



# Integrated Utilization Management Service

Optum® Integrated Utilization Management Service (Integrated UM Service) is a comprehensive outsourced solution that includes both nurse and physician reviews. It can help acute care hospitals transform UM operations to improve financial and operational integrity of the UM function.

## Transform UM operations with a trusted partner

Many acute care hospitals have been experiencing staffing shortages and challenges managing an efficient UM team. Pair those staffing shortages with competing clinical priorities and the result is disjointed workflows, poor UM outcomes and added financial strain. From day one, our clients have the peace of mind knowing their UM function is fully covered.

- Provides all facets of UM operations through comprehensive UM service model
- Drives financial integrity through technology-enabled, best practice UM operations
- Shields clients from unpredictable, costly expenses such as overtime, contracted resources and fluctuating coverage needs
- Our unmatched technology drives evidence-based case reviews, efficient review turnaround time and issue resolution

## Centralize UM operations, alleviate UM staffing burden

Integrated UM offers robust coverage delivered through a central UM staffing model to help ensure clients have UM resources when they need them, regardless of volume fluctuations.

Licensed and experienced Optum UM team members perform high-quality UM reviews following standard practice. Optum global and U.S. staff work in tandem to provide additional expertise and coverage.

All UM team members receive rigorous training using real-world patient examples during the onboarding process and annual training for common, evidence-based criteria. UM experts and leaders continuously monitor and share opportunities for service improvement tied to the changing UM landscape.



### Integrated UM Service technology streamlines UM process

- Case Advisor
- AI-powered case stratification
- InterQual®
  - Team has expertise using all common criteria framework



Our centralized model **enables redeployment of clinical staff** who have been performing UM functions to other critical areas.

## Maintain quality and ensure constant improvement

Routine auditing by non-UM staff experts helps drive individual and team improvement while maintaining quality control. Additionally, adherence to Conditions of Participation is assessed for performance improvement opportunities. We also incorporate customer feedback into continuous improvement initiatives and team learning.

- Real-time quality dashboard provides operational leaders with visibility to help uncover key documentation and outcome trends
- Weekly quality review of cases managed by UM team members to help deliver consistent performance
- Quarterly in-depth audits and quality trend review sessions provide unbiased feedback, improvements and process suggestions

## Choose from flexible service options

The power of Optum Integrated UM service provides many benefits for clients. It offers both first-level nurse review and second-level physician review coverage to provide full managed UM services.

For those clients who don't want the comprehensive solution, Optum offers the flexibility to choose service options to help them meet their needs and achieve organizational goals. The following provides high-level details of the service options:



### Integrated Utilization Management Nurse Service

Assumes ownership of:

- Admission review
- Continued stay review
- Payer submissions process



### Remote Physician Advisor Service

Assumes ownership of:

- Second-level review
- Appeals and denials support for reviewed cases where Optum has recommended inpatient



### Buy-up options

- Appeals and denials service for de novo, clinical cases
- Dedicated remote team
- On-site Physician Advisor Service



**We strive for continuous improvement** of team performance through real-time, weekly and quarterly feedback and development activities.



### Daily client huddles:

Optum review nurses host a 20-minute huddle Monday through Friday to address cases, concerns, outcomes and escalations.

**Learn how you can transform your utilization management operations**

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