

Advanced illness and frailty exclusions

Medicare Advantage

The National Committee for Quality Assurance (NCQA) has allowed additional exclusions to the Healthcare Effectiveness Data and Information Set (HEDIS®) measures for patients with advanced illness and frailty.

Quality measures that were designed and intended for a general adult population may not always be appropriate for those with limited life expectancy or advanced illness and frailty. As such, NCQA is implementing exclusions across selected HEDIS measures to help focus on the population who is most likely to benefit from the measured services.¹

Use of HEDIS-approved ICD-10-CM, CPT® and HCPCS codes can substantially reduce medical record requests for HEDIS data collection purposes.

Exclusion criteria

Members who are 66 years of age or older as of December 31 of the measurement year can be excluded from the measures below if they have *both* advanced illness and frailty, or if they are living long term in a nursing home.

Members who are 81 years of age or older can be excluded from CBP, KED, OMW and PBH if they have frailty only.

Note: Advanced illness can be reported in the measurement year or the year prior; frailty must be reported in the measurement year.

- Breast Cancer Screening (BCS)
- Colorectal Cancer Screening (COL)
- Comprehensive Diabetes Care (CDC)
- Controlling High Blood Pressure (CBP)
- Kidney Health Evaluation for Patients with Diabetes (KED)
- Osteoporosis Management in Women Who Had a Fracture (OMW)
- Osteoporosis Screening in Older Women (OSW)
- Persistence of Beta-Blocker Treatment After a Heart Attack (PBH)
- Statin Therapy for Patients with Cardiovascular Disease (SPC)
- Statin Therapy for Patients with Diabetes (SPD)

ICD-10-CM Advanced Illness Codes for HEDIS

A81.00	Creutzfeldt-Jakob disease, unspecified
A81.01	Variant Creutzfeldt-Jakob disease
A81.09	Other Creutzfeldt-Jakob disease
C25.0	Malignant neoplasm of head of pancreas
C25.1	Malignant neoplasm of body of pancreas
C25.2	Malignant neoplasm of tail of pancreas
C25.3	Malignant neoplasm of pancreatic duct
C25.4	Malignant neoplasm of endocrine pancreas
C25.7	Malignant neoplasm of other parts of pancreas
C25.8	Malignant neoplasm of overlapping sites of pancreas
C25.9	Malignant neoplasm of pancreas, unspecified
C71.0	Malignant neoplasm of cerebrum, except lobes and ventricles
C71.1	Malignant neoplasm of frontal lobe
C71.2	Malignant neoplasm of temporal lobe
C71.3	Malignant neoplasm of parietal lobe
C71.4	Malignant neoplasm of occipital lobe
C71.5	Malignant neoplasm of cerebral ventricle
C71.6	Malignant neoplasm of cerebellum
C71.7	Malignant neoplasm of brain stem
C71.8	Malignant neoplasm of overlapping sites of brain
C71.9	Malignant neoplasm of brain, unspecified
C77.0	Secondary and unspecified malignant neoplasm of lymph nodes of head, face and neck
C77.1	Secondary and unspecified malignant neoplasm of intrathoracic lymph nodes

C77.2	Secondary and unspecified malignant neoplasm of intra-abdominal lymph nodes
C77.3	Secondary and unspecified malignant neoplasm of axilla and upper limb lymph nodes
C77.4	Secondary and unspecified malignant neoplasm of inguinal and lower limb lymph nodes
C77.5	Secondary and unspecified malignant neoplasm of intra-pelvic lymph nodes
C77.8	Secondary and unspecified malignant neoplasm of lymph nodes of multiple regions
C77.9	Secondary and unspecified malignant neoplasm of lymph node, unspecified
C78.00	Secondary malignant neoplasm of unspecified lung
C78.01	Secondary malignant neoplasm of right lung
C78.02	Secondary malignant neoplasm of left lung
C78.1	Secondary malignant neoplasm of mediastinum
C78.2	Secondary malignant neoplasm of pleura
C78.30	Secondary malignant neoplasm of unspecified respiratory organ
C78.39	Secondary malignant neoplasm of other respiratory organs
C78.4	Secondary malignant neoplasm of small intestine
C78.5	Secondary malignant neoplasm of large intestine and rectum
C78.6	Secondary malignant neoplasm of retroperitoneum and peritoneum
C78.7	Secondary malignant neoplasm of liver and intrahepatic bile
C78.80	Secondary malignant neoplasm of unspecified digestive organ
C78.89	Secondary malignant neoplasm of other digestive organs

