



Clinical Technology Solutions

Optum® Clinical Technology Solutions is a clinically oriented practice dedicated to improving care delivery. We advance the digitalization process, improving care delivery and optimize clinical, financial and operational value from health care technology investments.

We partner with clients to help them make better decisions about which technologies to use — and how to use them more effectively. We aim to ensure that your technology investments drive better outcomes, improve patient and physician engagement, and support efficient care delivery.

Maximizing the impact of digitization

Our team brings unparalleled experience in care delivery and clinical workflows, a deep understanding of clinically oriented IT, and a focus on flawless management to achieve rapid and lasting results. We work side by side with your operational, technology and clinical leaders to drive transformation across your organization and lay the groundwork for ongoing innovation. We help you:

- Accelerate the digitization of care delivery and drastically improve the patient and provider experience
- Effectively and efficiently use existing technologies
- Improve the scalability and cost efficiency of technology services (specifically the EHR) where you may need additional resources

We also offer a cutting-edge, partnership-based approach to EHR-managed services.

Optum EHR Center of Excellence

- Partnership model for comprehensive EHR-managed services
- Unique implementation and operating model leveraging a centralized capability



Digital health enablement

- Accelerate health care digitalization and virtualization, and readiness for a virtual-first care delivery model
- IT strategy and digital enablement
- Solve complex, enterprise-level digital strategy challenges: IT transformation, M&A, HIT innovation



EHR optimization and management

- EHR value realization and workflow optimization, clinician engagement and change management
- Risk identification and capture program development and management
- Annual wellness visit workflow optimization
- Payer-provider interactions



Application managed services

- Health system IT management
- Project-specific, tech-managed services
- Technical staffing
- Interim leadership

Our impact

Optimizing the EHR to drive chronic condition documentation

The challenge

A multi-hospital health system had a significant opportunity to improve the complete and accurate capture of patient acuity that represented millions of dollars of care funding.

Our solution

- Implement the Optum® Risk Identification and Capture program
- Create a holistic program around an EHR-enabled workflow to document hierarchical chronic conditions (HCCs)
- Provide clinician-focused training, analytics and reporting
- Create a funding mechanism for broader implementation and a support model based on end-to-end retrospective review of risk performance

Results

\$5.6 million additional care funding

Using the point-of-care solution and natural language processing (NLP) to surface suspect conditions in 2019 across over 120 primary care providers, the client achieved 92% capture rate for HCC documentation in EOY 2019. This drove \$4.5 million of additional care funding opportunity through the RIC solution, with \$1.1 million attributed to NLP data sources and workflows.

NLP-aided retrospective review accelerates accurate risk adjustment

The challenge

An academic medical center-based health system needed to conduct a retrospective risk adjustment review in a short time frame with limited resources.

Our solution

Optum® Advisory Services collaborated with the health system to conduct a one-time, retrospective cleanup prior to the annual submission deadline to CMS.

Using the NLP-powered capability, the team reviewed encounters for more than 25,000 Medicare Advantage members across four payers and two years of care.

Results

\$3.4 million additional care funding identified

Across the 10-week engagement, more than 300,000 codes were reviewed, with approximately 20,000 codes accepted. This led to the addition of 30,000+ unique HCC categories.

By leveraging the NLP technology, the team saved more than 2,200 hours of manual coding time and met all CMS deadlines to update per member per month (PMPM) reimbursement. The collaborative, time-saving approach drove high engagement across the coding operations team and surfaced best practices for the future.

Our team



John Kontor, MD

Practice Lead, Clinical Technology Services, Optum Advisory Services

Email: KontorJ@optum.com



Carol Chouinard

Vice President
Optum Advisory Services

Email: ChouinaC@optum.com



Alexandra Povlishock

Vice President
Optum Advisory Services

Email: PovlishA@optum.com



Preston Raulerson

Vice President
Optum Advisory Services

Email: RaulersP@optum.com



optum.com

Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2022 Optum, Inc. All rights reserved. WF6550373 04/22