



Optum Provider Network Data Management (PNDM)

Increasing network efficiency with network analytics,
data integrity and integrated solutions



A comprehensive approach to efficient provider network data management

Provider network information has become increasingly difficult to align, manage and maintain. Multiple systems, regulatory compliance changes and complex contractual relationships stress already extended systems and processes. Inefficient processes increase administrative costs and create delays in the ability to deliver new innovations and products. While provider networks are one of the greatest assets a health plan has, the ability to analyze, manage, model and align data related to them can be a barrier to leveraging them to the fullest.

Challenges most often exist in:

- Performing an in-depth review of existing networks and assisting in the creation of new networks (geographic, narrow, etc.)
- Efficiently maintaining aligned, accurate provider information for directories, fee schedules and other applications
- Enabling new, multi-tiered pricing structures and aligning contracts, fee schedules and data
- Initiating and tracking the credentialing and recruitment processes
- Accurately modeling contracts and reimbursement
- Meeting new and future compliance requirements

Fortunately, Optum™ offers provider network data management solutions to meet these challenges and many others. Delegating some or all administrative functions to provider data management allows leadership to focus on network strategy and achieve business objectives.

Market dynamics enhancing the need for provider data management

Innovation: New types of networks being established (e.g., narrow networks, ACOs, product stacking).

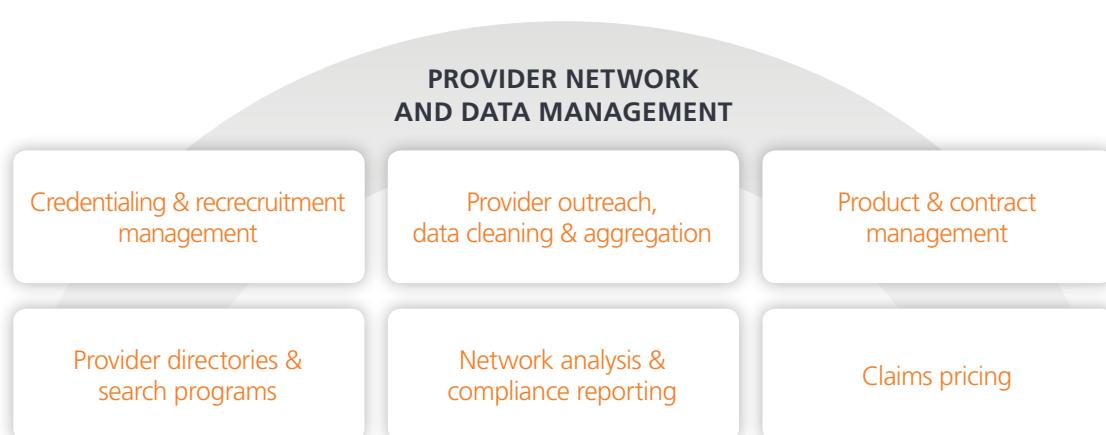
Multiple systems: With a variety of supporting systems, plans are forced to enter information multiple times.

Regulations: New regulations on coverage and quality of providers in a plan's network, and the frequent sharing of accurate information publicly.