C79.00	Secondary malignant neoplasm of unspecified kidney and renal pelvis
C79.01	Secondary malignant neoplasm of right kidney and renal pelvis
C79.02	Secondary malignant neoplasm of left kidney and renal pelvis
C79.10	Secondary malignant neoplasm of unspecified urinary organs
C79.11	Secondary malignant neoplasm of bladder
C79.19	Secondary malignant neoplasm of other urinary organs
C79.2	Secondary malignant neoplasm of skin
C79.31	Secondary malignant neoplasm of brain
C79.32	Secondary malignant neoplasm of cerebral meninges
C79.40	Secondary malignant neoplasm of unspecified part of nervous system
C79.49	Secondary malignant neoplasm of other parts of nervous system
C79.51	Secondary malignant neoplasm of bone
C79.52	Secondary malignant neoplasm of bone marrow
C79.60	Secondary malignant neoplasm of unspecified ovary
C79.61	Secondary malignant neoplasm of right ovary
C79.62	Secondary malignant neoplasm of left ovary
C79.70	Secondary malignant neoplasm of unspecified adrenal gland
C79.71	Secondary malignant neoplasm of right adrenal gland
C79.72	Secondary malignant neoplasm of left adrenal gland
C79.81	Secondary malignant neoplasm of breast
C79.82	Secondary malignant neoplasm of genital organs
C79.89	Secondary malignant neoplasm of other specified sites
C79.9	Secondary malignant neoplasm of unspecified site
C91.00	Acute lymphoblastic leukemia, not having achieved remission
C91.02	Acute lymphoblastic leukemia, in relapse
C92.00	Acute myeloblastic leukemia, not having achieved remission
C92.02	Acute myeloblastic leukemia, in relapse
C93.00	Acute monoblastic/monocytic leukemia, not having achieved remission
C93.02	Acute monoblastic/monocytic leukemia, in relapse
C93.90	Monocytic leukemia, unspecified, not having achieved remission
C93.92	Monocytic leukemia, unspecified in relapse
C93.20	Other monocytic leukemia, not having achieved remission
C93.22	Other monocytic leukemia, in relapse
C94.30	Mast cell leukemia, not having achieved remission
C94.32	Mast cell leukemia, in relapse
F01.50	Vascular dementia without behavioral disturbance
F01.51	Vascular dementia with behavioral disturbance
F02.80	Dementia in other diseases classified elsewhere without behavioral disturbance
F02.81	Dementia in other diseases classified elsewhere with behavioral disturbance
F03.90	Unspecified dementia without behavioral disturbance
F03.91	Unspecified dementia with behavioral disturbance
F04	Amnestic disorder due to known physiological condition
F10.27	Alcohol dependence with alcohol-induced persisting dementia
F10.96	Alcohol use, unspecified with alcohol-induced persisting amnestic disorder

