

AI-Enabled Retrospective Risk Adjustment

Traditional Medicare Advantage retrospective risk adjustment processes lacked the technology and tools to precisely predict and prioritize charts likely to support unreported diagnosis codes. The result has been a less efficient process that could disrupt providers by requesting more charts than necessary.

Optum uses artificial intelligence (AI) enabled by our experience with the largest database of Medicare Advantage medical records in the industry to optimize the retrospective risk adjustment process. This enables us to efficiently retrieve and review medical charts most likely to support specific unreported diagnosis codes. It enables you to eliminate the need for multiple vendors and the added expense that can come with managing them.

ANALYTICS

SMART CHART TARGETING



AI predicts and prioritizes charts most likely to support specific unreported diagnosis codes.

AI can be configured to automatically exclude charts.

HOW

BENEFIT

Reduce provider abrasion.

RETRIEVAL

INTEGRATED RETRIEVAL



DIRECT EHR RETRIEVAL



ANALOG RETRIEVAL

AI helps identify the retrieval modality deemed most likely to be successful with providers.

Directly connecting to EHR systems enables AI to determine which charts to retrieve and when.

HOW

BENEFIT

Increase retrieval rates.

AI recommends which EHR CCD/CDA files to extract and format for risk adjustment chart review.

CODING

INTELLIGENT CHART REVIEW

Coding completeness review



Smart chart routing

AI-enabled coding

Step 1 | Smart chart routing analyzes potential unreported conditions then routes charts to reviewers based on coder expertise.

Step 2 | AI-enabled coding assists coders with specific diagnosis code suspects or full chart-targeted condition review.

Step 3 | Completeness review detects if a member's health history may still indicate possible unreported diagnosis codes and can route chart for additional review, if needed.

AI helps process to be more precise when capturing suspected but unreported diagnosis codes.

HOW

BENEFIT

Improve completeness and accuracy of chart review.

QUALITY ASSURANCE AND SUBMISSION



QA AND SUBMISSION

Configurable QA options and comprehensive submission services include the ability to generate and transmit submission data in multiple outbound formats based on client need.