

Communication Manager



Maintaining the content, formatting and business logic for patient, physician and payer forms and letters is time-consuming work that requires technical expertise in a number of different tools. Additionally, the demands of regulatory compliance increase with each passing year.

Optum[®] Communication Manager enables your staff to produce forms and letters containing appropriate and detailed information with full formatting and rich graphics directly from the athenaDX[™] practice management system or any SQL-based revenue cycle system.

Create form letters with ease

Optum Communication Manager can help you:

- Create custom letters and forms with Microsoft Word or Adobe Acrobat
- Integrate letters directly into practice management workflows
- Enhance customer service and regulatory compliance

Automate letter production

Producing form letters can require a great deal of manual intervention. Our solution automates letter production by populating placeholders with recipient-specific data. This presents the end user with filtered lists to facilitate the selection of both the appropriate letter and applicable text insertions. Letter templates are created via the Communication Manager Letter Editor feature, allowing letter managers to easily make changes when necessary. In addition, optional fax functionality lets physicians quickly process referrals, and helps the business office easily follow up on claims.



Manage documents,
reduce errors and save time
required to produce letters.

Improve workflow management

Automated processes not only significantly reduce user involvement and the numbers of errors in manual letter production, but can also eliminate the need for administrative staff to produce specific, query-generated letters. The boost in efficiency translates to revenue stream and productivity improvement because administrative resources can be aligned with business-critical missions.

Enhance customer service

Optum Communication Manager can help further promote efficient customer service by providing consistent and professional letter templates, as well as letter storage and online accessibility.

Flexible system

Our flexible system offers you full control over letter content, format and production while safeguarding against user error. For user access and print production, letters and forms can be configured in a variety of ways to best accommodate each situation and workflow:

- Automatic printing or faxing prompted by filing of records into the database
- User selection and demand from patient inquiry and other access points
- Scheduled database search and print based on defined variables

Maintain regulatory compliance

From maintenance of codes on fee tickets to mandated language and formatting on patient and member notifications, the content control and audit/edit history of Communication Manager will assist you in managing your documents for optimum compliance.

Seamless integration into workflow management

Communication Manager allows you to set up logic defining the circumstances under which a letter or other document is to be produced. For example, when a user schedules a new patient appointment, the system can automatically generate a particular set of materials that can include images with maps and additional directions. It can also guide the user through the process of document generation using filtered lists. Rather than requiring the user to sift through screens to build a letter, Communication Manager focuses the user's options, minimizing chance of error.

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Produce fully formatted forms and letters with rich graphics.

For more information:

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