Optum™ Enterprise Computer-Assisted Coding

Transform your coding process with a truly integrated solution.

Hospital inpatient and outpatient coding operations are growing in complexity. ICD-10 will bring a dramatic increase in the number of codes, and along with them a need for increased specificity in coding and documentation. Yet, working with the new codes is just one piece of the puzzle—hospitals will also need ways to address productivity, workflows and clinical documentation improvement in order to maximize efficiency and minimize revenue impact.

That's why Optum™ created the Enterprise Computer-Assisted Coding (CAC) Platform. It brings together all of the information and tools coders and clinical documentation staff need into a single, streamlined solution. Our proven CAC solution is joined by coding and reimbursement features, workflow tools, and a clinical documentation improvement (CDI) module, all in one seamless solution. Powered by our patented Optum LifeCode® natural language processing (NLP) engine, Enterprise CAC provides a comprehensive coding and clinical documentation improvement experience to help you:

- Improve coding quality and documentation accuracy with our proven NLP engine

- Boost efficiency with integrated coding and reimbursement tools

- Proactively identify gaps in documentation and automatically assemble queries

- Simplify implementation, training, workflows, product updates and support with a single, integrated solution

Optum, a leader in computer-assisted coding

For more than 13 years, Optum has been an industry leader in computer-assisted coding technology and solutions. LifeCode was the industry's first NLP engine to accurately interpret meaning and context of medical terminology in electronic health records (EHRs), and is the only NLP with proven results. Leveraging LifeCode NLP, our Enterprise CAC brings together our CAC and CDI technology for a fully integrated solution that will help hospitals ease the transition to ICD-10—and realize the benefits of greater efficiency and precision along the way.

It's all part of our simple goal to make the health care system work better for everyone.

The Power of LifeCode NLP Technology

LifeCode powers both the CAC and CDI functionality on the Enterprise CAC Platform. LifeCode leverages more than 10 million medical facts to read physician documentation and understand grammar and syntax, identifying key clinical facts and mapping those facts to codes.

LifeCode NLP not only works to assign accurate codes at the onset of the coding process, but it also uses a series of rules and algorithms to read documentation and identify high-yield CDI opportunities concurrently with patient hospital stays, allowing physicians to complete or correct documentation before patients leave the hospital to reduce reimbursement delays.

Your comprehensive coding solution

Enterprise CAC is designed to connect departments throughout the hospital, so that clinical documentation is as accurate as possible at all stages of the coding process. Coding and reimbursement functionality is fully integrated into the platform to streamline the coding process, and the CDI Module helps to identify documentation issues before they result in reimbursement delays. Workflow tools help keep the whole system moving, with proactive task assignments and information hand-offs to the right people at the right time which happens automatically. All of the components work together for a complete, seamless coding and clinical documentation solution.

Optum Coding and Reimbursement Module

Optum coding and reimbursement functionality provides easy access to all of the encoder and reimbursement components that coders need to complete cases, including:

- Logic and book encoders

- Clinical and code validity edits as well as MCE, OCE, CCI and medical necessity

- Required clinical references including Optum Coders Desk References and Clinical Documentation Guidelines, links to ICD-10 references and the ability to link any electronic or web reference

- Grouping and pricing occurs automatically as codes are added, revised or deleted

Optum Clinical Documentation Improvement Module

Improve the quality of documentation to more accurately reflect services rendered and ease the transition to the new ICD-10 code set with concurrent CDI. LifeCode reads all physician documentation, in addition to documents such as diagnostic study results, medications and orders, identifying inconsistencies or gaps in documentation, then automatically populating queries and routing them for resolution—all before patients are discharged from the hospital. The CDI Module streamlines and supports the entire CDI process with:

- Automated, concurrent case review using LifeCode to read documentation and identify partial information, gaps or inconsistent documentation

- Algorithms and intelligent case finding rules to identify and prioritize charts with high potential for CDI

- Ability to passively build and automatically route queries with Auto-Query, sending them directly to physicians without aid of the CDI specialist or coder
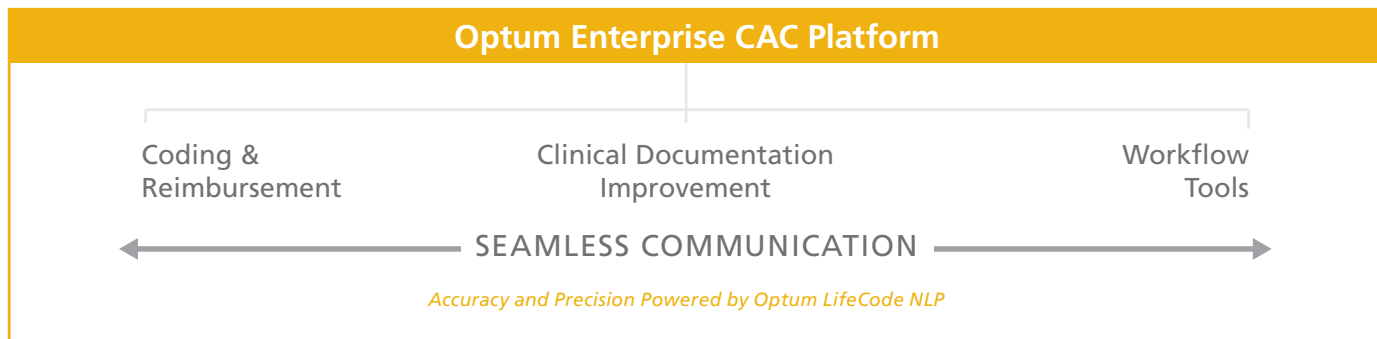
Optum CAC Workflow Module

