Submission services
Encounter data to CMS

Your organization's data, resources and needs are unique. That's why Optum takes a customized approach to its submission services. We combine consultative services and technology to provide you transparency and workflow tools via a self-service portal. It's what sets us apart from vendors that take a one-size-fits-all approach to intake encounter data, transform it and submit it to the Centers for Medicare and Medicaid Services (CMS).

We start with a team of experts who are available to you every day. They continually monitor CMS submission guidance for updates. This supports the accuracy and completeness of data that we submit on your behalf. When we identify a change affecting your data, we notify you and resubmit any data to minimize rejections.

Intake — Custom encounter data processing submission (EDPS) solutioning

How it's done

Easy and efficient data intake process uses pre-filtering logic to detect errors prior to submission.

Optum sends immediate custom feedback so you can quickly correct errors we find.

Benefit

Decreases submission errors to CMS

Validate — Constant monitoring and evaluation

How it's done

Optum continuously evaluates and monitors CMS guidance to ensure better accuracy to stop incorrect data from being submitted to CMS.

Custom validation including a direct feed from CMS to keep our edits aligned and helps reduce submission errors.

Benefit

Increases your submission accuracy and ensures CMS compliance

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Remediate — Efficient reconciliation and remediation

How it's done

Optum provides the exact fields where data is in error to facilitate correction. Optum also offers a self-service error correction portal.

Step 1. Identify errors and remediation opportunities:
- Optum analytics quickly identify errors
- Our team of experts suggest updates

Step 2. Optum-assisted or self-service error correction facilitates timely error remediation

Step 3. Evaluate data regularly to identify trends and provide guidance and prevention strategies

Benefit

Facilitates more accurate reimbursement

Report — Timely reporting via the dashboard

How it's done

Easy-to-use self-service portal provides summary and detail reporting down to the claim level. Optum provides access to consumable files for easy system import.

- Dashboard reporting and error correction allow for full data transparency and metrics
- Reporting to encounter level for easy remediation and reconciliation

Benefit

Visibility and transparency enable informed decisions

Support — Continuous review and support

How it's done

Optum offers comprehensive submission services including valuation of data in error, Optum-assisted error correction, self-service error correction and comprehensive reporting solution.

Submit EDPS formats to CMS with consistent acceptance rate over 99% to help maximize accurate reimbursement.

Benefit

Customized support gives you personalized service tailored to your unique data needs

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Optum