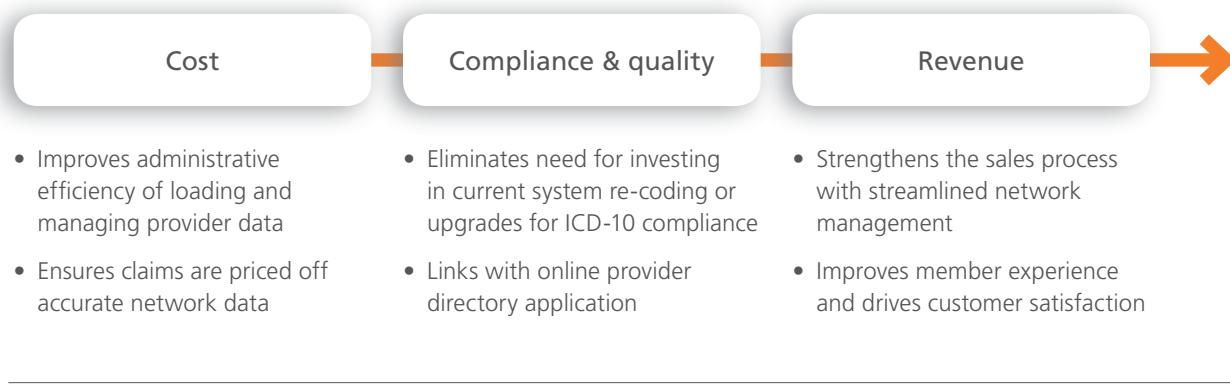
Margin compression: MLR regulations, enhanced rate reviews and competition creating a greater need for administrative efficiencies.

Customized solutions

The Optum provider network data management solution provides optimal flexibility for network management, supporting a comprehensive approach or targeted need.



Provider data management benefits



Integrating network data management

Provider network data management is a comprehensive solution for efficiently integrating provider data, network analytics, contract management (including modeling), recruitment analysis, credentialing and detailed reporting with interoperability across a variety of systems.

Enhancing ability to take action on strategic levers

A single source of truth for provider and network information reduces a need to enter data multiple times and enables the ability to enact changes or new innovations faster.

- Enables one-time data entry with a single platform accessible by multiple systems, minimizing time spent entering data and reducing potential errors linked to multiple entries
- Offers a suite of services to clean, standardize, augment, correct and supplement provider data, supporting a single or multiple, overlapping provider networks
- Allows real-time analytics of network adequacy and network content
- Analyzes recruitment and seed provider data from our national referential database
- Provides a consistent provider network message to all partners (claims, directory, online search, government reporting agencies, etc.)

Streamlining network management

Targeting emerging markets and expanding existing footprints means networks and provider contracts are constantly changing.

- Manages multiple provider networks, differing access requirements and multiple product/contract components
- Incorporates fee schedules and reporting into a single database
- Leverages a wide breadth of reimbursement methodologies (e.g., pay-for-performance, CMS-based methodologies)
- Offers modeling to evaluate the financial outcomes of contracting and network changes before implementation

Achieving administrative efficiency

Keeping provider data current is a challenge, but an essential step toward administrative efficiency.

- Automates and streamlines the provider, contract and fee schedule maintenance through self-service electronic data loading, a powerful mass update tool, quick add modules, reimbursement templates and data sharing

Meeting compliance and quality requirements

Industry regulations require a new level of transparency and data sharing.

- Operates as a single-source repository for provider data and offers exceptional connectivity and reporting capabilities
- Ensures ability to meet regulatory compliance needs (both existing and new)

Ensuring systems interoperability

It's important that data, contracts and claims are available across a variety of systems.

- Distributes provider demographics, contract and fee schedule data to multiple organizations such as adjudication platforms, online search vendors, data warehouse applications, PPOs and clearinghouses.
- Exports data to member-facing directories, CVOs, data cleansing utilities

Customized solutions

While provider data management offers a comprehensive approach to network management, individual solutions are also available.

- Provider outreach, data cleaning and aggregation
- Contract management
- Provider directories and search programs
- Network analysis and compliance reporting
- Claims pricing

For more information on these services, visit optum.com

Why Optum?

Experience

Optum employs industry experts (with an average tenure of 11 years)

Source

We manage more than 2 million provider records and 180 million claims

Quality

We perform to the highest standards, and ensure compliance with the latest regulations

Learn more

As health plans face more challenges than ever before in managing their networks, provider data management services streamlines cumbersome, time-consuming administrative processes to provide more reliable, readily available data. The result? Reduced costs, improved revenue and advanced compliance and quality.

Learn more about provider data management by contacting us: empower@optum.com or **1-800-765-6807**.



11000 Optum Circle, Eden Prairie, MN 55344

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