



Health care operations

Seamlessly connecting the delivery and business of health care



How health care stays connected

Health care operations connects the data and technology vital to delivering health care that works for all of us. It's what makes health care better and smarter for patients, providers and health care organizations.

Its capabilities power clinical activities such as synchronizing member care through case management, risk management and quality improvement. It drives and sustains business processes through technology management, regulatory and compliance and administrative activities.

Helping health care organizations address challenges and pursue opportunities

Health care organizations turn to Optum® for practical solutions that improve performance and address operational challenges burdening today's health care executives and staff:

- Lowering costs by reducing unnecessary work and rework
- Adjusting to new value-based payment models
- Influencing quality-focused metrics positively such as CMS Star Ratings, HEDIS® measures and NPS®
- Improving experience for all — patients, physicians, employees, business partners and clients

Our industry-leading technology helps your business achieve its goals. Modern platforms, coupled with our unrivaled health care operations expertise drive performance efficiency with quality and speed. We commit to positive results for your business that other companies are unwilling or unable to do. Whether it is providing claims and payment efficiency, revenue cycle management, risk and quality integration, or value-based reimbursement execution, Optum health care operations reduces costs and enables growth all with a sole focus on the health care industry.



Data on **>60%** of Medicare Advantage lives

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

NPS is a registered trademark of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

Enable your growth

Evolve your business for continued growth and sustainability in today's changing market with an eye toward where you envision your business tomorrow. Pursue new markets through collaboration with top minds in health care that can help embed industry-leading solutions within your existing infrastructure.

- **Over 1,000** field associates for effective provider network engagement reducing abrasion
- **5,000+** payment integrity associates

Optum engaged with a health plan that was seeking a partner to do an end-to-end operational assessment and identify opportunities to modernize their business.



\$110M+ improvement from business process modernization



4-star rating reclaimed in Medicare Advantage



25% reduction in claims inventory via integration

The value of health care operations

Optimize your performance

Accelerate your business performance with scalable technology and advanced analytics that deliver lower costs with more efficient processes. Drive improvement in coding and data accuracy with modernized technology and staffing support to target prioritized opportunities. Tackle your biggest challenges with proven solutions.

- **2.8B+** claims processed with 99.5% accuracy annually
- **11M+** case reviews provided over a five-year time frame for medical necessity

Smart solutions, real results

A large regional health plan wanted a robust analytic tool to go above and beyond the review of a typical claim editor. Optum provided a solution that increased the client's prepay identifications before claims were paid incorrectly.



>\$3.5B+ invested annually in technology



Identified **\$83 million in prepay savings** behind another vendor's software-based claim editor in the first 19 months of production.



Delivered more than **120 net-new analytics** in the first 19 months and accelerated the machine learning of the predictive scoring models.



Improved accuracy led to **\$83M in medical expense savings** and lowered provider abrasion.

Infusing operations with health care intelligence

With **OPTUM IQ™**

OptumIQ™ represents our unique combination of **curated data, advanced analytics** and **health care expertise** that we infuse into our products and services. By combining, refining, validating and continually enriching billions of data points from across the system, our analytics provide clients with a comprehensive view of financial risk and performance, while delivering dynamic and multidimensional insights that get smarter every day.

HEALTH CARE INTELLIGENCE



Committed to results

Share the journey with an experienced, secure partner with demonstrated return on investment and a willingness to share investment challenges. Our solutions support business transformation. Modernizing core processes and technology help reduce operating costs and position your business to reach its goals.

Steadfast expertise

Optum worked with a health system looking to revamp their approach to revenue cycle management. By applying expertise, technology applications and augmenting workforce services, Optum worked with the client to achieve:



26% in average cash collections



12% decrease in gross accounts receivable days



\$50M revenue recovery increase on self-pay accounts

\$10B+ in savings generated annually through payment integrity services

\$1M in unbilled revenue identified on average per client

100k incorrect claims intercepted on average per client

98% client retention (Optum StepWise®)

Learn how you can optimize your performance and plan for sustainable growth.

Optum health care operations can help your organization evolve through market-leading technology, modernized platforms and unrivaled expertise.

Contact Optum to learn more today.

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