Optum™ Audit Management provides all the tools you need to handle Medicare, Medicaid and Commercial payer audits, and prevent future take-backs based on target issues. This sophisticated technology helps you assess potential risk, manage the audit and appeal processes, monitor deadlines, identify root causes, and calculate net financial impact. In addition, Audit Management meets Medicare and other audit program requirements, including RAC, MAC/FI Prepayment, Medicaid RAC, MIC, commercial and much more.

Maximize workflow, minimize future recoveries

Audit Management helps you boost oversight of Medicare, Medicaid and Commercial payer audits to minimize future recoveries. With it, you can:

• **Analyze claims data to prevent audits and determine financial risk.** Examine current and historical claims data to identify claims that may trigger an audit, locate and resolve the source of errors, and take action to reduce the chance of future reviews and take-backs.

• **Understand exposure areas, determine audit outcomes and generate alerts.** Audit Management’s integrated performance management dashboard helps management track audit and appeal activity and outcomes and helps identify areas of weakness, medical record request backlogs, and financial risk and results.

• **Automate and optimize workflow.** Exception-based workflow minimizes staff involvement in routine, repetitive tasks; focuses the right resources and skill sets to any given problem; and streamlines follow-up processes with simplified and guided work efforts.

• **Track and manage workflow processes through the lifecycle of an audit.** Automated work lists help users manage a high volume of audits and appeals and comply with deadlines to eliminate technical denials.

• **Be aware of scheduled RAC recoupment.** The AutoRAC Takeback feature informs you of take-backs scheduled to occur prior to the receipt of a demand letter.

• **Reduce manual intake audit process time by more than 90%.** Our automated case and claim creation process, using optical character recognition (OCR) technology can reduce manual intake audit process time by more than 90%. The time savings associated with this feature provides for valuable time back to your staff to work the audit instead of performing manual entry.

“Optum Audit Management was the best of any of the auditing solutions we looked at. It offers the most complete feature set, is the easiest to use, and integrates with the Optum MedicareRT Claims System.”

— Veronica Small, director of patient financial services, Boca Raton Regional Hospital
Audit Management

The Electronic Submission of Medical Documentation (esMD) feature allows you to electronically submit requested medical and appeal records to audit contractors, eliminating delays associated with the paper process. With esMD, you can securely transmit all electronic documents to CMS in minutes rather than days and speed up reimbursements.

Key details at a glance

- **Captures audit requirements, deadlines and results** to help you efficiently manage all steps in the audit process, from notification through appeals and final results reporting
- **Organizes tasks into automated work lists** to minimize backlogs in workflow and keep processes moving through audits, take-backs and appeals
- **Provides dashboard reporting and performance monitoring** to help you identify risk areas and productivity issues; includes data mining query tools based on known RAC audit issues to help you identify your historical audit risks and establish remediation plans to prevent future audits
- **Automates alerts and reminders** to provide transparency into critical processes, enabling you to meet deadlines and address productivity issues
- **Allows you to hold and review unsubmitted Medicare and other payer claims** to avoid future take-backs and protect revenue using claim edits in the Optum360 billing solutions.

Audit Support Program

Optum Audit Support programs and services will help you save time and conserve valuable resources in the audit and appeal processes. We’ll help you take proactive steps in developing and/or implementing an internal audit management process by:

- Evaluating current audit tracking processes and making recommendations for improvement
- Determining resources required to support the processes
- Assessing coding compliance accuracy and identifying areas of exposure

Minimize workflow burden and audit risks with one solution.

For more information:
- **Call:** 866.223.4730
- **Email:** optum360@optum.com
- **Visit:** optum360.com

Optum Audit Management is compatible with the American Hospital Association’s (AHA) RACTrac Survey tool.