

# A smarter retrospective risk adjustment program

## Transforming the traditional Medicare Advantage retrospective risk adjustment process

Millions of Medicare Advantage medical charts are retrieved and coded manually each year to generate a more complete picture of member health status. Traditional retrospective risk adjustment processes lacked the technology and tools to precisely identify medical charts that support unreported diagnosis codes. The result has been a less efficient process that can disrupt providers by requesting more medical 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.

## Enabling higher retrieval results: smarter chart targeting

AI predicts and prioritizes charts most likely to support unreported diagnosis codes. AI can be configured to automatically exclude medical charts that likely do not support unreported diagnosis codes. Provider abrasion is reduced because fewer charts are requested.

Optum AI-enabled analytics maximize efficiency of the retrospective risk adjustment process by:

- Prioritizing charts with precision for retrieval most likely to support unreported diagnosis codes
- Identifying the retrieval modality deemed most likely to be successful
- Predicting and prioritizing suspected disease conditions possibly supported in the chart for coder review

## Digital connections: smarter retrieval

There are many ways to retrieve charts, but most are time-consuming for provider staff. The fastest and most efficient method is through digital electronic health record (EHR) connections. Direct EHR retrieval can remove the need for provider action from the workflow entirely, thus further reducing provider abrasion.

AI enables chart retrieval by identifying the modality (analog or direct EHR) deemed most likely to be retrieved successfully from providers. The chart is routed to the correct entity for chart collection. This helps eliminate wasting time requesting charts from providers that can be retrieved digitally.

Optum can also simplify the retrieval process by accepting records directly retrieved from EHRs in Continuity of Care Documents (CCDs) or Clinical Document Architecture (CDA) formats. Optum is able to extract relevant data from those formats to risk adjustment-acceptable medical records for human coding review.



Smart targeting = fewer chart requests

A study by Optum found **more than 50% of medical charts** retrieved from providers for MA risk adjustment do not support unreported diagnosis codes.

## 2020 by the numbers



**>12 million** medical records collected by Optum chart review service



**>33 million** coding events performed by Optum



**>825 million** transactions processed by Optum risk and quality operations for our clients

## EMR direct connect benefits

- Increases charts acquired
- Collects charts digitally, which is more secure
- >1.7M charts retrieved directly from EHRs in 2020
- >200% increase in amount of charts collected digitally, in less than two years

### Improving efficiency, completeness and accuracy: smarter reviews

Optum applies AI to review medical charts and determine the appropriate type of coding review, most likely to lead to accurate and complete records. When charts reach coding, AI-enabled analytics use a three-step process to facilitate efficient chart routing. AI helps the process to be more precise when capturing suspected but unreported diagnosis codes:

