

Payer Clinical Clearinghouse

addresses multiple problems with a self-service cost-saving solution

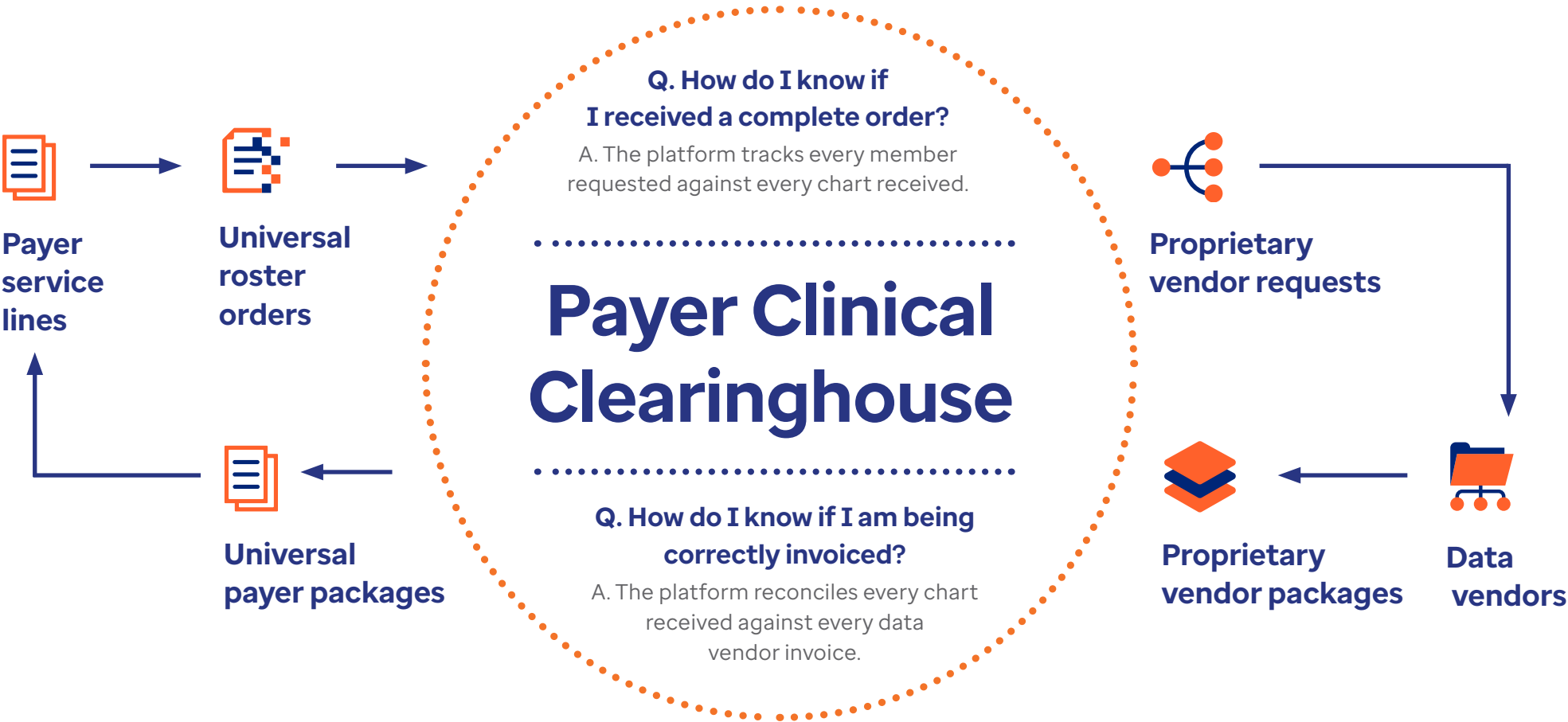
Problem

- Providers receive a large volume of medical record requests that are often duplicative.
- Inefficiencies can result in provider abrasion and added administrative costs, as well as increased payer expenses. A closed-loop design helps improve yields and control costs.
- Problems persist in the industry due to the significant investment required to build an advanced technological solution.

Solution

Standardize, normalize and automate chart retrieval to eliminate duplicative requests and reduce administrative costs for payers and providers.

A closed-loop design helps improve yields and control costs



A digital-first medical record retrieval strategy

Lower cost

- Shared order volumes with other major payers to achieve lower costs per member/per order
- Priced to avoid paying for the same chart multiple times across multiple service lines.

Scale

- Connected to extensive sources of aggregated clinical data across the country, including top EHRs, along with Epic Payer Platform.
- Over 100 million charts successfully retrieved in 2024

Implementation speed

- **2-week implementation** using existing vendor connections
- Universal roster and universal payload across data connections.

Experienced

- An established model built, tested and deployed with a leading payer organization
- HITRUST certified
- Leveraged as internal Optum capability since 2021.

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