

Ambulatory Revenue Cycle Management (RCM) Services

Strategic partnership for financial health and growth

Poor medical group performance can cost you opportunities to grow and compete. An unsustainable financial position leaves your organization vulnerable and conceals potential to achieve objectives. Success requires revenue cycle operations built to empower financial sustainability through transformation.

Optum is positioned to support physician enterprises, as you work to create a strong and efficient revenue cycle that also supports a premier patient experience. A revenue cycle-based partnership with Optum drives financial improvement and revenue cycle performance, to help your organization enhance its resilience.

Through collaboration and innovation with the right partner, the revenue cycle can deliver financial predictability and be leveraged as a competitive advantage to support growth. No matter how you engage with Optum, our flexible Optum partnership model is tailored to help you meet your objectives. Whether departmental outsourcing or full strategic partnership, we are here to support your pursuit of quality care delivery while protecting your margins and driving innovation. Physician groups and their partners should focus on:

- Leveraging analytics to uncover impactful performance opportunities
- Applying automation strategies for a low- to no-touch revenue cycle
- Infusing transformative operations to eliminate waste and inefficiencies



Challenges and opportunities

Cost pressures and shrinking margins

Median operating loss per physician increased from 17.5% to 40.6% between 2017 and 2020.¹

Meeting new customer expectations

60% of loyalty drivers for primary care physicians are related to experience (rather than cost or clinical quality).²

Access to talent

Half of revenue cycle leaders report greater difficulty finding and retaining quality talent.³



1. AMGA 2021 Medical Group Operations and Finance Survey
2. Advisory Board Research
3. HFMA Workforce of the future 2030 survey

Optum Ambulatory Services

Ambulatory Services delivers enterprise growth and predictable outcomes allowing physician groups to focus on their mission. By inserting predictive analytics, automation strategies and transformative operations, the revenue cycle becomes a center of financial stability and optimal performance.

Supercharge your operations through Optum Performance Edge

Traditional outsourcing models are a thing of the past. An Optum strategic partnership delivers an engine for predictable financial results by focusing on critical areas of performance.

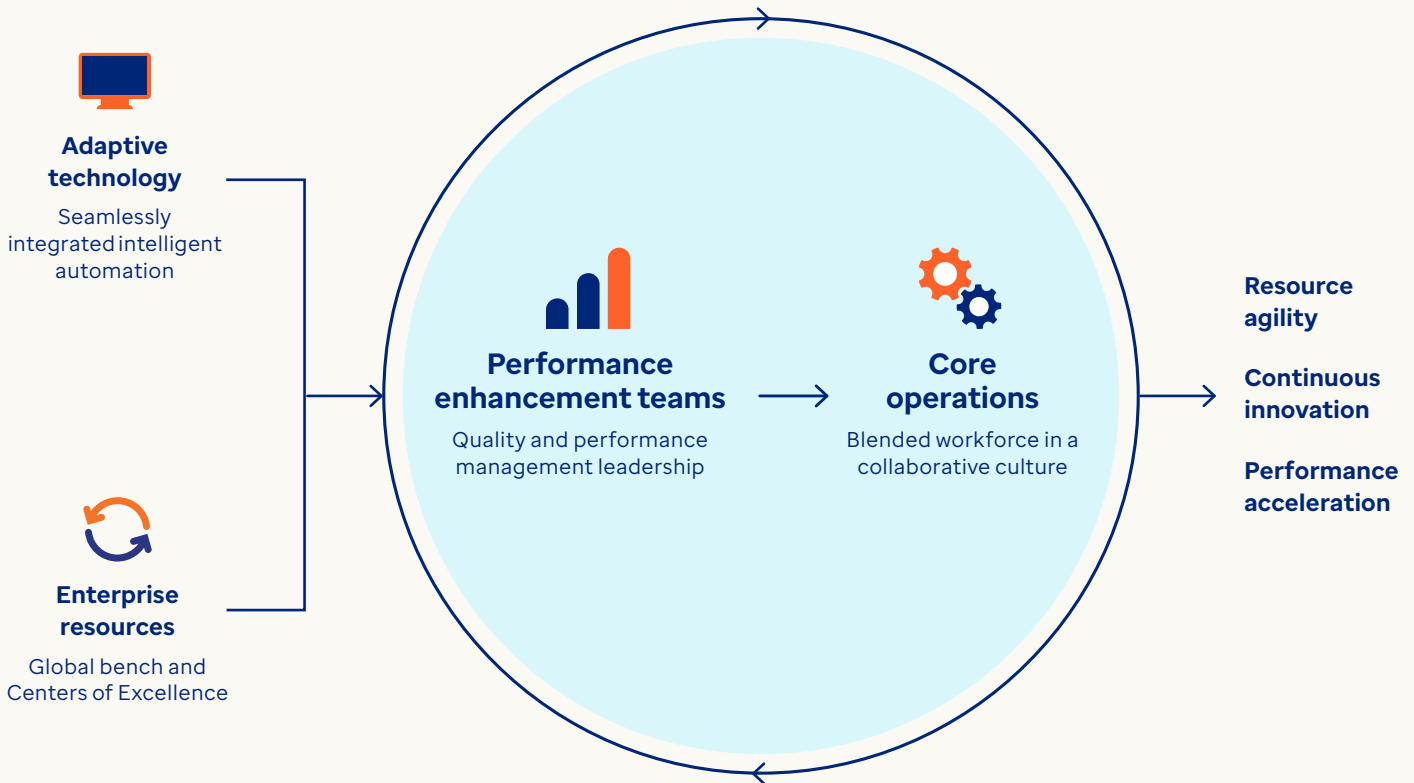
Optum® Performance Edge is a proven global operating model that drives how we organize our teams to deliver revenue cycle performance. It's built on a foundation of leading practices, advanced technologies and innovation. Leverage Performance Edge to accelerate revenue cycle performance with a boost of resources and data-driven insights.

Our model incorporates leading practices informed by 20 years of industry experience. We infuse a specific combination of: large-scale investment in technology and other resources to equip our workforce and leadership -- with a relentless focus on quality and efficiency. The result: accelerated performance, resource agility and continuous innovation.



An Optum strategic partnership empowers the revenue cycle, delivering predictable financial results and driving high performance.

Optum Performance Edge



Client success



21 fewer days in AR

Large Midwest nonprofit health system reached historic AR day lows in a practice management system integration



18.2% increase in cash collected

West Coast-based nonprofit clinic organization with 40 health centers increases year-over-year cash collections



62% decrease in denials

Multispecialty medical practice with 500 physicians and 1,500 clinical employees decreased its denial rate from 8% to 3%

The Optum Ambulatory Services advantage

Delivering industry-leading medical group revenue cycle best practices and results for more than 20 years

\$5.2 billion

invested annually in innovation and technology

8.1 years

Average medical group longevity due to continued performance

3,600

ambulatory and medical group experts

7,075

Providers served today through partnership model



2021 award:
RCM Business Process Transformation Leader



Frost & Sullivan awarded Optum the 2021 Company of the Year in the North American Population Health Management Industry



2020 HFS Top 10 Healthcare Sector Service Providers

- Optum placed in HFS Winners Circle
- Ranked #1 for Execution
- Ranked #1 in Business Process Services
- Ranked #1 in Provider Experience
- Ranked #1 in size, scale and growth

Let us help you navigate a changing paradigm. Take a modern, unique view of revenue cycle performance and opportunities.



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