



# Provider Communication Gateway

For providers, getting paid appropriately for services rendered can, at times, be an arduous journey. A clear understanding of payers' reimbursement rules is critical to submitting a clean claim that processes with a reduced likelihood of denial. Eighty-six percent of denials are potentially avoidable\*, and an inaccurate understanding of payer reimbursement rules is a primary cause of denials.



## 86%

of denials are avoidable\*

## Drawbacks of typical claim scrubbers

Claim scrubbers were developed to help provider organizations better understand each payer's specific claim submission requirements. They enable claim editing in the hope that the claim is not rejected by the payer. However, claim scrubbers use publicly available information on payers' reimbursement rules. This public information is often out of sync with actual up-to-date payer reimbursement rules and may lead to denials.

## Reduce avoidable denials

Optum® Provider Communication Gateway was developed to reduce avoidable denials. It is deployed within a provider's practice management system enabling access to payer systems to retrieve the latest rules in real-time. By introducing payer-specific rules earlier in the revenue cycle during the point of billing, Provider Communication Gateway enables provider claims to be edited more accurately. This results in the submission of clean, more complete claims while reducing the likelihood of denial.

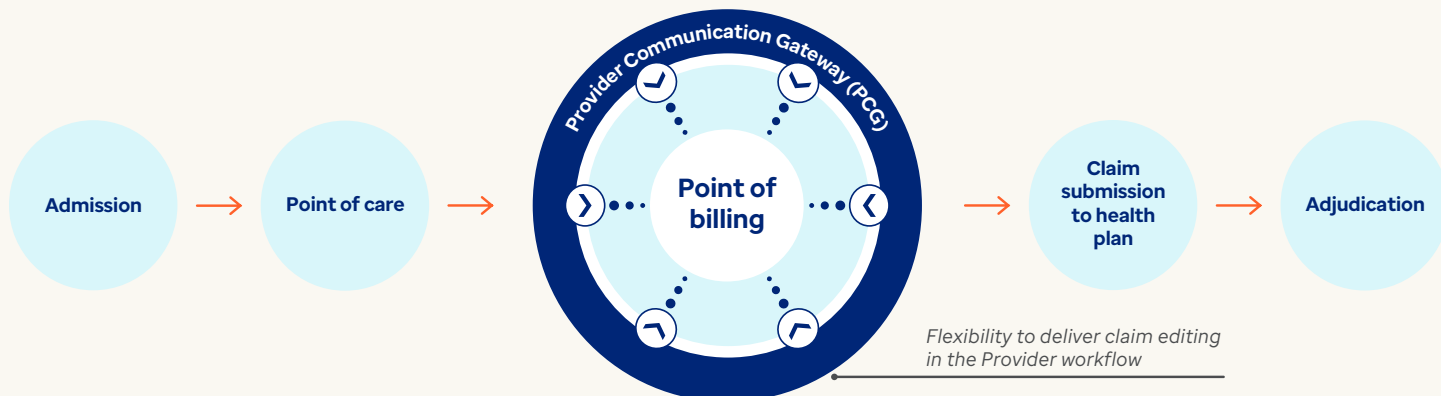
## Submit more accurate, complete claims the first time

Unlike standard claim scrubbers, Provider Communication Gateway ensures providers have access to the most current payer reimbursement rules. It introduces reimbursement rules in real time earlier in the revenue cycle and applies those rules to claims before they are submitted. If points of misalignment are detected, it alerts the provider and provides specific, actionable messaging, all conveniently delivered in the provider workflow.

\* Gavidia, M. Medical claim denial rates rising, highest in initial COVID-19 hotspots. [ajmc.com/view/medical-claim-denial-rates-rising-highest-in-initial-covid-19-hotspots](https://ajmc.com/view/medical-claim-denial-rates-rising-highest-in-initial-covid-19-hotspots). Jan.21, 2021.

## Provider communication gateway

Provider Communication Gateway integrates into your existing practice management system and applies health plan rules before the claim is submitted



## Alleviating guesswork creates many benefits

Provider Communication Gateway helps providers alleviate guesswork and abrasion while facilitating a smoother claim process. Both providers and payers alike can avoid denials and reduce administrative costs through:

- Removing denial rework and lowering write-offs by applying payer-specific rules during point of billing
- Increasing adoption because it easily integrates into a provider's existing practice management system
- Avoiding costly claim resubmission and preventing unnecessary denials by delivering payer-specific edits up front, prior to claim submission automating payer compliance
- Decreasing accounts receivable days by narrowing the gap between more accurate billing from the provider and accelerated reimbursement from the payer

**Learn how Optum Provider Communication Gateway can help you start taking control of avoiding denials.**

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