

The Optum Enterprise CAC and CDI 3D Platform provides:

- ✓ A **shared** platform
- ✓ **Concurrent** record review
- ✓ **Automated** case finding
- ✓ **Comprehensive** code capture

Optum LYNX Outpatient Charging Applications

provide proprietary algorithms to assign appropriate facility and professional visit levels

Optum CDI 3D has been well accepted by the client's physician community with impressive results:



90%
physician query response rate

95%
physician query agreement rate

Medical center improves accuracy, consistency and revenue capture

This award-winning Midwest medical center is known for its people-focused approach to caring for those it serves, as well as those it employs. The 250-bed organization offers advanced technologies and progressive services to keep pace with the area's changing health care needs.

Disparate systems prove inadequate

The medical center had separate technologies for clinical documentation and coding. This lack of integration led to a proliferation of manual processes, time-consuming reconciliation efforts and inadequate reporting capabilities. "We wanted to be on the same platform so that everyone had the same resources and we could communicate better with one another," says the organization's manager of clinical documentation and auditing.

Shared platform boosts efficiency

After carefully surveying the marketplace, the client selected Optum360 and its Optum[®] Enterprise Computer-Assisted Coding (CAC) and CDI 3D Platform. The CDI and coding teams are now working in one integrated platform that facilitates collaboration and boosts efficiency. Management noted, "It's important that we do things efficiently and have a platform that works well for our needs. Optum360 had everything we wanted."

Intelligent automation delivers results

Implementing the Optum360 solutions has led to more complete and accurate documentation and coding, more appropriate revenue capture, greater compliance and better reporting.

“Our workflow is more cohesive. The Optum platform makes it possible for us to work more closely with the CDI team, emergency department and our physicians.”

— Hospital Coding Manager

3.6% Overall case mix index (CMI) increase since Optum360 implementation



Medical center improves accuracy, consistency and revenue capture

Pinpointing documentation improvement opportunities

The patented Optum natural language processing (NLP) engine has played a key role in transforming the organization's coding and CDI operations. "Our team makes better use of their time," says the CDI manager. "The automated case-finding helps us quickly identify critical cases so we can capture MCCs and CCs appropriately. We have confidence that the NLP engine will recognize the gaps in documentation that we need to address."

“By being able to more accurately report our quality scores, we are preparing for the future when we will have value-based purchasing.”

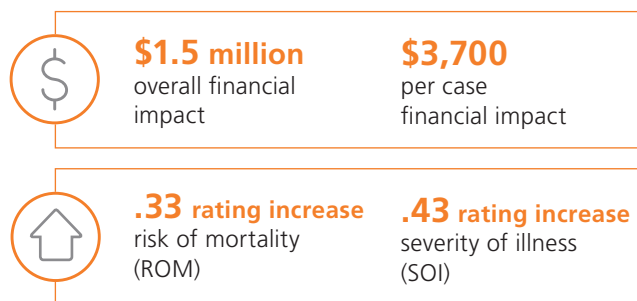
— Manager of Clinical Documentation and Auditing

Expanding the relationship

Based on its success with CAC and CDI technology, the client recently implemented the Optum LYNX Outpatient Charging Applications to further increase coding efficiency. "By automating E&M level determination, our coders now act as auditors, which saves time and increases consistency," says the hospital coding manager. "The charging applications have also helped us improve our infusion and injection documentation."

Measuring up

Using the Optum Enterprise CAC and CDI 3D Platform has positively impacted the medical center's revenue cycle performance, as measured over 12 months:



29%
revenue impact

Projected 12-month revenue capture improvement due to Optum LYNX Outpatient Charging Applications

Ongoing reviews ensure continuous improvement

The medical center has enthusiastically embraced the Optum360 Performance Management Program, which offers insight into coding and CDI performance and provides targeted action plans to ensure ongoing success and optimization.

"Our monthly call with Optum360 is extremely beneficial because it helps us identify trends and lets us see what we can do better," says the hospital coding manager. "We can also bring up any concerns that we have. The Optum360 team has been wonderful in helping us resolve those issues and move forward."

Learn more about the Optum Enterprise CAC and CDI 3D Platform, and Optum LYNX Outpatient Charging Applications:



Optum360.com



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