The workflow functionality in the Enterprise CAC Platform streamlines and helps automate workflows by:

- Automating case assignment to coders to boost productivity for coders and managers alike

- Providing flexible work queue parameters for the build and maintenance of work queues

- Tailoring CDI work list parameters to route cases to the right role and most qualified individual to address

Enterprise CAC has been proven to help increase productivity for inpatient cases by up to 20 percent and more than 100 percent for outpatient cases.

Optum Enterprise CAC Platform

| Coding & Reimbursement | Clinical Documentation Improvement | Workflow Tools |

← SEAMLESS COMMUNICATION →

Accuracy and Precision Powered by Optum LifeCode NLP

Your effective coding and documentation improvement solution

Enterprise CAC provides a comprehensive coding and CDI solution to help you boost efficiency, improve the quality of documentation and coding accuracy, and ultimately enhance your revenue cycle by:

Increasing productivity. Coders complete more cases in less time, decreasing or eliminating coding backlog and overtime; CDI specialists can focus only on cases where LifeCode has identified CDI opportunities.

Improving accuracy. Advanced CAC technology helps to assure the correct capture of all diagnosis and procedure codes, while the CDI Module identifies missing or inaccurate documentation, reducing the chance of denials and rework and improving reimbursement.

Enhancing consistency. Our LifeCode NLP-derived codes result in coding consistency by providing less room for coder interpretation and helping to bridge the coder experience gap by improving the quality of less-experienced coders. The CDI Module reviews all charts for inconsistencies and can automatically route queries to resolve issues.

Increasing revenue. Shorten time to revenue with lower A/R days and discharged not final billed (DNFB) days and correctly capture codes to improve case mix index for increased revenue.

Providing complete coding traceability. All assigned codes are linked to clinical documentation, which provides an improved audit trail that supports the RAC program and other CMS audits as well as internal auditing and CDI programs.

Managing coding and CDI operations. The Executive Dashboard details the overall state of coding and CDI productivity and results, and provides a flexible set of standard reports to further monitor and track productivity, billed charts, and audit trails.

Easing the transition to ICD-10. The superior technology in our LifeCode NLP technology scales easily to the specificity of ICD-10 and helps mitigate anticipated productivity losses by providing a more accurate set of codes for coders to review. Our CDI Module marks cases where documentation is incomplete, highlighting opportunities for training and improvement.

Identifying high-yield CDI opportunities. Automated CDI functionality uses sophisticated business rules to identify high-yield cases for review. Queries are automatically populated and routed to address documentation issues before they impact revenue or patient care.

Real-world results

Optum Enterprise CAC is the only CAC with a track record of proven results. Hospitals have documented dramatic increases in productivity, coding accuracy and revenue gains thanks to improved accuracy, efficiency and shortened revenue cycles.

Your comprehensive, seamless coding solution

The Optum Enterprise CAC Platform has been designed to work together as a single answer to hospitals' coding and clinical documentation improvement needs. It's powered by sophisticated technology, yet the user experience is elegantly simple.

Simplified product installation and updates with SaaS model. Software as a Service (SaaS) provides an efficient delivery method for both product installation and updates. The SaaS model updates maintenance for IT staff, reduces hardware costs, and lowers the overall hospital IT footprint.

A comprehensive platform. Enterprise CAC comprises a complete, fully integrated solution, with CAC, coding and reimbursement tools, enhanced workflow and automated CDI capabilities that are designed to work together as a whole. It's a single solution that can meet all of your coding and clinical documentation improvement needs.

Seamless communication between departments. Improve the exchange of information between hospital departments and improve the integrity of your entire coding process. Automatic routing of tasks, cases and queries dramatically improves communication and efficiency.

Optimized user experience. With Enterprise CAC, coders and CDI staff no longer need to toggle between multiple programs—all the information, references, workflow and resources needed are gathered together in one solution, with intuitive functionality that speeds training and everyday efficiency.

Enterprise CAC takes the performance of Optum's industry-leading CAC solution a step further, by providing the speed and accuracy of computer-assisted coding, the supporting features of coding and reimbursement tools, workflow features, and proactive clinical documentation improvement capabilities, all in one seamless solution.

See how Enterprise CAC is helping hospitals like yours improve coding productivity, accuracy and revenue.

Download case studies, white papers and view videos to learn more.

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