



# Optum

## Supporting providers with a holistic approach

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## **By 2026, there will be an estimated 3.2 million shortage\* in health care staff.**

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This makes finding efficiencies while maintaining high-quality patient care more challenging than ever. Providers are facing a higher patient load with less staff support. Optum services at the point of care help providers and their patients through in-person support, insights on patient prioritization and increased reimbursement accuracy.

Optum works with clinicians and their staff to identify their unique needs. We offer solutions and support to eliminate administrative burdens and barriers – so they can spend more time with patients despite having fewer office staff resources.

\* American Hospital Association. [Fact sheet: Strengthening the health care workforce](#). June 2022.



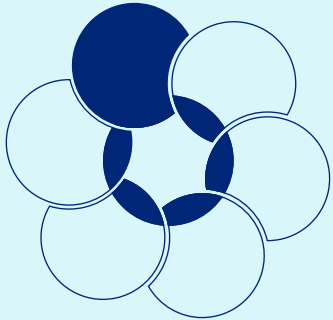
**70K** providers are currently working with Optum

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Navigate this eBook by hovering over and selecting the various service areas to see how Optum can provide customized support.



**Holistic  
approach**



## Provider support

1,000+

Optum field agents



# Provider support

It all starts with the provider. Optum prospective solutions are tailored to each provider's unique needs.

### Workforce optimization

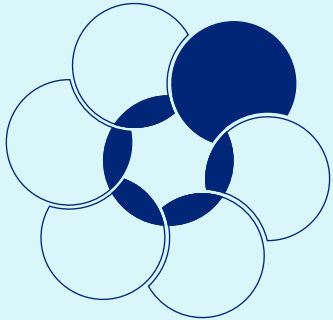
Our team of experts support providers through automation, insights and specialized training. We take a customized approach to support providers and their staff.

### Positive outcomes

Every physician's time is valuable, so Optum partners with them to help their team work efficiently and maximize their staff's efforts. With less administrative burden, they can optimize time with patients. We provide end-to-end support and transparency.

### Tailored support

Optum works closely with physicians and their team to identify their unique needs and opportunities. Once identified, Optum creates a personalized plan for the provider



## Digital integration

>50

average number of estimated contracts that the average health system supports



# Digital integration

Optum offers solutions that integrate with the provider's EHR systems and other software.

## Multi-payer system

Optum digital assessments allow providers to access analytics on behalf of multiple payers. Physicians and staff don't have to jump back and forth between various systems or spreadsheets.

## Native workflow

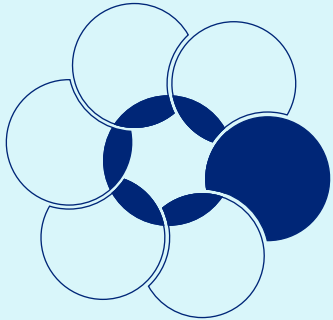
Electronic file exchange occurs within native workflow for risk and quality data. Clinicians can use their own internal tools and resource capabilities to develop unique workflows to fit their needs.

## Partnership integrations

By partnering with best-in-class technology services, providers can focus more on patient health and less on administrative tasks and technology barriers.

## Integrated EHR applications

Electronic health records (EHR) integration provides near real-time access to patient data. Physicians can address risk and quality without leaving their EHR system. This helps reduce administrative burden and optimize their time.



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## Administrative and staff support

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# Administrative and staff support

Our team of experts step in where and how the provider needs them, including patient outreach and staff training.

### Custom support

Our field team is accessible to the provider for support online or in person. They can monitor performance and offer intervention strategies.

### Patient outreach

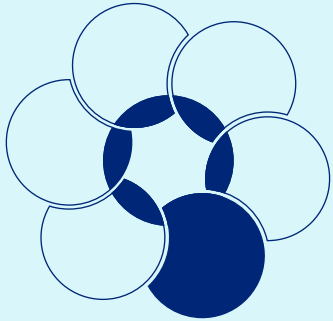
We support office staff by reaching out to patients and helping schedule appointments.

### Patient prioritization

Our team helps identify high-risk patients, like those with low medication adherence or those who have other barriers to care; for instance, needing help getting transportation. We can guide them on their benefits to help them overcome barriers.

### Patient follow-ups

We follow up with patients to help make sure they're adhering to care plans, medications and other medical needs. We assist with referrals and specialist management.



## Training and education

Our team of specialists train administrative staff to help support more accurate coding and reimbursement and fewer rejected claims.

### Training and education

#### Specialized training

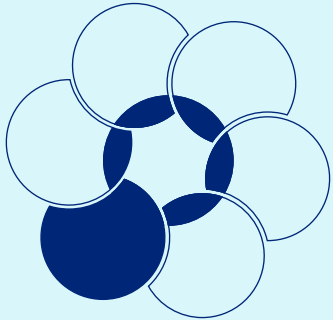
Optum can train administrative staff on coding and chart review that leads to more accurate records and fewer rejected claims. This training supports an efficient health plan management system. Open communication and transparency create cohesive relationships between administrative staff and the Optum team.

#### Reimbursement

Optum support staff helps providers maximize reimbursement with claims and the in-office assessment program.

#### Education

Personalized education and training materials empower providers and their staff to fully utilize our prospective solutions. We offer hands-on customized training for administrative staff and clinicians, in-person or online.



## Optimize time with patients

Real-time clinically validated patient data at the point of care allows clinicians to optimize their time with patients.

### Real-time data

Traditional and nontraditional data sources run through Optum proprietary analytics, providing real-time patient insights to providers at the point of care.

### Insights

Our programs help identify social determinants of health and alleviate patients' barriers to care. This helps them use and access their benefits.

### Analytics

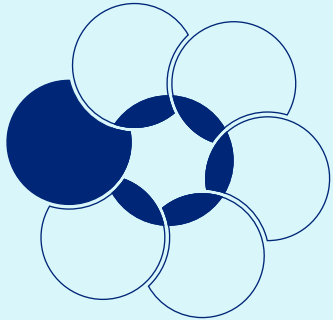
Smart analytics help providers optimize their time with patients by recommending the most appropriate action for the best outcome.

### Care opportunities

The Optum health assessment helps identify open care gaps that can lead to early disease detection.

**Optimize time  
with patients**





## Positive patient outcomes

Most importantly, when providers have support and access to accurate data at the point of care, they can focus on what matters most – patient care. Physicians spend their time focusing exclusively on delivering care rather than documenting or justifying procedures. This results in positive patient outcomes.

### Positive patient outcomes

Optum **brings 20%** incremental chronic risk management conditions to most provider organizations **with more than 80%** of those conditions being present.

### Quality patient data

Optum supports patient data integration that provides a full picture of the patient's health, which leads to efficient and effective patient visits. A patient's data follows them and is less fragmented.

### Patient outreach

Our team identifies patients who are at high-risk, overdue for care or have other barriers to care, and contacts them to help them find assistance to overcome these barriers.

### Efficient patient encounters

When physicians have the support that they need, they can focus on the patient, not the paperwork. This leads to positive patient outcomes.

### Care gaps

Smart analytics identify clinical actions for the best outcome. Our assessment helps providers identify open care gaps, leading to earlier diagnoses.

**85M** open care gaps identified every month



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