

Strategic smartsourcing partnership



Build internally, merge or partner?

Partnership delivers a sustainable path to:

- Remain independent and financially viable
- Focus on delivering high-quality care to local community
- Leverage innovation without making capital investments
- Achieve immediate cost savings and ability to scale
- Create new employee development opportunities

CURRENT STATE

- High operational and administrative costs
- Lack of financial flexibility and capital
- Ongoing staff training and development
- Consulting fatigue
- Technology investments and upgrades
- Difficulty retaining top talent



FUTURE STATE THROUGH PARTNERSHIP



- PREDICTABLE REVENUE IMPROVEMENT
- DENIAL PREVENTION
- OPERATIONAL EFFICIENCY
- LABOR TRANSITION
- REDUCTION IN ADMINISTRATIVE COSTS
- PATIENT AND PHYSICIAN SATISFACTION

Revenue cycle transformation model that delivers predictable outcomes via:

- Clinically aware artificial intelligence
- Financial and clinical analytics
- Strong multi-payer alignment
- Enhanced patient engagement
- \$90 million in annual revenue cycle management innovation investments

Partnership results

29%

increase in total cash realization

18%

increase in patient access collection efficiency

15%









year-over-year decrease in administrative write-offs

0.6%

employee turnover rate (national hospital average at 19%)

Strategic smartsourcing partnership structure

Creating a stronger operating model and eliminating future risk

-  **Guaranteed cost savings**
-  **Employee transition**
-  **Aligned incentives**
-  **Ongoing operational investments**
-  **Predetermined management fee**
-  **Vendor contract transfer**
-  **Service level agreements**
-  **10-year partnership**

"As a CFO, I feel like this is truly a partnership. It's not outsourcing. I'm still actively involved in managing the revenue cycle, I have a more sophisticated level of talent, and all my employees made the transition to Optum360."

THOMAS ALBANESI, JR.
CFO OF EXCELA HEALTH

Our strategic partners



We also bring a full scale of Optum enterprise innovation for greater system-wide value

