Comprehensive retrospective risk adjustment

For health plans subject to performing risk adjustment for their Medicare Advantage plans, their retrospective risk adjustment process may be costly, inefficient and wasteful in many ways:

- Wasted resources and expense for health plans managing multiple vendors

- Unnecessary provider abrasion caused by retrieving unproductive charts

- Disruption to providers due to manual chart retrieval and review

- Manual coding can miss potential unreported diagnosis codes and leave coding accuracy incomplete

Improve efficiency, reduce expense and maximize accuracy and completeness — all from one vendor

Reporting and insights
Analytics
Retrieval
Coding and QA
Submission services
Audit services

The power of artificial intelligence

The AI-enabled components of our solution enable a smart, highly efficient retrospective chart review process while maintaining coding accuracy and completeness.

1 Enabled by AI, Optum analytics can transform your chart review program because of their accuracy when trained with large amounts of data.

2 Our analytics modernize the traditional chart review process by shifting the focus from volume of charts targeted to precision targeting of charts.

3 The result is fewer chart retrieval requests, which can lower provider abrasion and increase the efficiency of each review.

Analytics
Optum chart targeting analytics consistently **exclude 3% or more*** zero-value charts.

Retrieval
In 2021, Optum retrieved over **2 million medical charts digitally** for risk adjustment.

Coding
Optum AI has enabled a **5%–7% validation rate increase** within our internal QA oversight processes. AI helps drive more accurate and complete coding.

Meaningful results

Optum

Retrospective risk adjustment services

Analytics

Optum uses integrated clinical and physician data sets pulled from a single source of truth to drive suspecting, segmentation and targeting and deliver charts to pursue with precision prioritization. Coupled with our continuously evolving AI models, Optum has been successful in selecting the correct charts that yield the best outcome for each health plan.

Health plans have flexibility in the chart selection process. Optum can help provide the best charts based on timing, budget and overall expectations for the chart review program.

Retrieval

Retrieving more charts digitally has been an ongoing initiative at Optum. For AI-enabled chart retrieval, AI decides which modality is likely to be successful with providers. How does AI decide? Direct access to EHR systems enables AI to determine which charts to retrieve and when. Direct EHR retrieval can remove the need for provider action from the workflow entirely, further reducing provider abrasion.

AI informs chart retrieval by identifying the modality most likely to be retrieved successfully from providers. When analytics are aligned with provider preferences, that can facilitate even higher retrieval rates. The chart is routed to the correct entity for chart collection. This helps eliminate wasted time requesting charts from providers that can be retrieved digitally.

Coding and QA

Optum has enhanced our legacy chart review services to integrate AI technology to select the appropriate charts to target and retrieve.

Once the correct charts are identified, Optum determines the best method of retrieval with many charts now being retrieved via digital means, further reducing provider abrasion.

As charts are retrieved, Optum will use AI-smart routing to ensure appropriate reviews are completed by our coding teams. Our systems will continually evaluate the chart for completeness and determine if additional reviews are required to ensure coding completeness.

Our global team of AAPC- or AHIMA-certified coders receive rigorous training and quality assurance to ensure maximum data capture and accuracy. We hold our certified coders to a 95% accuracy standard and can provide quality assurance.

Health plans can choose one- or two-year date of service chart review. As your coding needs scale, count on the flexible capacity of our staff to meet your demand at every level.

Submissions

Optum takes a customized approach to 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 data, transform it and submit it to CMS and HHS. We start with a team of experts who are available to you every day. They continually monitor submission guidance for updates. This supports the accuracy and completeness of data that we submit on your behalf.

Audits

Data validation for RADV audits and Claims Verification

Optum provides comprehensive solutions to assist health plans in completing various audits established by CMS, HHS and OIG. Our solutions are flexible and can assist in preparing for CMS and HHS RADV audits or performing the audits and submitting appropriate data to government agencies. We use our extensive experience to correctly identify and submit the information for RADV reviews.

We also provide internal data validation review and services for clients performing self-audits and Claims Verification services for claims submitted to CMS and HHS. Optum Claims Verification service is a process for reviewing the accuracy of hierarchical condition categories (HCC) submitted by claim data and comparing to coding results from Optum Chart Review service. The service allows both prospective and retrospective charts to be evaluated for eligibility.

Reporting and insights

Optum leverages the latest business intelligence technology to deliver web-based, flexible, customizable and plan-specific insights.

Options to help achieve your goals

Deep expertise, flexible options

As a full-service retrospective risk adjustment vendor, Optum can take all your data, run analytics, precisely estimate the value of medical charts, retrieve and review charts, submit to CMS on your behalf and help you throughout an audit.

Prefer to use some Optum retrospective solution components or services? Create your tailored solution and select only the components or services you need at the level of service you want.

Find out how you can achieve a more efficient, cost-effective retrospective risk adjustment program.

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