

OptumServe Community Testing Sites
Facts and Frequently Asked Questions
Updated: April 28, 2020

Facts

- The State of California and the COVID-19 Testing Task Force have joined together with OptumServe, the federal government health services business of Optum, in a partnership to expand testing services in underserved communities and for vulnerable Californians.
- OptumServe has extensive expertise in rapidly deploying and setting up health care services and have worked closely with the military under the leadership of former Army Surgeon General and retired Lieutenant General Patty Horoho, RN.
- OptumServe has a proven history and track record of managing events for large groups of patients in need of health care services at the same location, during the same time simultaneously at multiple locations across the country.
- At maximum capacity, OptumServe will be able to support up to 80 testing sites at one time throughout the state of California, increasing testing capacity by more than 10,500 per day.
- The Testing Task Force will be prioritizing locations based upon areas of greatest need and working with county leaders throughout the state to identify appropriate testing sites across all regions of the state.
- Sites are being distributed to counties based upon the following factors:
 - Existing access to testing (both time to reach a testing site and total population)
 - Number of cases in a county
 - Income (with a preference for lower incomes)
 - Diversity of population (with a preference for more diverse communities)
 - Percent of population in high risk groups (>65 years old or with existing health conditions)
- The goal of the Testing Task Force is to ensure that more than 90 percent of Californians are within 60 minutes of the new testing sites.
- OptumServe has committed, where possible, to hiring local workers to staff sample collection sites, along with providing all testing supplies and PPE to support the effort.

Frequently Asked Questions

How many sites will be set up as part of the announcement?

At maximum capacity, OptumServe will be able to support up to 80 testing sites at one time throughout the state of California, increasing testing capacity by more than 10,500 per day.

Why was OptumServe chosen for this partnership?

OptumServe has extensive expertise in rapidly deploying and setting up health care services and have worked closely with the military under the leadership of former Army Surgeon General and retired Lieutenant General Patty Horoho, RN.

Will people from other counties be able to visit the new sites?

Yes, OptumServe sites will be able to support patients from adjacent counties.

How will California allocate PPE and testing supplies to the OptumServe locations?

OptumServe will provide all of the PPE and testing supplies and will coordinate the necessary personnel to conduct sample collection and testing results reporting.

Who will provide staffing for OptumServe testing sites?

OptumServe will provide staffing for each testing site as follows: (1) administrator, (1) clinical staff member, (1) non-clinical staff member, and (1) security guard. OptumServe will also provide a translator, as needed.

Who will decide where sites will be located?

The California COVID-19 Testing Task Force is working with county leaders throughout the state to identify appropriate testing sites by prioritizing locations based upon areas of greatest need. County leaders are responsible for identifying the specific testing site locations with recommendations from the Testing Task Force on zip codes that should be targeted.

Will the county have the option to move their site to a different location?

Yes, the testing site can be moved with one-week notice and at intervals no sooner than every two weeks, provided that the county has notified and received authorization to do so from the California Department of Public Health. Preferably, a site should be moved after the end of the day on a Friday and then restart at the new location the following Monday.

How many counties have been identified for testing sites?

As of April 28, the Testing Task Force, in collaboration with county leaders, has identified 36 counties that will receive community testing sites.

What is the criteria for counties to be chosen?

- Sites are being distributed to counties based upon the following factors:
 - Existing access to testing (both time to reach a testing site and total population)
 - Number of cases in a county
 - Income (with a preference for lower incomes)
 - Diversity of population (with a preference for more diverse communities)
 - Percent of population in high risk groups (>65 years old or with existing health conditions)

Who pays for the setting up of testing sites?

The State of California will be paying the cost of setting up the collection sites. The county is responsible to lease and maintain the facility

Who is responsible for maintaining the facility?

Each county is responsible for providing janitorial services for the selected facilities. The facility should be cleaned in accordance with guidelines for clinics that provide outpatient services. Upon conclusion of the testing event, the contractor will restore the facility to pre-event condition.

Who pays for the test?

If an individual has medical insurance, OptumServe will bill the patient's medical insurance company. Uninsured individuals may also use the community test site, and their tests will be paid for by the state.

What if a person is uninsured, undocumented or doesn't have a driver license?

Anyone who meets the testing criteria can be tested at a testing site. Uninsured and undocumented individuals may use the testing site, and their tests will be paid for by the state. OptumServe will generate a unique identification number for individuals who do not have a driver license.

Will the website be available in different languages?

OptumServe is working to add information on its website in other languages, including Spanish. OptumServe is also working on providing a phone number that individuals could call to get information in a different language.

Is there an alternative process for individuals who do not have internet access?

Yes, each site will implement a process to register individuals who do not have internet access. This includes a toll-free phone number to allow individuals who cannot register online to contact OptumServe and schedule appointment by phone.

Can individuals who are homeless use the testing site?

Anyone who meets the testing criteria can be tested at a testing site. The county will work with the testing site operator to register individuals who are homeless and ensure they get their results, similar to the process already being done at county clinics.

Will there be alternate or weekend hours for individuals who cannot go to the testing site during the weekday?

OptumServe currently will operate 20 days per month and 12 hours per day at a given testing site. OptumServe will work with counties to establish testing times after regular business hours and on weekends to accommodate individuals who are otherwise unavailable during the week.

Could this same testing be done in congregate settings such as jails and nursing homes?

Yes, OptumServe is working on a process to provide testing in settings like jails and nursing homes where individuals may be at high risk of contracting COVID-19.

How will these 80 sites help California meet the goal of 60,000 – 80,000 tests per day?

The Testing Task Force laid out a goal to process at least 10,000 tests per day by April 10 and 25,000 tests per day by April 30. We've surpassed the initial goal and are working towards the

April 30 goal. The announcement with OptumServe will help increase testing by more than 10,500 per day and is one of several partnerships of this kind we are exploring.

As part of the Testing Task Force, the Governor also announced three specific collaborations as part of the effort: Collaboration with the University of California, San Diego, and the University of California, Davis, to create the first of five hubs for high throughput testing, and collaboration with Stanford Medicine as they launch the first serology test invented in California.

Will the OptumServe locations have serology testing available?

OptumServe does not currently have serology tests. Serology tests require blood draws and these sites are not conducting blood draws at this time. However, OptumServe may collect different specimen types in the future at the request of the state and the Testing Task Force. The Task Force is actively evaluating all new serology tests and has released [serology testing guidance](#) for the general public.