Transitioning from a legacy health information (HIS) system to a new one can disrupt the operations and results of a revenue cycle management (RCM) organization, including:

- **Lower cash on hand** — Interruption of normal accounts receivable (AR) recovery efforts
- **RCM resource depletion** — Co-opted for system deployment activities
- **Conversion of legacy AR data** — Creating a less than optimal implementation environment

Optum AR Conversion Service offers transitional resources and expertise to assist in the continued daily payer-related AR recovery duties. The service allows your staff to focus on the successful deployment of the new HIS system, while maintaining acceptable levels of cash-on-hand during a time of potential stress to revenue cycle operations.

**Typical Optum AR conversion approach**

<table>
<thead>
<tr>
<th>Project prep</th>
<th>HIS pre-go-live AR recovery</th>
<th>Post-go-live AR recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 days</td>
<td>60–90 days</td>
<td>45 days</td>
</tr>
</tbody>
</table>

**Technology enabled**

Optum® utilizes our eFR® technology platform to manage AR recovery workflow and reimbursement resolution. eFR accepts a direct data feed from your legacy and replacement HISs to maintain collections continuity, and realize greater speed and accuracy for payer reimbursement. The eFR platform automates AR stratification, utilizing workflow to route tasks to the appropriate resource for efficient follow-up and improved outcomes.

**The AR effect of HIS system conversion**

“For hospitals converting HISs the number of accounts receivable days reportedly increased from 52 days to over 62. Hospitals should be prepared to absorb a temporary reduction of cash on their balance sheet equal to at least one month’s cash collection.”

**Qualified, tenured staff**

Our service is staffed by seasoned AR recovery specialists, with robust knowledge of government and commercial payer reimbursement guidelines. A majority of our AR resources have been certified by the Healthcare Financial Management Association™ (HFMA) as Certified Revenue Cycle Representatives and understand hospital and physician practice environments.

**Broader coverage can lead to better results**

Unlike many in-house collections operations, Optum can operate seven days a week and any hour of the day, providing focused and timely diligence to AR recovery efforts.

**Our success is your success**

Our AR Conversion Service is oriented toward successful AR recovery to minimize RCM disruptions and maintain positive results during an HIS conversion, by:

- Providing a competitive risk-based pricing, which allows lower costs and less financial risk than paying transaction fees
- Identification of denials, trends of delayed claims and potential corrupt data
- Providing additional resources often critical to successful AR conversion projects
- Leveraging technology and AR expertise to maintain or enhance cash-on-hand levels during the conversion

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**Further enhance your RCM results with additional solutions**

Optum is an RCM services and technology leader, and can also provide solutions for:

- Expanded AR recovery
- Denials recovery and prevention
- Secondary claim reimbursement