

Optum[®] Enterprise Computer-Assisted Coding Platform



Transform your coding process with a truly integrated solution.

Hospital coding and CDI professionals are faced with complexities driven from an extensive ICD-10 code set, as well as demands in ensuring documentation accurately reflects the patients' clinical acuity and the care provided to ensure accurate reimbursement and quality reporting. As shifts in reimbursement models move from fee for service to fee for value, HIM and CDI leaders must be armed and prepared for these industry changes. The Enterprise CAC platform positions coding and CDI leaders to drive success not only for your coding operations but also for your entire organization. By leveraging real time code assignment, HIM and CDI is at the forefront of driving change to meet industry demands for fee for value. Partnering with Optum360 positions you to proactively drive processes that affect quality initiatives and appropriate reimbursement.

That's why Optum360[®] created the Enterprise Computer-Assisted Coding (CAC) Platform. It brings together all of the information and tools that coders and clinical documentation staff need into a single, streamlined solution. Our proven CAC solution is joined by coding and reimbursement features, workflow tools and breakthrough CDI technology, all in one seamless product. Powered by our patented Optum LifeCode[®] natural language processing (NLP) engine, Enterprise CAC provides a comprehensive coding and clinical documentation improvement solution to help you:

- Improve coding quality and documentation accuracy with our proven NLP engine.
- Proactively identify specific cases likely to have documentation deficiencies with clinical algorithms and intelligent case-finding logic.
- Leverage the only seamlessly integrated user interface for CAC and CDI available in the marketplace today.
- Support accurate coding for billing and quality requirements with robust coding edits
- Ensure coding and CDI professionals have the most up-to-date data by using the extensive reference engine
- Support PCS code assignment with partial code suggestions, decreasing the complexity surrounding inpatient procedure coding.

The power of LifeCode NLP technology

LifeCode powers both the CAC and CDI functionality on the Enterprise CAC Platform. LifeCode leverages more than 10 million medical facts to read physician documentation and understand grammar and syntax, identifying key clinical facts and mapping those facts to codes.

LifeCode NLP not only works to assign accurate codes at the outset of the coding process, but it also uses proprietary rules and algorithms to read documentation and identify cases with documentation deficiencies. This process happens concurrent to patients' stays, allowing for documentation to be clarified before patients leave the hospital to reduce reimbursement delays.

Optum360, a leader in computer-assisted coding

Optum360 is an industry leader in computer-assisted coding solutions. LifeCode was the industry's first NLP engine, and for more than 17 years, has accurately interpreted meaning and context of medical terminology in electronic health records (EHRs). Since 2008, LifeCode has processed over 15.5 million inpatient cases and 132 million outpatient cases. Leveraging LifeCode NLP, our Enterprise CAC platform brings together our CAC and CDI products for a fully integrated solution that will help hospitals realize the benefits of greater coding efficiency and precision.

Your comprehensive coding and CDI solution

The Enterprise CAC platform connects departments throughout the hospital, so clinical documentation is as accurate as possible at all stages of the coding process. From identification of CDI opportunities to automated code assignment, along with best-practice change management support to ensure success, our platform comprises a complete, seamless coding and clinical documentation solution.

Optum Coding and Reimbursement Module

Provides easy access to all of our encoder and coding tools needed to complete cases, including:

- Logic and book encoders
- Clinical and code validity edits as well as MCE, OCE, CCI, PSI, HAC and medical necessity as well as patient safety and HAC indicators
- Automatic grouping and pricing as codes are added, revised or deleted
- Expansive referential and regulatory content delivered through Optum360 Medical Reference Engine (see sidebar)

Optum CDI 3D

Optum® CDI 3D leverages first-to-market technology to allow you to take your CDI program to the next level with automated case reviews, prioritized work lists, a shared coding and CDI platform, and streamlined reporting. The result is a transformation of your CDI program with accurate clinical documentation that reflects the quality of care provided and ensures revenue integrity.

A three dimensional approach allows CDI specialists to concentrate efforts on the right cases at the right time:

- Automated case review monitors documentation throughout the patient stay, providing workflow prioritization for CDI staff and concurrent recognition of documentation deficiencies.
- Powerful LifeCode® NLP technology provides a check and balance between the documented diagnosis(es) and the clinical indicators, identifying both specificity and clinical clarification opportunities.
- Intelligent case-finding logic uses clinical algorithms to identify the specific cases most likely to have documentation deficiencies.

Expansive referential and regulatory content — powered by Optum360 Medical Reference Engine:

Medical Reference Engine brings dozens of Optum360® reference books, thousands of Medicare and Medicaid documents, and local and national Medicare policy information into one, easily searchable database to provide you easy access to answers to your coding reference questions.

Quick and easy to use

With links to public information and proprietary Optum360 content, all the critical information you need is consolidated into one comprehensive tool. So you find what you need, faster.

Powerful code lookup tools

MedicalReferenceEngine.com features the Optum360 CodeLogic™ search engine, which allows you to search across the ICD-10 code set, CPT® and HCPCS simultaneously by code, keyword, acronym and abbreviation. In addition, view LCD/NCD, lay descriptions, illustration and Pub. 100 references for each code.

