Four stages of revenue cycle modernization:

IMPROVE
Improve cash flow and build a base for future enhancements.

OPTIMIZE
Apply technologies, health information and staffing strategies to realize revenue integrity.

TRANSFORM
Integrate workflows and activated analytics to support value-based care.

INNOVATE
Launch next-generation ideas to strengthen the health care ecosystem.

Dignity Health is the **fifth largest** health system in the U.S. and the **largest hospital provider** in the state of California.

Dignity Health modernizes revenue cycle, measures success in millions

Faced with increasing net revenue leakage and changing industry regulations, payment models and technology trends, leaders at San Francisco-based Dignity Health recognized the need to upgrade their revenue cycle tools and operations. They knew that achieving their financial performance goals would require significant investment and resources. After extensive evaluation, Dignity Health made the decision to trust Optum to fully operate its revenue cycle, and the organizations collaborated to create Optum360 for that purpose.

A shared vision for success

For the Dignity team, the decision to partner was not only about comprehensive technology, it was also about revenue cycle predictability and transparency. Allowing Optum360 to take over its revenue cycle operations would help Dignity achieve these goals under an arrangement focused on mutually beneficial results, shared vision and focus on the patient experience.

Effective collaboration

The breadth of the Optum360 revenue cycle experience and knowledge made the company an ideal partner for Dignity, a complex organization with various payer and business relationships. Optum360 offers a full end-to-end solution that contributes to strong net revenue performance in front-, middle- and back-end operations. In addition to implementing Optum technology and expertise, Dignity transferred more than half of its revenue cycle employees to Optum360. Following a carefully executed transition, productivity and employee retention remain high, and the team enjoys a robust training and continuing education program.

> " A transformation like this doesn't happen overnight, but so far, we've increased our EBITDA by millions through improved processes and efficiency — and that success continues to build through our relationship with Optum360."
>
> — **Daniel Morissette,** Sr. Executive Vice President/CFO, Dignity Health

26% increase in average cash collections since inception

Dignity Health modernizes revenue cycle, measures success in millions

Continued achievements

Current initiatives have brought significant improvements to Dignity Health's revenue cycle performance. Optum360 gave Dignity the opportunity to transform registration, clinical documentation, coding, billing and payment systems to work better for its value-based providers and deliver a more satisfying experience for patients.
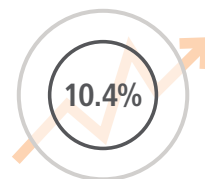
$49.6M

$49.6M increase
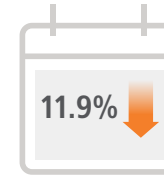in revenue recovery due to additional eligibility screenings on self-pay accounts

2.8%

2.8% increase
in CC/MCC capture rate for Medicare and Medicare Managed Services

$15M

$15M increase
in POS collections

10.4%

10.4% increase
in Medicare CMI

11.9%

11.9% decrease
in gross accounts receivable days

Optum's proven results, expertise and industry-leading tools improve financial performance for providers and earn industry accolades for excellence.

FROST & SULLIVAN
2017 BEST PRACTICES AWARD
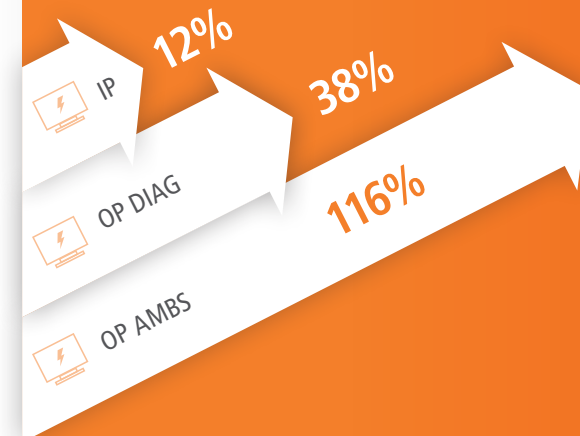UNITED STATES RCM CODING AND CLINICAL DOCUMENTATION MARKET LEADERSHIP AWARD

Frost & Sullivan 2017 United States RCM Coding and Clinical Documentation Market Leadership Award

BLACK BOOK 2017
RELEVANT. ACCURATE. UNBIASED SOURCE

Top vendor for RCM outsourcing, RCM technology and computer-assisted coding services by Black Book™ Research

OPTUM360°®

optum360.com

CODER PRODUCTIVITY

Operating data show that coders at Dignity Health facilities using computer-assisted coding assign codes faster than at non-CAC facilities.

HOW MUCH FASTER?

IP **12%**

OP DIAG **38%**

OP AMBS **116%**

Learn more about partnering with Optum360.

🖥 **Optum360.com**

📞 **1-866-223-4730**