

Prospective Payment System Application Managed Services

Keeping up in a challenging environment

Regulatory changes are frequent and complex. From technical and configuration details to regulatory and clinical content management, claims pricing presents multiple challenges to even the most modern health plan operations. With today's dynamic environment and resource constraints, your organization may be challenged to manage and maintain your Prospective Payment System (PPS) software.

Improving pricing automation

Optum® PPS solutions automate the process of accurate editing, grouping and pricing of claims across multiple care settings. This enhances auto-adjudication rates, claims pricing accuracy and provider relationships. Optum provides solutions to health plans offering Medicare Advantage, Medicaid and TriCare plans supporting inpatient, outpatient, physician and subacute claims. Frequent regulatory updates ensure accurate claims processing, but that can be time-consuming for your resources to manage and maintain. How can you maximize your organization's investment in Optum PPS applications and gain even more benefits?

Enhancing your Optum PPS software with Application Managed Services

Optum® Application Managed Services (AMS) can help you maximize your organization's investment in Optum PPS software. You will have access to a dedicated AMS support team to help maximize results through ongoing support of your entire PPS process – from installation, validation and maintenance to regulatory insights:

- **Business, configuration and testing experts** provide operations and maintenance services:
 - Install and maintain software, develop test plans and validate appropriate execution of software changes as well as system configuration
 - Manage major releases and cumulative updates
 - Update rate file, regulatory and other technical upgrades
- **Technical and regulatory experts** manage your overall PPS program:
 - Provide support with interface specifications and claims reimbursement
 - Approach program management through two-way collaboration
 - Customize contracts
 - Focus on lines of business and offer insights on business impacts

Case study

A health plan in the Great Lakes region, serving members across commercial, Medicaid and Medicare Advantage lines of business, wanted to enhance pricing automation, achieve regulatory compliance and offer a consistent provider experience.

Goals

- Efficiently maintain regulatory updates
- Ensure compliance and reduce contractual risk
- Decrease dependency on in-house subject matter expertise

Solution

- Deployed Optum PPS AMS to rigorously manage product update workflow, reducing need for health plan IT resources
- Dedicated points of contact facilitated rapid turnaround of potential issues
- Leveraged consulting support to:
 - Assist with custom rate file changes
 - Receive training on reimbursement methodology
 - Supplement overall understanding of regulatory changes

Results

In less than a month, product updates to support compliance and IT security guidelines were implemented. This process used to take the health plan three months. They achieved a consistent provider experience across 14 payment systems and three lines of business.

Decreased

- Staff reliance
- Provider abrasion
- Adoption times for regulatory compliance and content updates

Increased

- Timely claims payment
- Understanding of regulatory changes

Enabling your resources to stay focused on your organization

With Application Managed Services, you leverage Optum PPS experts who enable your resources to remain focused on your organization's critical activities. Expert resources with in-depth system knowledge of environments and processes will consistently maintain your Prospective Payment System applications. Your organization may see benefits from being able to:

- **Identify and resolve issues** before they become critical.
- **Boost payment accuracy** by using the right rates at the right time to pay claims.
- **Raise auto-adjudication rates** by configuring your contracts to maximize the flexibility of your pricers.
- **Decrease claims reprocessing volumes** by paying claims more accurately using the most current rates published by federal and state agencies.
- **Receive advanced notification** of regulatory and technical product changes within PPS.
- **Increase overall speed to market** while reducing complexity and redundancy by using repeatable and scalable processes to adopt new regulatory changes.
- **Strengthen network relations** through improved compliance to help decrease late payment penalties and interest payments.
- **Eliminate training staff** to manage updates, minimizing risk of staff turnover.

Learn how

Optum Application Managed Services relieves the burden of managing and maintaining your Prospective Payment System applications. Please contact:

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