.
35	Optum assumed a maximum of 2,000 Child Care Provider log-ins/month when sizing this portion of the IES.

3. Attachment C: Cost Sheet

Our approach includes a separate pool capped at $50,000 per year, as per Mandatory Requirement 5.50, reserved for modifications and enhancements that translate to direct costs rather than hours. The Agency would approve such costs through the change management process to be agreed upon after contract award.

Table 12: Design, Development & Implementation (DDI) Cost

Design, Development & Implementation (DDI)	
Item	**Total**
Total DDI Costs (See Appendix II: Deliverables, Milestones, and Payments)	$ 162,675,000

Table 13: Maintenance and Operations (M&O) Cost

Maintenance and Operations (M&O)		
Period	**Monthly Cost**	**Total** (Monthly Cost x 12 Months)
Year 1*	$ 0.00	$ 0.00
Year 2	$ 0.00	$ 0.00
Year 3	$ 1,432,667	$ 17,192,000
Year 4	$ 1,251,500	$ 15,018,000
Year 5	$ 1,162,083	$ 13,945,000
Year 6	$ 1,083,500	$ 13,002,000
Year 7	$ 1,076,667	$ 12,920,000
Year 8	$ 1,089,500	$ 13,074,000
Year 9	$ 1,117,833	$ 13,414,000
Year 10	$ 1,147,083	$ 13,765,000
All Inclusive Maintenance and Operations Cost	**GRAND TOTAL**	**$ 112,330,000**

*As described above, for purposes of proposal and evaluation, all vendors should estimate operations cost for Year 1 at zero dollars ($0) in order to provide consistent evaluation of all cost bids. The Vendor should begin to include Operations and Maintenance costs in the year they plan to submit the complete solution (all modules and supporting functionality) for DHHR acceptance.

Table 14: Modifications and Enhancements Cost

Modifications and Enhancements			
Period	**Hourly Rate**	**Hours**	**Total (Hourly Rate x 30,000 Hours)**
Year 1*	$ 0.00	0	$ 0.00
Year 2	$ 114	30,000	$ 3,420,000
Year 3	$ 116	30,000	$ 3,480,000
Year 4	$ 118	30,000	$ 3,540,000
Year 5	$ 121	30,000	$ 3,630,000
Year 6	$ 124	30,000	$ 3,720,000
Year 7	$ 128	30,000	$ 3,840,000
Year 8	$ 132	30,000	$ 3,960,000
Year 9	$ 136	30,000	$ 4,080,000
Year 10	$ 140	30,000	$ 4,200,000
All Inclusive Maintenance and Operations Cost		**GRAND TOTAL**	$ 33,870,000

*For purposes of proposal and evaluation, all vendors should estimate enhancement cost for Year 1 at zero dollars ($0).

Table 15: All-Inclusive Total Cost

All-Inclusive Total Cost	
Service	**Cost**
Total DDI Costs (Table 12 Total Cost)	$ 162,675,000
Total Maintenance and Operations Cost: (Table 13 Grand Total)	$ 112,330,000
Total Enhancement Cost: (Table 14 Grand Total)	$ 33,870,000
Grand Total Project Cost	$ 308,875,000

September 26, 2025

Jeremy Imker,

Sr. Director

OptumInsight, Inc.

Re: Authorization to Proceed Under CMA WV IES CMA 0511 3084 HHR1800000007

Dear Jeremy:

I am writing to authorize that Optum may proceed to work on the following change request:

1. WV_DoHS SOW 35_FA SNAP Incomplete Application

The details of this change request, including the scope of work Optum will perform, the schedule and the pricing is attached in the following Statement of Work.

WV DoHS is committed to getting the change request submitted and approved by the authorized parties and executing a Delivery Order to make the change request effective. Absent an authorized Delivery Order prior to the completion of such work, Optum may bill in accordance with the CMA contract.

