

Optum Clinical Review

Chart retrieval and coding solution

The process to manage retrospective risk adjustment chart review is complex administratively for health plans performing risk adjustment. Many health plans use multiple vendors to retrieve and code charts, but lack options to manage at a program level. Tracking is often done through inefficient home-grown tools or spreadsheets often leading to costly workflow problems. To execute an end-to-end risk adjustment program successfully, it often requires connecting disparate components and capabilities.

Health plans can improve retrospective risk adjustment program simplicity and increase efficiency by managing more processes in-house or by employing fewer vendors. By doing so, it may help health plans to:

- Control quality and costs
- Better forecast and manage outcomes
- Leverage provider relations and networks
- Align to other key revenue cycle management programs (RCM)

A comprehensive, flexible solution

Optum® Clinical Review is a flexible software-as-a-service (SaaS) solution that enables health plans to manage processes centrally and conduct an end-to-end risk adjustment program. Its tools provide support for workflow assignment and capabilities to perform retrospective chart retrieval, hierarchical condition categories (HCC) coding, the overread process, reporting, and an extra level of quality assurance coding.

Clinical Review is fully pre-integrated with other Optum services. It offers these key benefits:

- Manage internal and external team resources efficiently
- Fully hosted application with Optum taking care of data management, database administration, and data integration
- Minimal staff training time with intuitive tools
- Minimum provider abrasion with comprehensive provider engagement technologies and processes



Optum teams use the same Clinical Review technology to manage more than 6 million medical charts per year on behalf of clients.

Key technology features

Clinical Review supports your risk adjustment program efforts through:

Informative dashboard metrics enable the risk adjustment supervisor to view either a point-in-time status for all project functions or a specific project. For clients with Optum services for a subset of their projects, filter by client or Optum-assigned projects to enhance transparency.

Step-by-step appointment scheduler manages chart retrieval efforts. Group providers and members into single appointments to minimize provider disruption.

Encounter-level coding supports maximum efficiency. Add and edit encounters, add customizable error and omission codes at both encounter and diagnosis levels. Add ICD-10 codes and HCC, pharmacy HCC and descriptions pre-populate.

Intuitive quality assurance (QA) capability allows a coder to see QA entries in a side-by-side view for learning purposes. Add encounters and diagnoses, validate, modify or do not validate a coder's entries at both the encounter and diagnosis levels. For convenience, a daily file of QA results generates automatically.



Optum has the technical and operational experience and many years of risk adjustment expertise to develop processes that scale to the needs of your health plan.



Clinical Review supervisor dashboard

Call Optum to learn more today.

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