F10.97	Alcohol use, unspecified with alcohol-induced persisting dementia
G10	Huntington's disease
G12.21	Amyotrophic lateral sclerosis
G20	Parkinson's disease
G30.0	Alzheimer's disease with early onset
G30.1	Alzheimer's disease with late onset
G30.8	Other Alzheimer's disease
G30.9	Alzheimer's disease, unspecified
G31.01	Pick's disease
G31.09	Other frontotemporal dementia
G31.83	Dementia with Lewy bodies
I09.81	Rheumatic heart failure
I11.0	Hypertensive heart disease with heart failure
I12.0	Hypertensive chronic kidney disease with stage 5 CKD or ESRD
I13.0	Hypertensive heart and chronic kidney disease with heart failure and stage 1-4 or unspecified CKD
I13.11	Hypertensive heart and chronic kidney disease without heart failure with stage 5 CKD or ESRD
I13.2	Hypertensive heart and chronic kidney disease with heart failure and stage 5 CKD or ESRD
I50.1	Left ventricular failure, unspecified
I50.20	Unspecified systolic (congestive) heart failure
I50.21	Acute systolic (congestive) heart failure
I50.22	Chronic systolic (congestive) heart failure
I50.23	Acute on chronic systolic (congestive) heart failure
I50.30	Unspecified diastolic (congestive) heart failure
I50.31	Acute diastolic (congestive) heart failure
I50.32	Chronic diastolic (congestive) heart failure
I50.33	Acute on chronic diastolic (congestive) heart failure
I50.40	Unspecified combined systolic (congestive) and diastolic (congestive) heart failure
I50.41	Acute combined systolic (congestive) and diastolic (congestive) heart failure
I50.42	Chronic combined systolic (congestive) and diastolic (congestive) heart failure
I50.43	Acute on chronic combined systolic (congestive) and diastolic (congestive) heart failure
I50.810	Right heart failure, unspecified
I50.811	Acute right heart failure
I50.812	Chronic right heart failure
I50.813	Acute on chronic right heart failure
I50.814	Right heart failure due to left heart failure
I50.82	Biventricular heart failure
I50.83	High output heart failure
I50.84	End stage heart failure
I50.89	Other heart failure
I50.9	Heart failure, unspecified
J43.0	Unilateral pulmonary emphysema [MacLeod's syndrome]
J43.1	Panlobular emphysema
J43.2	Centrilobular emphysema
J43.8	Other emphysema
J43.9	Emphysema, unspecified

J68.4	Chronic respiratory conditions due to chemicals, gases, fumes and vapors
J84.10	Pulmonary fibrosis, unspecified
J84.112	Idiopathic pulmonary fibrosis
J84.170 +	Interstitial lung disease with progressive fibrotic phenotype in diseases classified elsewhere
J84.178 +	Other interstitial pulmonary diseases with fibrosis in diseases classified elsewhere
J96.10	Chronic respiratory failure, unspecified whether with hypoxia or hypercapnia
J96.11	Chronic respiratory failure with hypoxia
J96.12	Chronic respiratory failure with hypercapnia
J96.20	Acute and chronic respiratory failure, unspecified whether with hypoxia or hypercapnia
J96.21	Acute and chronic respiratory failure with hypoxia
J96.22	Acute and chronic respiratory failure with hypercapnia
J96.90	Respiratory failure, unspecified, unspecified whether with hypoxia or hypercapnia
J96.91	Respiratory failure, unspecified with hypoxia
J96.92	Respiratory failure, unspecified with hypercapnia
J98.2	Interstitial emphysema
J98.3	Compensatory emphysema
K70.10	Alcoholic hepatitis without ascites
K70.11	Alcoholic hepatitis with ascites
K70.2	Alcoholic fibrosis and sclerosis of liver
K70.30	Alcoholic cirrhosis of liver without ascites
K70.31	Alcoholic cirrhosis of liver with ascites
K70.40	Alcoholic hepatic failure without coma
K70.41	Alcoholic hepatic failure with coma
K70.9	Alcoholic liver disease, unspecified
K74.00 +	Hepatic fibrosis, unspecified
K74.01 +	Hepatic fibrosis, early fibrosis
K74.02 +	Hepatic fibrosis, advanced fibrosis
K74.1	Hepatic sclerosis
K74.2	Hepatic fibrosis with hepatic sclerosis
K74.4	Secondary biliary cirrhosis
K74.5	Biliary cirrhosis, unspecified
K74.60	Unspecified cirrhosis of liver
K74.69	Other cirrhosis of liver
N18.5	Chronic kidney disease, stage 5
N18.6	End stage renal disease
ICD-10-CM Frailty Codes for HEDIS	
Note: Frailty codes must be billed in the measurement year to exclude the patient from CBP, KED, OMW or PBH.	
L89.000 - L89.96	Pressure ulcers
M62.50	Muscle wasting and atrophy, not elsewhere classified, unspecified site
M62.81	Muscle weakness (generalized)
M62.84	Sarcopenia
R26.0	Ataxic gait
R26.1	Paralytic gait
R26.2	Difficulty in walking, not elsewhere classified
R26.89	Other abnormalities of gait and mobility