Robust Medicare content

With so many regulatory changes, it's important to stay updated. Find answers to your Medicare-related questions with the robust library. Get online access to Medicare transmittals, press releases, Pub. 100 and more, spanning five years of historical information. In addition, search LCD/ NCD policies for code combinations for medical necessity edits for all Medicare contractors to facilitate complete and clean claim submission and timely reimbursement.

Coding references available include:

- Coders Desk References (Diagnoses, HCPCS, Procedures, etc)
- Dr. Z's Medical Coding Series: Interventional Radiology
- CPT Assistant
- AHA Coding Clinic
- and much more!

Optum CAC Workflow Module

The workflow functionality in the Enterprise CAC Platform streamlines workflows by:

- Automating case assignment to coders to boost productivity for coders and managers alike
- Providing flexible work queue parameters for the build and maintenance of work queues
- Prioritizing worklists for CDI specialists to identify cases with opportunities for improvement

Optum Lynx Infusion Charging Module

Infusion and injections are governed by a complex set of rules, making infusion services a prime target for payer audits and regulatory-agency investigations. The Optum LYNX infusion charging algorithm performs the translation to the appropriate charging terms for provided infusion and injection services.

The Infusion Charging Module can help hospitals calculate appropriate and consistent infusion and injection charges by:

- Helping coders stay current with the latest charging rules
- Simplifying interpretation of infusion charging rules
- Reducing inconsistencies in charging

In recent years, the complexity of infusion and injection charging rules has increased significantly, and payers have intensified their audit activities around these charges. There are multiple documentation requirements that are necessary to ensure that charges accurately reflect the injection and infusion services provided, and each requirement is critical to receive the appropriate reimbursement.

Optum Enterprise CAC Platform: Your effective coding and documentation improvement solution

Increasing efficiency. Coders complete more cases in less time, decreasing or eliminating coding backlog and overtime; CDI specialists can focus only on cases where LifeCode has identified CDI opportunities.

Improving accuracy. Advanced CAC technology drives the correct capture of all diagnosis and procedure codes, while the Optum CDI 3D solution identifies both lack of specificity and gaps in documentation reducing the chance of denials and rework.

Enhancing consistency. LifeCode NLP-derived codes result in improved consistency among coders of varying experience levels.

Increasing revenue. Shorten time to revenue with lower A/R days and discharged not final billed (DNFB) days and correctly capture codes to improve case mix index.

Providing complete coding traceability. All assigned codes are linked to clinical documentation, which provides an improved audit trail that supports the RAC program and other CMS audits as well as internal auditing and CDI programs.

Managing coding and CDI operations. The Executive Dashboard details the overall state of coding and CDI productivity and results, and provides a flexible set of standard reports to further monitor and track productivity, billed charts and audit trails. In addition, real time staff monitoring provides the ability to monitor telecommuter activity and their presence within the application.

Identifying specific cases with CDI opportunities. Automated CDI functionality uses clinical algorithms to identify the specific cases most likely to have documentation deficiencies, allowing CDI specialists to concentrate their efforts on those cases with the greatest opportunity for improvement.

Your seamless coding and CDI solution

The Optum Enterprise CAC Platform is a comprehensive solution designed to work together as a single answer to hospitals' coding and clinical documentation improvement needs.

Enterprise CAC comprises a complete, fully integrated solution, with CAC, coding and reimbursement tools, enhanced workflow and automated CDI capabilities that are designed to work together as a whole.

Coders and CDI staff benefit from working in a unified solution with all the information and resources needed to facilitate communication, improve compliance and boost efficiency.

Optum360 — Partnering with you now and preparing you for the future

Health care providers are facing the transition to fee-for-value, placing a greater emphasis on reliable and accurate capture of important metrics and reporting requirements for quality, safety and outcomes. Optum360 solutions provide coding and CDI leaders new and innovative solutions to problems that plague healthcare organizations today and ensure they are prepared to meet the rapidly changing reimbursement and quality environment demands.

See how the Enterprise CAC solution is helping hospitals like yours tackle demands for efficient coding and CDI processes to meet reimbursement and quality requirements.

Download case studies, white papers and view videos to learn more.

Visit: optum360.com/EnterpriseCAC

Email: optum360@optum.com

Call: 1-866-223-4730

Performance monitoring maximizes results

Our approach to CAC includes expert resources to ensure your organization achieves maximum benefits.

The Optum360 performance monitoring program provides a monthly engagement to review your organization's performance and, when necessary, looks for additional opportunities to enhance your results and develop an optimization strategy. We are committed to your success and will work to provide performance statistics to enhance your coding operations. Our performance monitoring program provides detailed analytics regarding key performance metrics including:

- Volume of cases processed and TAT metrics
- NLP performance (monthly, quarterly and coder specific trending)
- Benchmark productivity comparisons — by client, national standards and coder
- CMI measures, including CC/MCC capture rates

U.S. Patent Nos. 6,915,254; 7,908,552; 8,682,823; 8,731,954; 9,063,924; and other Patents Pending



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