



Emergent Care Transformation program

ED use is on the rise and so is spend

ED visits are projected to increase 11.2%, rising from 143 million in 2018 to 159 million by 2030.¹

ED cost per visit can be upward of \$1,250 to \$2,000 depending on the line of business versus \$200 to \$300 per visit for lower-cost alternatives.

Health plans may have limited success deploying point solutions that focus exclusively on retrospective lookback of utilization to drive member interventions. This could quickly lead to increasing ED use and cost. A more effective strategy needs to be proactive and include utilization, prediction and coordination across a spectrum of your clinical and operational functions, workflows and interventions.

While health plans may realize the importance of aligning operational functions, they may not have the resources or ability to streamline and coordinate across multiple vendor partners. **Not only can Optum solve that, but we're willing to tie fees to financial outcomes and return on investment (ROI).**

To be successful, health plans need a strategic program with the intelligence to proactively analyze data across key functional areas to identify and mitigate contributing factors.

Manage ED use and spend with proactive prediction and intervention

Optum® Emergent Care Transformation is a comprehensive program designed to help health plans proactively manage the rising cost of ED use and spend.

Optum deploys an industry-leading predictive model that monitors data from a wide variety of sources looking for trends and patterns to actively identify appropriate opportunities to reduce use and spend. The model accurately predicts at-risk members and pairs them with intervention partners to redirect care paths that prevent avoidable ED.



\$321.94

total ED spend **PMPY**²



10%

premium spend due to **ED use**³



24%

outpatient spend due to **ED visits**⁴



32%

increase in ED visit spend over **4 years**⁴



29%

increase in observation stays over **4 years**⁴

20% to 30%+

Predictive model **spend savings opportunity**⁵

1. Marco C, Courtney D, Ling L et al. Emergency Medicine Physician Workforce: Projection for 2030. Aug. 2, 2021.

2. NAIC INSDATA downloads of sample of regulatory filings for 2020.

3. AIS.

4. Health Care Cost Institute. 2018 Health Care Cost and Utilization Report.

5. Average potential savings. Your results may vary.

Improving member experience

Many of us have used the ED at one time or another. Likely, it was overcrowded and you waited a long time to be seen only to receive a costly surprise bill a few weeks later. ED visitors are often admitted to hospitals due to lack of coordination with a member's care team without incorporating social determinants of health. This leads to a poor member experience.

Through proactive identification accompanied by a robust intervention program, Optum Emergent Care Transformation can help health plans guide members toward more appropriate and convenient care. This may help decrease strain on the ED. Member experience can be improved simply by shorter wait times and decreased cost of care. This may help increase member satisfaction rates.

Is your ED spend management strategy effective?

Let Optum perform a business case for your health plan at no cost to you. In 60 days, Optum will deliver recommended program optimization and estimated ED savings opportunities.

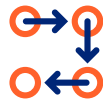
- 1. Provides a gap analysis** to identify any missed savings levers from your current program.
- 2. Offers industry insights** to let you know what your competitors are doing to manage ED spend.
- 3. Informs a transformational roadmap** that considers gaps and industry insights to show the financial opportunity your health plan may gain by optimizing your program. It also provides an estimate of how long it may take to achieve.



Gap analysis



Industry insights



Transformational roadmap



~90%

of total future ED spend for frequent users identified by highly accurate predictive model.⁶

Want to optimize the potential of your ED spend management strategy?

Contact Optum today to perform a business case assessment of your current strategy:

1-800-765-6807

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6. Observed by Optum during model testing. Your results may vary.

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