



Optum Data Visualization Services

Understand cost drivers and service quality to improve Medicaid program results

Gaps in care. Inadequate access. Inconsistent care quality. These and other factors can compromise outcomes for beneficiaries and drive costs for state Medicaid agencies. But pinpointing the most consequential factors — and charting a path for addressing them — can be a challenge given the sometimes overwhelming breadth of available data and the reliance on managed care organizations (MCOs) to provide meaningful data.

Optum Data Visualization Services provides both the expertise and tools that can help state agencies identify the right information — the needles in the haystack — to understand their true costs, utilization rates, care quality, and accessibility for more efficient and effective performance.

Pinpoint, prioritize, empower

With Medicaid program expertise in 36 states, Optum consultants can help you uncover actionable opportunities to reduce costs and improve quality and access in your program. Optum can help enable you to:

- **Detect inefficiencies, gaps, and shortfalls** — Identify which cost, quality, and access variables make the most sense to analyze
- **Present a clear, comprehensive picture of performance** — Capture and present key information in a clear format that enables informed discussions and decisions
- **Set the right strategy** — Make fact-based decisions about the best steps your organization can take to improve services, including programmatic changes to make a difference in the lives of the people you serve
- **Implement and operate your customized improvement plan** — Implement monitoring and intervention processes, as well as evidence-based clinical intervention, then measure outcomes and refine as needed

Understand performance, then elevate it

All of this insight is presented in the Optum™ Data Visualization dashboards, that are easy to read and display complex information in a clear, concise format. With this clarity, as well as greater transparency and accountability, you can make better decisions that strengthen your program for long-term performance.

Optum Data Visualization Services includes a customizable dashboard that draws from unique data sets built from your existing data sources and repositories, such as data warehouses, APCDs, MMIS systems, eligibility systems, and others.

Set a clear path for program improvement

Define priorities

Medicaid agencies collect so much data that it can be difficult to know where to start digging for answers to questions about overutilization, provider practice variation, and more. Optum experts can help you identify and analyze salient indicators, such as cost, utilization, quality of care, access, and other variables most important to your organization. These indicators are critical to designing and delivering efficient, high-quality service.

Spot trends

Too often, Medicaid executives have to rely on static reports or anecdotal evidence to know that something is amiss. Optum's Data Visualization dashboards and experts provide context — at regular intervals defined by you — so you can ask the right questions, get the right answers, and track meaningful change over time. For example:

- What does it mean when spending on diagnostic imaging increases by 40 percent in one quarter?
- Why does a certain geographic area show a spike in elective inductions prior to 39 weeks gestation?
- How much of a quality bonus will need to be paid to a high-performing MCO?

Our experts and dashboard solutions provide accessible information about what's truly happening in your program.

Take action

Once you have an empirically based understanding of which specific programmatic factors are driving costs or compromising quality of care, Optum experts can continue to help you address them. With specific expertise in government programs, Optum experts assist in prioritizing opportunities for programs and programmatic improvement, then determine the steps needed to achieve that direction within your agency.

Optum's dashboards also contain drill-down information that supports specific activities. For example, MCOs might receive lists of members who are missing certain preventive services, or a hospital system that uses the wrong DRG codes for births may be flagged for outreach. Our dashboards and expertise help you better understand what's happening and what to do about it to meet your quality and cost objectives.

Condition prevalence is an important measure to help identify where resources should be allocated. For example, are there demographic groups or cities where the prevalence of diabetes or other conditions is abnormally high? Optum Data Visualization Services identify the most common conditions and the corresponding costs unique to your state and priorities.

Same data. More insight.

Data doesn't mean much if it's cumbersome to analyze or difficult to understand. Optum Data Visualization Services provide high-level and detailed views of cost, quality, and access — whatever variables you deem most important for your state programs.

Executive dashboard

Designed for daily glances, the executive dashboard provides a high-level snapshot of performance metrics. It functions as an early-warning system, displaying actual performance vs. expected performance in areas you identify as priorities.

Drill-down analytics

From the executive dashboard, you can drill into key performance metrics to see the story behind the numbers provided in the executive dashboard.

For example, the finance metric group provides insight into your program's fiscal year spend vs. budgeted and forecasted numbers. The drill-down functionality enables you to view total spend by month, as well as examine capability through a specific reimbursement arrangement or take a deeper look into the components that make up total spend.

Trend analytics

Trend analytics illuminate trends that might otherwise go unnoticed — and unaddressed. In this example, utilization reveals how the membership is using available resources, reporting by aid category and allowing the user to view by service levels and reimbursement arrangement over time.

Executive dashboard



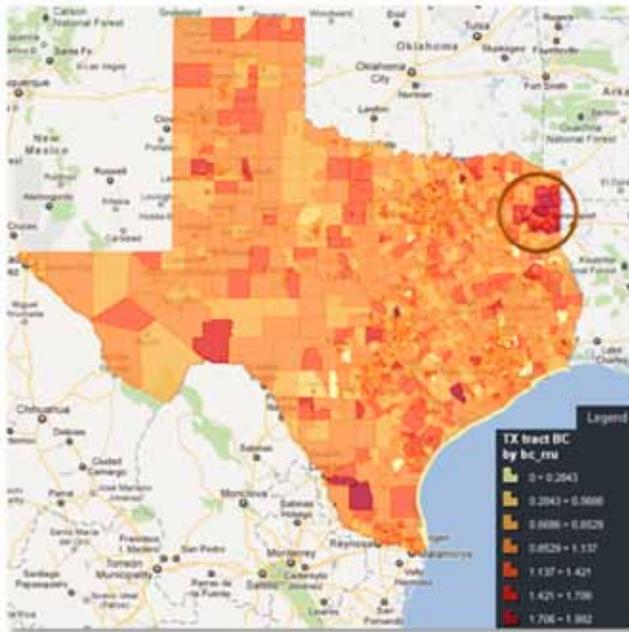
Trend analytics





Population health

Using our sophisticated episode groupers and predictive models, you can visualize previously hidden aspects of your population's health. See the prevalence of chronic diseases in your state and identify chronic diseases with significant growth using our heatmaps. Drill down into specific sub-populations and identify where you may want to prioritize your disease management activity. Optum Data Visualization lets you understand your population's health better than ever before.



Geo analytics

Heat maps provide a geographic dimension, enabling you to examine condition category, condition, prevalence, and PMPM cost by region.

About Optum

Optum is working to make the health system work better for everyone by providing analytics, technology, and consulting services that enable better decisions and results. We currently work with more than 35 states to serve their Medicaid populations.

Strengthen the long-term sustainability of your Medicaid program. To view a demo or learn more about Optum Data Visualization Service

Call: 800.765.6092 | **Email:** innovate@optum.com | **Visit:** www.optum.com/government



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