The patient experience is not limited to care alone. In fact, the best care experience can be wiped away by one bad phone call to schedule a follow-up or ask a simple question about a bill.

Attracting, engaging and retaining patients is getting harder as consumers become more savvy, and increasingly expect their health care experience to be as convenient and streamlined as in other industries.

If you’re thinking centralized scheduling is enough, think again. By strategically serving as the connectivity hub for patients, providers and practice, Optum® Patient Engagement Solutions turn every patient interaction into an opportunity for improved access and care quality. Our people, processes and technology become a sophisticated and knowledgeable extension of your practice.

Turn every interaction into an opportunity for improved care access and quality

Optum Patient Engagement Solutions
A next-generation approach

60% patient loyalty drivers for primary care physicians not related to care

60%

Digital patient engagement
- Self-scheduling
- Mobile payments
- Electronic appointment reminders
- Eligibility

Pod staffing and protocol scripting
- Flexible staffing
- Specialty protocols
- Centralized scheduling
- Eligibility and authorization verification
- Rx refills

Collection management
- Self-pay collections
- Front-end payment protocols
- Patient convenience

Care gap outreach
- Annual wellness visit reminders
- Chronic care appointment outreach
- Comprehensive care plans updated regularly

Phone
Text & email
Web portal
Digital paging
Artificial intelligence
Patient Engagement Solutions — a next-generation approach

Our approach positively impacts revenue, patient satisfaction and practice operations, from the first contact with a patient all the way through final payment resolution. Optum Patient Engagement Solutions provide a competitive advantage across clinical, financial, patient satisfaction and operational metrics.

**Patient/provider satisfaction**
- Single-point phone access across locations and specialties
- Self-service for scheduling, registration and bill pay
- Patient network navigation and referral support
- After-hours provider support

**Operations/administrative efficiency**
- Authorization and eligibility management
- Prescription-refills support
- Provider messaging
- Specialty-specific referral protocols
- Technology-enabled processes

**Financial transparency**
- Text alerts for payments and appointment reminders
- Mobile and online payment options
- Self-directed payment assistance
- Accurate payment estimation
- Financial counseling

**Care gap outreach**
- Annual wellness visit reminders
- Chronic care appointment outreach
- Comprehensive care plans updated regularly

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**Client results** and impact

- **<30 seconds** average speed to answer
- **99.8%** of visits included pre-visit eligibility check
- **<5%** rate of call abandonment
- **3%** rate of no-show appointment
- **96%+** patient satisfaction rate

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Contact us today to learn how Optum360 can deliver the next level of patient engagement.

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