R26.9	Unspecified abnormalities of gait and mobility
R41.81	Age-related cognitive decline
R53.1	Weakness
R53.81	Other malaise
R53.83	Other fatigue
R54	Age-related physical debility
R62.7	Adult failure to thrive
R63.4	Abnormal weight loss
R63.6	Underweight
R64	Cachexia
W01.0-	Fall on same level from slipping, tripping and stumbling without subsequent striking against object
W01.10-	Fall on same level from slipping, tripping and stumbling with subsequent striking against unspecified object
W01.110-	Fall on same level from slipping, tripping and stumbling with subsequent striking against sharp glass
W01.111-	Fall on same level from slipping, tripping and stumbling with subsequent striking against power tool or machine
W01.118-	Fall on same level from slipping, tripping and stumbling with subsequent striking against other sharp object
W01.119-	Fall on same level from slipping, tripping and stumbling with subsequent striking against unspecified sharp object
W01.190-	Fall on same level from slipping, tripping and stumbling with subsequent striking against furniture
W01.198-	Fall on same level from slipping, tripping and stumbling with subsequent striking against other object
W06.-	Fall from bed
W07.-	Fall from chair
W08.-	Fall from other furniture
W10.0-	Fall (on) (from) escalator
W10.1-	Fall (on) (from) sidewalk curb
W10.2-	Fall (on) (from) incline
W10.8-	Fall (on) (from) other stairs and steps
W10.9-	Fall (on) (from) unspecified stairs and steps
W18.00-	Striking against unspecified object with subsequent fall
W18.02-	Striking against glass with subsequent fall
W18.09-	Striking against other object with subsequent fall
W18.11-	Fall from or off toilet without subsequent striking against object
W18.12-	Fall from or off toilet with subsequent striking against object
W18.2-	Fall in (into) shower or empty bathtub
W18.30-	Fall on same level, unspecified
W18.31-	Fall on same level due to stepping on an object
W18.39-	Other fall on same level
W19.-	Unspecified fall
Y92.199	Unspecified place in other specified residential institution as the place of occurrence of the external cause
Z59.3	Problems related to living in residential institution
Z73.6	Limitation of activities due to disability
Z74.01	Bed confinement status
Z74.09	Other reduced mobility
Z74.1	Need for assistance with personal care
Z74.2	Need for assistance at home and no other household member able to render care
Z74.3	Need for continuous supervision

Z74.8	Other problems related to care provider dependency
Z74.9	Problem related to care provider dependency, unspecified
Z91.81	History of falling
Z99.11	Dependence on respirator [ventilator] status
Z99.3	Dependence on wheelchair
Z99.81	Dependence on supplemental oxygen
Z99.89	Dependence on other enabling machines and devices
CPT Frailty Codes for HEDIS	
99504	Home visit for mechanical ventilation care
99509	Home visit for assistance with activities of daily living and personal care
HCPCS Frailty Codes for HEDIS	
These codes for devices and encounters include equipment that is typically submitted on claims, such as hospital beds, wheelchairs and oxygen. Some of these code descriptions were truncated to fit; please see the HCPCS code list for full descriptions.	
E0100	Cane, includes canes of all materials, adjustable or fixed, with tip
E0105	Cane, quad or three prong, includes canes of all materials, adjustable or fixed, with tips
E0130	Walker, rigid (pickup), adjustable or fixed height
E0135	Walker, folding (pickup), adjustable or fixed height
E0140	Walker, with trunk support, adjustable or fixed height, any type
E0141	Walker, rigid, wheeled, adjustable or fixed height
E0143	Walker, folding, wheeled, adjustable or fixed height
E0144	Walker, enclosed, four sided framed, rigid or folding, wheeled with posterior seat
E0147	Walker, heavy duty, multiple braking system, variable wheel resistance
E0148	Walker, heavy duty, without wheels, rigid or folding, any type, each
E0149	Walker, heavy duty, wheeled, rigid or folding, any type
E0163	Commode chair, mobile or stationary, with fixed arms
E0165	Commode chair, mobile or stationary, with detachable arms
E0167	Pail or pan for use with commode chair, replacement only
E0168	Commode chair, extra wide and/or heavy duty, stationary or mobile, with or without arms, any type, each
E0170	Commode chair with integrated seat lift mechanism, electric, any type
E0171	Commode chair with integrated seat lift mechanism, non-electric, any type
E0250	Hospital bed, fixed height, with any type side rails, with mattress
E0251	Hospital bed, fixed height, with any type side rails, without mattress
E0255	Hospital bed, variable height, hi-lo, with any type side rails, with mattress
E0256	Hospital bed, variable height, hi-lo, with any type side rails, without mattress
E0260	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, with mattress
E0261	Hospital bed, semi-electric (head and foot adjustment), with any type side rails, without mattress
E0265	Hospital bed, total electric (head, foot and height adjustments), with any type side rails, with mattress
E0266	Hospital bed, total electric (head, foot and height adjustments), with any type side rails, without mattress

