Faced with increasing net revenue leakage and changing industry regulations, payment models and technology trends, leaders at San Francisco-based Dignity Health recognized the need to upgrade their revenue cycle tools and operations. They knew that achieving their financial performance goals would require significant investment and resources. After extensive evaluation, Dignity Health made the decision to trust Optum to fully operate its revenue cycle, and the organizations collaborated to create Optum360 for that purpose.

A shared vision for success
For the Dignity team, the decision to partner was not only about comprehensive technology, it was also about revenue cycle predictability and transparency. Allowing Optum360 to take over its revenue cycle operations would help Dignity achieve these goals under an arrangement focused on mutually beneficial results, shared vision and focus on the patient experience.

Effective collaboration
The breadth of the Optum360 revenue cycle experience and knowledge made the company an ideal partner for Dignity, a complex organization with various payer and business relationships. Optum360 offers a full end-to-end solution that contributes to strong net revenue performance in front-, middle- and back-end operations. In addition to implementing Optum technology and expertise, Dignity transferred more than half of its revenue cycle employees to Optum360. Following a carefully executed transition, productivity and employee retention remain high, and the team enjoys a robust training and continuing education program.

A transformation like this doesn’t happen overnight, but so far, we’ve increased our EBITDA by millions through improved processes and efficiency — and that success continues to build through our relationship with Optum360.

— Daniel Morissette, Sr. Executive Vice President/CFO, Dignity Health

Dignity Health is the fifth largest health system in the U.S. and the largest hospital provider in the state of California.

$ 26% increase in average cash collections since inception
Dignity Health modernizes revenue cycle, measures success in millions

**Continued achievements**
Current initiatives have brought significant improvements to Dignity Health’s revenue cycle performance. Optum360 gave Dignity the opportunity to transform registration, clinical documentation, coding, billing and payment systems to work better for its value-based providers and deliver a more satisfying experience for patients.

- **$49.6M** increase in revenue recovery due to additional eligibility screenings on self-pay accounts
- **2.8%** increase in CC/MCC capture rate for Medicare and Medicare Managed Services
- **$15M** increase in POS collections
- **10.4%** increase in Medicare CMI
- **11.9%** decrease in gross accounts receivable days

Optum’s proven results, expertise and industry-leading tools improve financial performance for providers and earn industry accolades for excellence.

Learn more about partnering with Optum360.

**1-866-223-4730**

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