Providers are under constant pressure to manage financial challenges. Lower reimbursement rates, a growing Medicare population and increasing bad debt make it more important to collect every dollar. An average 200-bed hospital leaves revenue on the table in up to one-third of claims. While critical to revenue integrity, recovering payment variances can be resource-intensive for providers to manage on their own.

**Optum® Underpayment Recovery Service** helps providers recover earned revenue while reducing administrative burden. Our service incorporates people, processes and technology to prevent payment defects in the long term, and recover revenue in the short term. This combined offering:

- Integrates institutional, professional and contract data to ensure appropriate revenue
- Leverages robust technology that automates payment variance identification and tracking
- Incorporates skilled staff with vast industry knowledge and expertise
- Delivers insightful reporting capabilities to identify opportunities and payment error trends
- Is part of a complementary set of services that support revenue recovery needs

**Benefits:**

- Efficient workflow model reduces administrative burden
- Performance-focused pricing and minimal start-up costs to minimize cash outlay
- Confirmed data accuracy generates rapid results
- Quick to deploy to realize revenue fast
- Informative reporting enables performance monitoring
- Anytime access to experts for data analysis
Expertise and analysis for performance strategies and rapid results

Our team provides valuable root-cause analysis and successful appeal strategies to support long-term success. We first assess your current state and establish a framework to drive contract adherence and return on investment. Our contract experts load your payer contract terms into our technology platform and review and interpret the information. We analyze past claims to identify immediate collection opportunities and problematic contract terms to enable rapid improvement in payment recovery. That analysis also informs an effective workflow setup and drives process improvements that align to your organizational objectives.

Efficient workflows

Our technology clarifies expected payments and classifies underpayments to detect outliers. It enables trend reporting at the facility or system level and applies root cause analysis to identify payment defect drivers. It also:

- References appeal and recovery benchmarks to help monitor performance
- Ensures appropriate access across facilities and departments
- Manages expansive data sets and leverages powerful analytics to enable comprehensive, custom reporting in real time

Automation and customization are keys to addressing every payment deficiency. With Underpayment Recovery Service, we leverage automation to create efficient, streamlined workflow and processes based on your needs. We build defined rules to automatically prioritize underpayment issues and help you manage productive collection activity.

Powerful, configurable technology

Our experienced staff members leverage Optum technology as the foundation of our Underpayment Recovery Service. The technology seamlessly integrates data from multiple sources, including patient accounting, 835, 837 and chargemaster, for professional and institutional claims submitted to all government and commercial payers. Our technology also provides managerial oversight and governance of collections, plus flexible workflow tools that can be configured to hardwire recommended processes.

Get reimbursed for 100% of contracted revenue. With Underpayment Recovery Service, we help you collect on expected reimbursement so you can look ahead to the future.

Sources:
1. Advisory Board Revenue Cycle Benchmarking Survey 2019

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An average hospital loses 2% of net patient revenue, or up to $7 million, in denial write-offs.¹