Sincerely,

Brandon Lewis
Chief of Technology and Information Systems
Office of Cabinet Secretary

STATE OF WEST VIRGINIA
DEPARTMENT OF HUMAN SERVICES

Alex J. Mayer
Cabinet Secretary

Attachment #1

📄
PDF

WV_DoHS SOW
35_FA SNAP Incompl

West Virginia Department of
HEALTH

Arvin Singh, EdD, MBA, MPH, MS,
FACHE
Cabinet Secretary

West Virginia
DEPARTMENT OF
Health Facilities

Michael Caruso
Cabinet Secretary

WEST VIRGINIA DEPARTMENT OF
HUMAN SERVICES

Alex J. Mayer
Cabinet Secretary

Date: September 30, 2025

To: Shared Administration
Purchasing Division

From: Kimberly Beckett, Procurement Specialist *K B*
Management Information Services

Re: CDO MIS26*01 IE-FA SNAP
Incomplete Eligibility Enhancement

The Office of Management Information Services (OMIS) and OPTUM INSIGHT, INC are requesting your approval for CDO MIS26*01 IE-FA SNAP Incomplete Eligibility Enhancement. This SOW is to update the online SNAP and/or Cash Assistance application to allow the applicant/household to submit their application with only First and Last name and address as mandatory fields, along with a signature.
Your approval for this project is greatly appreciated.

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OPTUMINSIGHT, INC.

* See Attached *

Organization Information

Org Type	Effective Date	Established Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C | Corporation	12/2/1998		12/2/1998	Foreign	Profit			

Organization Information

Business Purpose	6214 - Health Care and Social Assistance - Ambulatory Health Care Services - Outpatient Care Centers (family planning, mental health, substance abuse, HMO, kidney dialysis, freestanding ambulatory surgical & emergency centers)	**Capital Stock**	0.0000
Charter County		**Control Number**	0
Charter State	DE	**Excess Acres**	0
At Will Term		**Member Managed**	
At Will Term Years		**Par Value**	0.000000
Authorized Shares	0	**Young Entrepreneur**	Not Specified

Addresses

Type	Address
Mailing Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Notice of Process Address	C T CORPORATION SYSTEM 5098 WASHINGTON ST W STE 407 CHARLESTON, WV, 253131561
Principal Office Address	1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344 USA
Type	**Address**

Officers

Type	Name/Address
Director	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
President	ROGER GERARD CONNOR 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Secretary	ELIZABETH ANN SODERBERG 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Treasurer	MARILYN VICTORIA HIRSCH 1 OPTUM CIRCLE EDEN PRAIRIE, MN, 55344
Type	**Name/Address**

DBA

DBA Name	Description	Effective Date	Termination Date
INGENIX	TRADENAME	1/4/2012	5/11/2022
DBA Name	**Description**	**Effective Date**	**Termination Date**

Name Changes

Date	Old Name
1/4/2012	INGENIX, INC.
Date	**Old Name**

Mergers

Merger Date	Merged	Merged State	Survived	Survived State
7/21/2008	GEOACCESS, INC.	KS	INGENIX, INC.	DE
7/21/2008	HWT, INC.	DE	INGENIX, INC.	DE
1/23/2009	INGENIX HEALTH INTELLIGENCE, INC.	DE	INGENIX, INC.	DE
4/8/2010	J.W. HUTTON, INC.	IA	INGENIX, INC.	DE
5/10/2010	INGENIX MERGERCO, INC.	DE	INGENIX, INC.	DE
6/3/2010	GLOBAL WORKS SYSTEMS, INC.	CA	INGENIX, INC.	DE
Merger Date	Merged	Merged State	Survived	Survived State

Date	Amendment
1/4/2012	NAME CHANGE: FROM INGENIX, INC.
6/3/2010	MERGER: MERGING GLOBAL WORKS SYSTEMS, INC., A QUALIFIED CA CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
5/10/2010	MERGER: MERGING INGENIX MERGERCO, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
4/8/2010	MERGER: MERGING J.W. HUTTON, INC., A NON-QUALIFIED IA ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
1/23/2009	MERGER: MERGING INGENIX HEALTH INTELLIGENCE, INC. , A NON-QUALIFIED DE ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING GEOACCESS, INC., A NON-QUALIFIED KS ORGANIZATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
7/21/2008	MERGER: MERGING HWT, INC., A QUALIFIED DE CORPORATION WITH AND INTO INGENIX, INC., A QUALIFIED DE CORPORATION, THE SURVIVOR
Date	Amendment

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For more information, please contact the Secretary of State's Office at 304-558-8000.

Tuesday, September 30, 2025 — 3:02 PM

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Foreign Profit Corporation
OPTUMINSIGHT, INC.

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Event Effective Date	NONE

Principal Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Mailing Address

1 Optum Circle
Eden Prairie, MN 55344

Changed: 10/09/2024

Registered Agent Name & Address

C T CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324

Officer/Director Detail

Name & Address

Title Director

Shumacher M.D, Ronald Joel
11000 Optum Circle
Eden Prairie, MN 55344

Title Assistant Secretary