E0270	Hospital bed, institutional type includes: oscillating, circulating and Stryker frame, with mattress
E0290	Hospital bed, fixed height, without side rails, with mattress
E0291	Hospital bed, fixed height, without side rails, without mattress
E0292	Hospital bed, variable height, hi-lo, without side rails, with mattress
E0293	Hospital bed, variable height, hi-lo, without side rails, without mattress
E0294	Hospital bed, semi-electric (head and foot adjustment), without side rails, with mattress
E0295	Hospital bed, semi-electric (head and foot adjustment), without side rails, without mattress
E0296	Hospital bed, total electric (head, foot and height adjustments), without side rails, with mattress
E0297	Hospital bed, total electric (head, foot and height adjustments), without side rails, without mattress
E0301	Hospital bed, heavy duty, extra wide, with weight capacity > 350 pounds, but ≤ 600 pounds, with any type side rails, w/o mattress
E0302	Hospital bed, extra heavy duty, extra wide, with weight capacity > 600 pounds, with any type side rails, w/o mattress
E0303	Hospital bed, heavy duty, extra wide, with weight capacity > 350 pounds, but ≤ 600 pounds, with any type side rails, with mattress
E0304	Hospital bed, extra heavy duty, extra wide, with weight capacity > 600 pounds, with any type side rails, with mattress
E0424	Stationary compressed gaseous oxygen system, rental
E0425	Stationary compressed gaseous oxygen system, purchase
E0430	Portable gaseous oxygen system, purchase; includes regulator, flowmeter, humidifier, cannula or mask, and tubing
E0431	Portable gaseous oxygen system, rental
E0433	Portable liquid oxygen system, rental; home liquefier used to fill portable liquid oxygen containers
E0434	Portable liquid oxygen system, rental
E0435	Portable liquid oxygen system, purchase
E0439	Stationary liquid oxygen system, rental
E0440	Stationary liquid oxygen system, purchase
E0441	Stationary oxygen contents, gaseous, 1 month's supply = 1 unit
E0442	Stationary oxygen contents, liquid, 1 month's supply = 1 unit
E0443	Portable oxygen contents, gaseous, 1 month's supply = 1 unit
E0444	Portable oxygen contents, liquid, 1 month's supply = 1 unit
E0462	Rocking bed with or without side rails
E0465	Home ventilator, any type, used with invasive interface, (e.g., tracheostomy tube)
E0466	Home ventilator, any type, used with non-invasive interface, (e.g., mask, chest shell)
E0470	Respiratory assist device, bi-level pressure capability, without backup rate feature
E0471	Respiratory assist device, bi-level pressure capability, with back-up rate feature
E0472	Respiratory assist device, bi-level pressure capability, with backup rate feature
E0561	Humidifier, non-heated, used with positive airway pressure device
E0562	Humidifier, heated, used with positive airway pressure device

