

Optum Patient Engagement Solutions

A next-generation approach

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^o 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.



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

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



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

Client results¹ and impact

<30 seconds
average speed to answer

<5% rate
of call abandonment

99.8% of visits
included pre-visit eligibility check

3% rate
of no-show appointment



patient
satisfaction rate

1. Westmed Medical Group performance data, January 2019-2020.

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

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