Four stages of revenue cycle modernization:

IMPROVE
Increase financial sustainability and build a base for future enhancements.

OPTIMIZE
Apply technologies, data insights and workforce training for improved efficiency.

TRANSFORM
Integrate revenue cycle workflows and predictive analytics to support value-based care.

INNOVATE
Launch next-generation ideas to strengthen the health care ecosystem.

Dignity Health serves **20 million** patients across 21 states within the U.S.

Dignity Health modernizes revenue cycle and measures success to better serve patients.

Faced with changing consumer expectations, technology trends, industry regulations and evolving payment models, leaders at Dignity Health, now part of CommonSpirit Health, recognized the need to future-proof their revenue cycle operations. They knew that achieving their financial performance goals to better serve their patients required significant investment and resources. After extensive evaluation, Dignity Health made the decision to strategically partner with Optum® and form Optum360® to develop a next-generation revenue cycle approach.

A shared vision for success

To carry out their mission and improve the patient experience, Optum360 and Dignity Health continue to collaborate on innovative technology and approaches that deliver quality financial experiences for patients that are equal to the level of care they receive. Creating billing process transparency and clarity for out-of-pocket cost responsibility is helping to better serve Dignity Health's patient population.

Effective collaboration

The goal of modernizing the revenue cycle so that it is intuitive and easy to manage, allowing patients and providers to focus their attention on healing, is at the core of the collaboration between the two organizations. Optum360 delivers predictive analytics that help staff identify areas of performance opportunity that can impact operational efficiency and lead to higher levels of engagement and improvement in the patient experience.

Dignity Health and Optum360 focus on an end-to-end approach that creates process and outcome predictability in front-, middle- and back-end operations. In addition, new innovations driven by the patented Optum natural language processing (NLP) engine have increased efficiency in administrative tasks, which allows staff to focus more on critical priorities.

> " We're using advanced revenue cycle tools from Optum360 to increase billing transparency to patients and reduce the overall cost of care. We're excited that this cloud-based technology will help us provide affordable health care to our patients. "
>
> — **Daniel Morissette**
> Chief Financial Officer

29% increase in total cash realization. Results based on FY14 to FY18.

OPTUM360°®

Dignity Health modernizes revenue cycle and measures success to better serve patients.

Continued achievements

Current initiatives have brought significant improvements to Dignity Health's revenue cycle performance. Optum360 helped Dignity Health transform patient registration, streamline clinical documentation processes for providers and align coding, billing and payment systems to free up time for its value-based providers to deliver a more satisfying experience for patients.
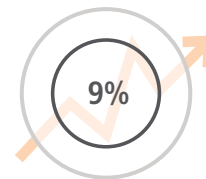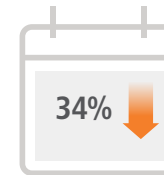
29%
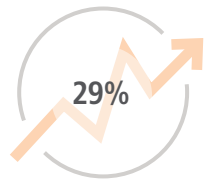
29% increase
in total cash realization

5.9%

5.9% increase
in CC/MCC capture rate for Medicare and Medicare managed services

17.9%
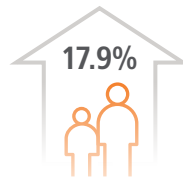
17.9% improvement in patient access collection efficiency (% of estimate $ collected)

9%

9% increase
in average Medicare CMI (case mix index)

34%

34% decrease
in AR over 90

The Optum360 proven results, expertise and industry-leading tools improve financial performance for providers and earn industry accolades for excellence.

PEAK MATRIX™ LEADER 2019
REVENUE CYCLE MANAGEMENT BUSINESS PROCESS SERVICES

Everest Group PEAK MATRIX Leader — Revenue Cycle Management Business Process Services

BLACK BOOK 2018

Top revenue cycle management outsourcing and managed services vendor by Black Book Research

Results based on FY14 to FY18, with the exception of Medicare and Medicare managed percentage (FY15 to FY18)

OPTUM360°®

optum360.com

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CODER PRODUCTIVITY
Operating data show that coders at Dignity Health facilities using computer-assisted coding assign codes faster and spend less time researching appropriate code designations.

HOW MUCH FASTER?

IP **12%**

OP DIAG **38%**

OP AMBS **116%**
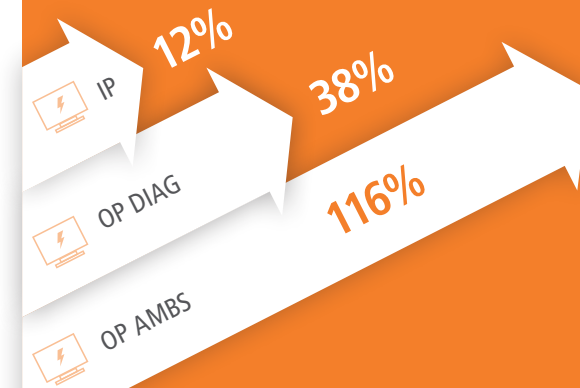
Learn more about partnering with Optum360.

Optum360.com

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