E1130	Standard wheelchair, fixed full length arms, fixed or swing away detachable footrests
E1140	Wheelchair, detachable arms, desk or full length, swing away detachable footrests
E1150	Wheelchair, detachable arms, desk or full length swing away detachable elevating leg rests
E1160	Wheelchair, fixed full length arms, swing away detachable elevating leg rests
E1161	Manual adult size wheelchair, includes tilt in space
E1240	Lightweight wheelchair, detachable arms, (desk or full length) swing away detachable, elevating leg rest
E1250	Lightweight wheelchair, fixed full length arms, swing away detachable footrest
E1260	Lightweight wheelchair, detachable arms (desk or full length) swing away detachable footrest
E1270	Lightweight wheelchair, fixed full length arms, swing away detachable elevating leg rests
E1280	Heavy duty wheelchair, detachable arms (desk or full length) elevating leg rests
E1285	Heavy duty wheelchair, fixed full length arms, swing away detachable foot rest
E1290	Heavy duty wheelchair, detachable arms (desk or full length) swing away detachable footrest
E1295	Heavy duty wheelchair, fixed full length arms, elevating leg rest
E1296	Special wheelchair seat height from floor
E1297	Special wheelchair seat depth, by upholstery
E1298	Special wheelchair seat depth and/or width, by construction
G0162	Skilled services by a registered nurse (RN) for management and evaluation of the plan of care; each 15 minutes
G0299	Direct skilled nursing services of a registered nurse (RN) in the home health or hospice setting, each 15 minutes
G0300	Direct skilled nursing services of a licensed practical nurse (LPN) in the home health or hospice setting, each 15 minutes
G0493	Skilled services of a registered nurse (RN) for the observation and assessment of the patient's condition, each 15 minutes
G0494	Skilled services of an LPN for the observation and assessment of the patient's condition, each 15 minutes
S0271	Physician management of patient home care, hospice monthly case rate (per 30 days)

S0311	Comprehensive management and care coordination for advanced illness, per calendar month
S9123	Nursing care, in the home; by registered nurse, per hour
S9124	Nursing care, in the home; by licensed practical nurse, per hour
T1000	Private duty/independent nursing service(s) - licensed, up to 15 minutes
T1001	Nursing assessment/evaluation
T1002	RN services, up to 15 minutes
T1003	LPN/LVN services, up to 15 minutes
T1004	Services of a qualified nursing aide, up to 15 minutes
T1005	Respite care services, up to 15 minutes
T1019	Personal care services, per 15 minutes, not for an inpatient or resident of a hospital, nursing facility, ICF/MR or IMD
T1020	Personal care services, per diem, not for an inpatient or resident of hospital, nursing facility, ICF/MR or IMD
T1021	Home health aide or certified nurse assistant, per visit
T1022	Contracted home health agency services, all services provided under contract, per day
T1030	Nursing care, in the home, by registered nurse, per diem
T1031	Nursing care, in the home, by licensed practical nurse, per diem

Per the ICD-10-CM Official Guidelines for Coding and Reporting FY 2021: "A dash (-) at the end of an alphabetic index entry indicates that additional characters are required. Even if a dash is not included at the alphabetic index entry, it is necessary to refer to the tabular list to verify that no 7th character is required." The bolding of the ICD-10-CM codes represents categories, subcategories or codes that map to the CMS-HCC risk adjustment model for payment year 2021.

Codes marked with a + directly after them represent new additions to the FY 2021 ICD-10-CM code classification.

Optum360 ICD-10-CM: Professional for Physicians 2021. Salt Lake City, UT: 2020.

American Medical Association. Current Procedural Terminology Professional. 2021. Chicago, IL: AMA; 2020.

Optum360 HCPCS Level II: 2021. Salt Lake City, UT; 2020

1. NCQA Updates Quality Measures for HEDIS® 2019. ncqa.org/news/ncqa-updates-quality-measures-for-hedis-2019/. Accessed January 8, 2021.

- HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
- CPT® is a registered trademark of the American Medical Association.



OPTUM® optum.com

11000 Optum Circle, Eden Prairie, MN 55344

This guidance is to be used for easy reference; however, the current ICD-10-CM code classification and the Official Guidelines for Coding and Reporting are the authoritative references for accurate and complete coding. The information presented herein is for general informational purposes only. Neither Optum nor its affiliates warrant or represent that the information contained herein is complete, accurate or free from defects. Specific documentation is reflective of the "thought process" of the provider when treating patients. All conditions affecting the care, treatment or management of the patient should be documented with their status and treatment, and coded to the highest level of specificity. Enhanced precision and accuracy in the codes selected is the ultimate goal. Lastly, on April 6, 2020, the Centers for Medicare & Medicaid Services (CMS) announced that 2020 dates of service for the 2021 payment year model are based on the Centers for Medicare & Medicaid Services Announcement. cms.gov/files/document/2021-announcement.pdf.

Optum® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. This document is proprietary and confidential; altering, rebranding, public posting and/or digital downloading is not permitted without the express consent of Optum. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2021 Optum, Inc. All rights reserved • Revised 02/24/2021 • RQNS0473