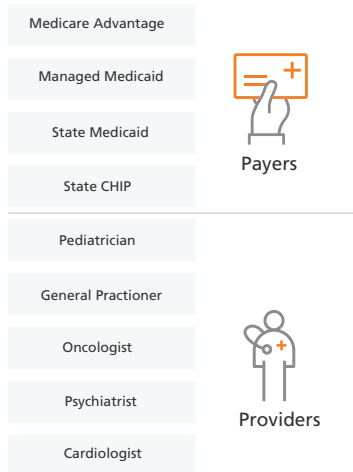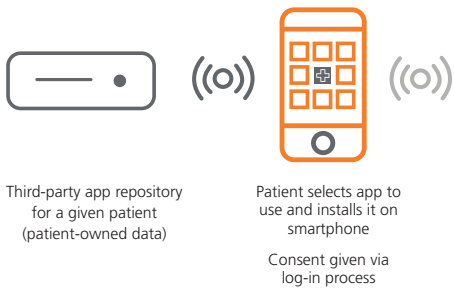# Optum FHIR Interoperability Services

Facilitate patients' access to their health data through one common data standard

Modernizing the health system by putting the patient first

The Centers for Medicare & Medicaid (CMS) published the Interoperability and Patient Access final rule on March 9, 2020. This rule establishes Health Level 7® (HL7) Fast Healthcare Interoperability Resources® (FHIR) Release 4.0.1 as the standard for data exchange through open APIs. This will enable secure HIPAA-compliant partner applications to provide patients secure and immediate access to their health records. It uses one standard, replacing the disparate standards that exist today.

Rule vision: Patient applications that provides individual health care data from payers and providers

Third-party app repository for a given patient (patient-owned data)

Patient selects app to use and installs it on smartphone

Consent given via log-in process

Medicare Advantage

Managed Medicaid

State Medicaid

State CHIP

Payers

Pediatrician

General Practioner

Oncologist

Psychiatrist

Cardiologist

Providers

Key questions Medicaid technology leaders are asking:

- Do we have the capability to exchange data using FHIR-based resources?

- Are all data required for compliance readily accessible?

- How will we deploy and maintain the FHIR-based APIs?

- Can our infrastructure support and respond to requests for required data in real time?

- How will efforts to comply impact other planned IT investments?

This is a significant milestone in advancing interoperability and efficient data exchange across the entire health system. By enabling patients secure access to their own data, this rule is forcing payer and provider systems to align in support of care delivery. It helps eliminate the silos of data that have bogged down the health care system for far too long.

Meeting compliance by the enforcement date of July 1, 2021, is important for CMS-regulated plans, Medicare Advantage (MA), Medicaid, CHIP and Qualified Health Plans on "federally facilitated exchanges." The full value of compliance will be seen in the years ahead as stakeholders learn to access and share clinical, claims, provider and formulary data using the richly detailed FHIR standard.

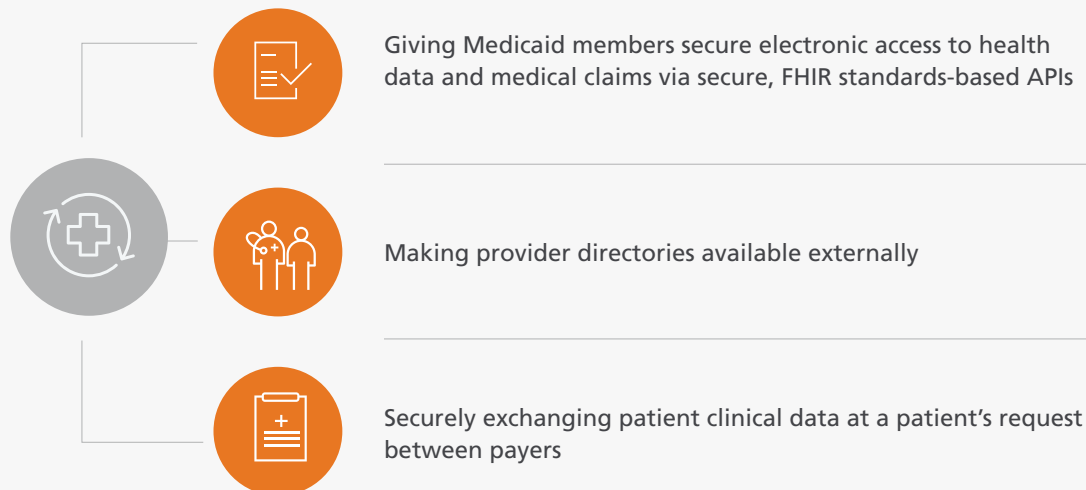## Optum expertise can help you meet compliance

Optum has been a leader in promoting standards-based exchange of data across health care. We offer services and solutions that facilitate claims and clinical data exchange.

- Our leadership in industry collaboratives, including the CARIN Alliance, the Argonaut and DaVinci Projects among others, has expanded our knowledge and understanding of your needs for better overall satisfaction of services.