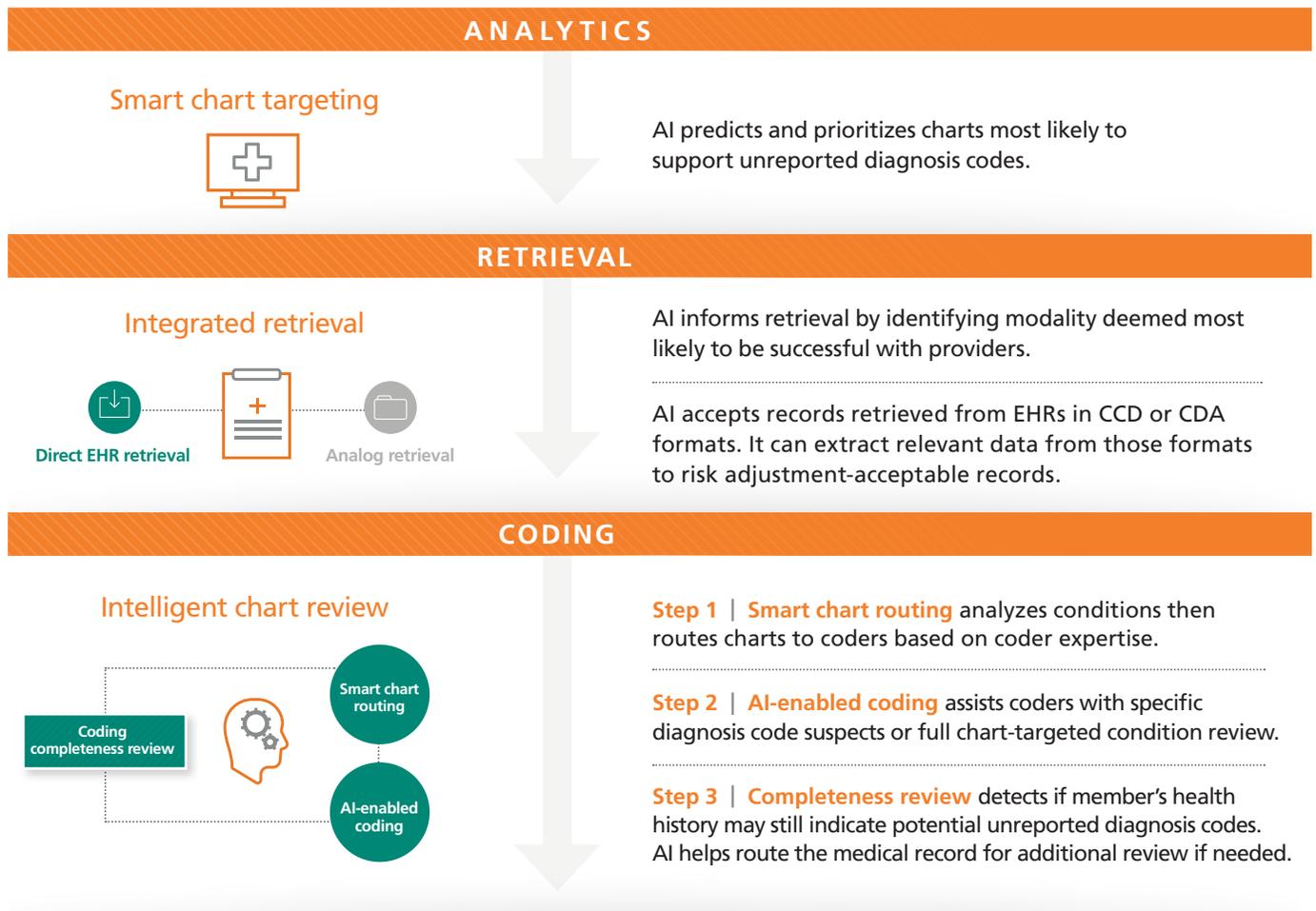
1. **Smart chart routing** analyzes potential unreported conditions then routes charts to reviewers based on coder expertise.
2. **AI-enabled coding** can assist certified coders with tools for:
  - Specific diagnosis code suspects – AI displays suspected unreported diagnosis codes to the coder, helping them focus only on those suspected conditions within the medical chart.
  - Full-chart targeted-condition reviews – displays a member-level profile of AI-identified suspects to the coder so they can review the entire chart.
3. **Completeness review** – detects if a member’s health history may still indicate possible unreported diagnosis codes. AI can help route the medical record for additional review if needed.

### How many vendors are you using?

It can be a lot of work, hassle and expense to manage multiple vendors, handling every step of the retrospective risk adjustment process.

Optum employs AI throughout our comprehensive risk adjustment solution, eliminating the need for multiple vendors and the added expense that can come with managing them.

### How Optum AI streamlines the retrospective risk adjustment process:



## The power of AI enables multiple benefits

There are many benefits health plans may achieve from a transformed and modernized chart retrieval and review process powered by artificial intelligence.

- **Deliver tangible, time-saving operational efficiencies to your provider network** – precise prediction and prioritization enable fewer charts to be requested because AI can be configured to automatically exclude charts that do not support unreported diagnosis codes before they are retrieved.
- **Increase retrieval rates** – analytics inform chart retrieval by identifying retrieval modality that can be aligned with provider preferences.
- **Reduce need for provider action** – direct EHR retrieval can remove provider action from workflow entirely.
- **Maximize coding efficiency, accuracy and completeness** – AI predicts and prioritizes suspected disease conditions for coder review.

## A comprehensive retrospective risk adjustment solution

The AI-enabled components of our comprehensive solution enable a smarter, highly efficient chart review process while maintaining coding accuracy and completeness. Optum AI-enabled analytics can transform your chart review operations because of its accuracy when trained with large amounts of data. It modernizes the traditional chart review process by shifting the focus from volume of charts targeted to precision targeting of charts. The result is fewer chart retrieval requests, which lowers provider abrasion and increases the efficiency of each review.

## Learning that keeps getting smarter

By chart volume, Optum is the leader of Medicare Advantage risk adjustment chart retrieval. Optum AI-enabled analytics are based on our experience with the database of Medicare Advantage medical records in the industry. This results in deeper learning for our advanced analytics built specifically for Medicare risk adjustment, not analytics modified for risk adjustment.

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## Powerful results

1. Optum observed that our AI-enabled solution drove an additional 11% to 15% increase in suspected but unreported conditions captured.\*
  2. Optum AI helps drive more accurate and complete coding. It has enabled a 3% validation rate increase within our internal QA oversight processes.
  3. Optum has seen a reduction of 3%–10% or more in chart retrieval requests.
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To find out more about chart review with AI-enabled advanced analytics, please contact:

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**Phone:** 800-765-6807

**Visit:** [optum.com/risk](https://optum.com/risk)

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\* Optum observed a 9% increase in total conditions coded during chart review by leveraging proprietary AI-enabled chart review versus traditional methods.



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