

## Coding Services



Health care organizations must manage coding compliance while maintaining the appropriate reimbursement for services provided, especially in the face of an ongoing coder shortage. Finding, hiring and retaining a qualified coding staff is often one of the largest issues in health information management. Optum360<sup>®</sup> Coding Services helps organizations overcome staffing challenges and achieve efficient, consistent and compliant coding.

### **Experienced coding services supports compliance, reduces discharge not final billed (DNFB) and relieves staffing challenges.**

Partner with Optum360 to eliminate the challenges associated with staffing, retention and training. We work with your organization so that all services are coded in a timely fashion while maintaining quality and optimal DNFB levels.

#### **With Optum360 Coding Services, your organization can:**

- **Improve coding results.** Increase coding throughput and cash flow, decrease accounts receivable (A/R) days, reduce DNFB accounts, reduce coding-related denials and improve charge capture.
- **Rely on dedicated teams and management infrastructure.** Our resource modeling is intended to provide full support to our clients and includes dedicated coding, management and audit resources as a single suite offering.
- **Leverage Optum360 global resources.** The global coding team uses 100 percent Optum360 employed resources with the same security and privacy policies as our domestic resources. All global coders work in a secure building with very specific policies and procedures related to protected health information (PHI).
- **Utilize proprietary technology and content.** Optum360 Coding Services has the ability to flex for all clients on technology in order to perform coding services and has vast knowledge of revenue management services. Additionally, our coding team can use our own technology and content for improved performance.

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### **Powered by industry leading technology:**

Optum360 offers coding services backed by patented Natural Language Processing (NLP) technology, as well as charging algorithms, to support quick turnaround times and coding accuracy.

- Optum Enterprise Computer-assisted Coding (CAC)
  - Optum Computer-assisted Coding (CAC) Professional
  - Optum Lynx Outpatient Charge Capture Applications
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- **Eliminate staffing challenges.** Optum360 can offer multiple tiers of coding support while utilizing our own dedicated coding staff with the benefit of the Optum360 scale, reputation and experience
- **Rely on an experienced team.** Our experienced coders provide coding service for more than 5.5 million encounters each year, from large integrated delivery networks (IDN) to small physician groups.
- **Count on quality results.** We use quality management programs including comprehensive coder training, ongoing education and regular monitoring to maintain our team's performance standards.
- **Receive valuable management data.** We regularly provide encounter-specific feedback to the clinical team, including data trending and potential impact on revenue.
- **Expect seamless coverage.** Our scalable workforce can cover for volume spikes, personnel vacancies due to absence or attrition, and new coder ramp-up periods.

**Accurate, compliant and flexible service**

Optum360 provides expert service designed to help health care organizations meet a variety of coding challenges. Our Coding Services helps promote coding compliance while improving appropriate revenue realization that accurately reflects the services provided and resources used.

Rely on our expert coding team to optimize reimbursement for your billing service, physician group, hospital, clinic or university medical center. Optum360 Coding Services:

- **Appropriately aligns coding with patient acuity,** based on available documentation
- **Addresses all of your coding needs,** for professional and facility coding including specialties such as diagnostic radiology, interventional radiology and emergency medicine
- **Provides transparency through reports** that monitor workflow, coding productivity, missing records and coding reconciliation
- **Offers documentation feedback** allowing coders to provide comments on the overall documentation quality for visit levels and procedures from both a coding and CDI perspective

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“The Optum360 coders were a lifesaver for us. They had been using the new code set for years and were ready to dive in—we saw no significant losses in productivity with the ICD-10 transition. We were back to baseline within two months.”

– **Leighann Michitson**  
Coding and CDI operations manager  
Hallmark Health System

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Conquer your coding challenges.  
Let us customize a coding service plan that suits your needs.

**Email: [optum360@optum.com](mailto:optum360@optum.com)**

**Phone: 1-866-223-4730**

**Visit: [optum360.com](http://optum360.com)**

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U.S. Patent Nos. 6,915,254; 7,908,552; 8,682,823; 8,731,954; 9,063,924; and other Patents Pending



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