



Optum CDI with Mobile Query

Expand the scope and impact of your CDI program.

The dynamics of health care reimbursement are changing – with increased focus on population health, risk adjustment and quality outcomes, which all hinge on the accuracy of your organization’s clinical documentation. While CDI programs continue to focus on capturing comorbidity and severity of illness, a greater level of sophistication is required to ensure ongoing financial health and accurate reporting. Optum® CDI 3D identifies potential clinical documentation deficiencies at the point of care for review and improvement. CDI 3D uses intelligent automation to review 100% of cases for all payers and provides prioritized work lists, a shared coding, auditing and CDI platform, and streamlined reporting.

This technology helps you “get it right upfront,” helping to prevent denials and setting the stage for more accurate and efficient downstream activities. As a result, you can be confident that your documentation and reporting reflects the quality of care provided while ensuring revenue integrity.

An innovative approach powered by leading-edge technology

Optum CDI 3D provides intelligent automated case-finding technology that pinpoints cases with documentation deficiencies for CDI specialist review. At the core of this unique approach is our patented Optum® natural language processing (NLP) engine and proprietary clinical algorithms.



Introducing Optum Mobile Query

Collaborate easier with physicians using Optum Mobile Query to streamline your workflow in real time. NLP optimized CDI drives quality and revenue integrity at the point of care or meets physicians on their terms via smartphone app that allows physicians to reference the patient’s records and respond faster to queries in real time, anytime, anywhere. Mobile Query will increase physician engagement, reduce turnaround time on responses and increase collaboration with your CAC and CDI teams.



This advanced technology identifies both specificity and clinical clarification opportunities, potential quality events and cases at risk for clinical validation denials.

- Broadens the scope of chart review without adding FTEs
- Monitors documentation at the point of care and throughout the patient stay
- Compares documented diagnoses and clinical indicators and understands what the clinician didn't say
- Prioritizes workflow for CDIS review
- Increases coding efficiency with timely, complete and accurate documentation
- Improves physician query response and agreement rate with clinically relevant queries
- Enables more accurate reporting of SOI, ROM, CMI and quality measures

Intelligent automation transforms CDI operations

CDI 3D enables greater efficiency while expanding the scope of case review so that your CDI team can focus their time where it matters. The solution prioritizes high-impact opportunities, highlights clinical facts, and pre-populates relevant information into queries to reduce review time and manual input. To speed query resolution, CDI 3D seamlessly integrates query communication with your EMR, and automatically updates CDIS worklists as physicians document query responses.

Proactive support for quality metrics

In many cases, hospital staff can only review and validate events that may impact quality measures after the patient is discharged and the medical record is coded.

Optum® Quality Monitor automatically reviews documentation for PSI and HAC indicators concurrent to care. Quality Monitor uncovers potential quality events, including conditions that drive exclusions so you can initiate timely targeted action, help prevent unnecessary penalties and ensure that the care provided is captured and translated into the appropriate outcomes.

Measurable impact

Our innovative approach to CDI technology is helping hospitals significantly impact clinical documentation improvement operations and results.

- Reduces DNFC by facilitating complete and accurate documentation at point of care
- Increases tracking, transparency and reporting related to CDI impact, revenue capture, trending and compliance
- Improves documentation to support accurate reimbursement and reporting of quality and risk indicators
- Enhances clinically relevant queries for improved physician response and agreement rates
- Provides more accurate documentation to reflect appropriate case mix index
- Captures the complexity of care provided to accurately reflect severity of illness and risk of mortality metrics



62%

more initial reviews

49%

more subsequent reviews

Improve physician engagement with a CDI champion

Optum® On-site Physician Advisor Service (On-site PA) helps support appropriate reimbursement and accurate quality reporting by effectively resolving CDI issues. To support your existing CDI team, On-site PA provides a well-resourced, highly trained, on-premises physician expert to enhance peer-to-peer collaboration that leads to more complete and accurate clinical documentation.

Performance monitoring to maximize results

Our approach to CDI includes expert resources to ensure your organization achieves maximum benefits. The Optum360 performance monitoring program provides a monthly engagement to review your organization's performance and, when necessary, looks for additional process improvements to enhance your results and develop an optimization strategy. We are committed to your success and in addition to our robust reporting, we will work to provide performance statistics to enhance your operations.

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Better together

Optum CDI 3D shares a platform with Optum® Enterprise CAC, supporting a common goal of complete and accurate clinical documentation that enables complete and accurate coding and reimbursement. Together, they offer a truly

To learn more about how Optum CDI 3D can expand the scope and impact of your CDI program, visit:



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