- Our support of large national Medicare Advantage and Medicaid payers to evaluate and architect compliance solutions is allowing these health plans to meet the requirements of the Interoperability and Patient Access final rule. Optum is providing the Interoperability solution for United Healthcare, the largest commercial health care payer.

- Our experience with analytics and data management in state programs includes supporting 36 Medicaid programs and providing analytics solutions that touch over half of the approximately 73 million people on Medicaid.*

Compliance with flexibility and scale: Optum FHIR Interoperability Services
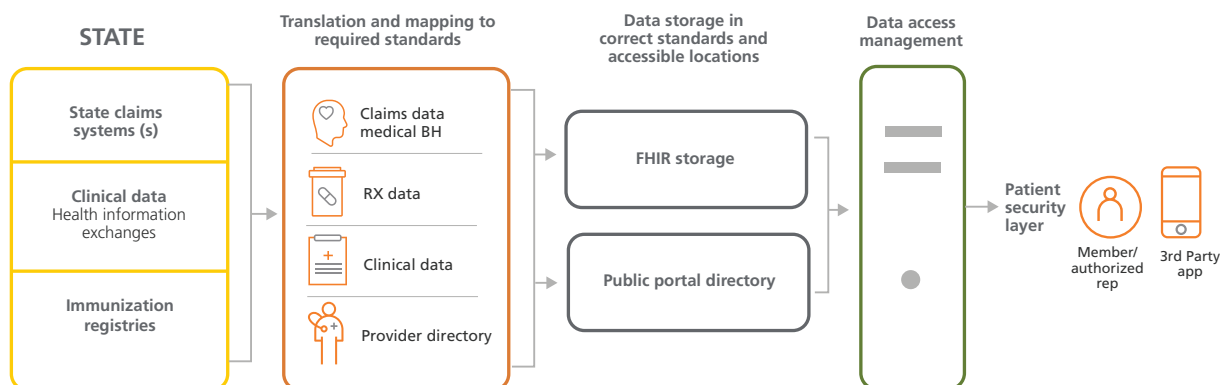
Optum FHIR Interoperability Services will help Medicaid agencies meet compliance for all components of the Interoperability and Patient Access final rule, including:

Giving Medicaid members secure electronic access to health data and medical claims via secure, FHIR standards-based APIs

Making provider directories available externally

Securely exchanging patient clinical data at a patient's request between payers

Our approach allows for flexible implementation based on your state environment and needs. We can provide the whole solution or augment where there is a gap. We can also scale the solution for the largest Medicaid infrastructures. Our cloud-based architecture is containerized, and compliant with all federal and state requirements. We can provide one or all components needed, including:

1. **API translation and mapping services**: Since state systems may not store data in the correct standards, we can help translate and map data to FHIR standards.

2. **Storage in an accessible location:** Data can be stored in an Optum Patient Data solution, which is accessible via the approved and secure APIs.

3. **Access management:** This is critical component for security and includes identity access control, the ability to delegate to who can see your data, as well as the ability to know how to transfer the data between entities.

Seamless data flow enables compliance through Medicaid systems to the patient's preferred third-party application.

Interface systems to Optum Interoperability solutions

Meet compliance and unlock the value of interoperability

Once implemented, our solutions can help to improve the value of modularity while accelerating additional value when your agency is ready.

Unlocking value	**Quality and reliability**	**Driven by your needs and goals**
Data are key assets to an enterprise. A canonical data set combining claims/encounters, clinical and formulary data creates analytic opportunities to improve the insights about operations and Medicaid populations. This is Optum's strength.	Our accelerators and experience with data integration, quality assurance and health plan and Medicaid operations enables the delivery of high-quality and reliable solutions.	Our approach is driven by your needs. We assess your agency's goals and technical requirements to deliver a solution that is right for you.

Why Optum

- **Focus on value and partnership.** Ability to leverage the power of Optum as a trusted partner with a proven track record of success in delivering results. Optum will provide the core expertise required to assess, build and implement operations and the technology required for interoperability compliance.

- **Focus on the long term.** We bring a comprehensive approach, beyond technology, to deliver long-term value versus short-term wins.

- **Focus on health care system and CMS interoperability.** We work with all health care system stakeholders and understand how the data should flow across all systems. We have proven experience at the national Medicaid, Medicaid Advantage and commercial payer level for CMS interoperability readiness.

- **Focus on data and technical experience.** We provide accelerators to drive significant delivery of health information exchange, API and FHIR technology application.

- **Focus on knowledge.** We have deep health care payer knowledge, tools and accelerators to facilitate mapping and implementation, CMS rules expertise, core competencies for systems integration and program transformation.

- **Focus on holistic results.** We are not a technology-only option, but a comprehensive, end-to-end partner to help you drive scale, change, adoption and use.

Collaboration   **Quality**   **Results**

Sources:
*Kaiser State Health Facts, Total Monthly Medicaid and CHIP Enrollment, May 2020

Learn how Optum can help evaluate and partner with you on implementing compliance solutions aligned to your specific market position and strategic and financial goals.

Contact us at optum.com/stategovcontact

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