OPTUM™

Payer administrative systems implementation and optimization services

Increase efficiency, manage risk and drive growth

The latest advances in health care information technology enable health plans to significantly enhance their business performance by automating core functions such as claims adjudication, billing, benefit design, eligibility and more. Optum™ payer administrative systems implementation and optimization services can help you drive increased efficiency, manage risk and better enable your growth objectives.

In order to realize maximum effectiveness and respond to market demands, you have to continually align and realign your business and technology. That is the best way to achieve a greater return on your technology investment and position your plan for future market opportunities.

Is your organization:

Struggling with operational management due in part to the inflexibility and limitations of core administration systems?

- Falling behind on the implementation of new releases that could deliver greater efficiencies?

- Searching for potential improvements in auto-adjudication, claims accuracy and payment integrity?

- Experiencing gaps in automated metrics, benchmarks and effective reporting solutions that are required to manage operations?

Meeting strategic and performance expectations that require implementation of new products, lines of business and expanded service areas?

- Efficiently adopting health care reform changes while effectively servicing constituents?

- Evaluating the cost and effort to maintain core applications including identification of significant opportunities for improvement?

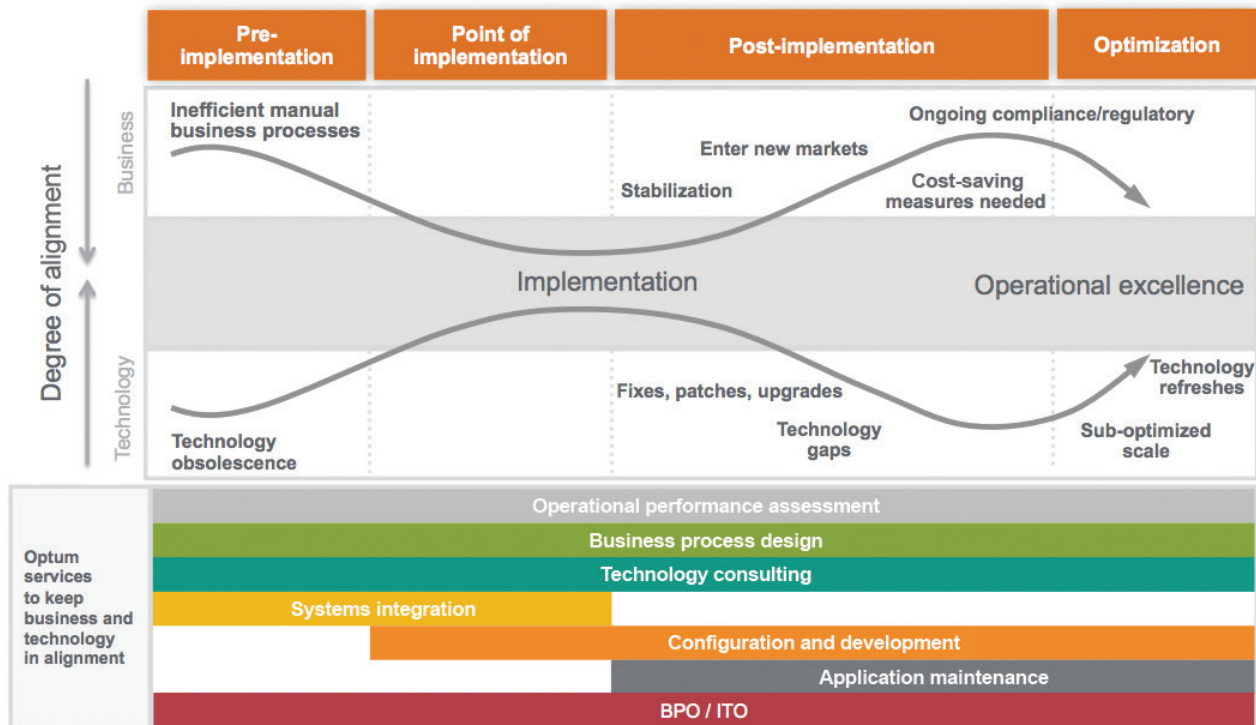- Securing qualified talent that provides the best value equation to work within current budgets?

A proven system optimization model built upon our optimization lifecycle, services and experience

From pre-implementation to optimization, there are opportunities to improve the alignment of business and technology within each point in the lifecycle.

Lifecycle — Goal-driven approach to business and technology alignment

Over time, your business needs and plan operations evolve, impacting the effectiveness and efficiency of your core systems.

Alignment lifecycle

Optum services, designed to support the lifecycle, can provide the foundation to helping bring business and technology back into alignment so you can maximize the investment and promise of your administrative system.

Services — Comprehensive set of services to meet your business and technology needs

Operational performance assessment	Comprehensive services that identify high-impact areas where opportunities for improvement reside with corresponding identification of "next best actions"
Business process design	Definition and documentation of process flows, policies and procedures for work performed by the payer and/or its systems
Technology strategy	Technology strategy, architecture and planning services including application systems and infrastructure modernization
Systems integration	Seamless technology integration with internal enterprise application systems and data as well as external trading partners
Configuration and development	Design, development, implementation and testing services for the payer administration system and surrounding applications
Application maintenance	Application support services including minor configuration, interface, database and report maintenance plus updates for the payer administration system and surrounding applications

We provide these services across all lines of business — Medicaid, Medicare, commercial and individual — and a broad product and process set — medical, dental, behavioral health, vision, health savings account (HSA), health reimbursement arrangement (HRA), pharmacy, life and disability.

Experience — Gain the benefits of Optum assets, scale and partnerships

With Optum, you have the resources you need — the people, processes and technology — exactly when you need them, to handle volume spikes at open enrollment and other critical times. This includes ad hoc support to avoid expensive extended maintenance agreements.

Optum has more than 500 health care-focused IT specialists skilled in:

- Legacy systems
- Facets™ Core Administration Platform
- HealthRules® Product Suite
- ikaSystems
- QNXT

- Other major applications
- Project management
- Business process analysis
- Technology architects and analytics

We also leverage utilities and accelerators designed exclusively for health care. And, we use a blended global delivery model with a cost-saving offshore/onshore mix to deliver highly reliable project ownership. Combined, these capabilities offer:

- Increased speed to market
- Reduced cost and improve operational efficiency
- Maximized delivery quality
- Improved auto-adjudication and dollar accuracy rates
- Better functionality for incorporating new benefits, network and payment models
- Compliance with regulatory requirements

Additionally, our unique partnerships provide health plans with exclusive intellectual properties, plus:

- Systems integration services leveraging deep operations and technology consulting capabilities
- High-value, pre-integrated Optum technologies and services
- Ability to extend into broad Optum clinical and growth-enabled solutions

The difference — Optum serves health care exclusively

To get the most value from your applications, you need a partner at your side that has the deep health care and technology experience, ready resources and business tools to support your specific needs. Learn how Optum can help you optimize your core administration systems right now and prepare for new opportunities to come.

Our focus is all about you … the health plan. We have extensive experience in supporting large membership volumes — 15+ million members across all major plan and product line types. Through this experience, we have developed mature capabilities that enable us to provide highly optimized, cost-effective operations.

Deep health care expertise and talent

Full breadth of services and flexible sourcing models

World-class technology and capabilities

Scalable, cost-effective global delivery

Unique partnerships

OPTUM™

Contact us

Call 1-800-765-6807 or email empower@optum.com

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