

Modernizing the traditional Medicare Advantage retrospective risk adjustment process



Traditional retrospective risk adjustment processes have lacked the technology and tools to precisely predict and prioritize charts likely to support unreported diagnosis codes. The result has been a less efficient process that can disrupt providers by requesting more medical charts than necessary.

Our comprehensive retrospective risk adjustment — enabled by artificial intelligence (AI) — optimizes the chart retrieval and review process. AI is informed by our experience with the largest database of Medicare Advantage medical records in the industry.

AI-enabled analytics improve efficiency of retrospective risk programs by:

- Prioritizing charts for retrieval with precision that most likely support unreported diagnosis codes
- Identifying retrieval modality deemed most likely to be successful
- Predicting and prioritizing suspected disease conditions possibly supported in the chart for coder review

Smart chart targeting

AI predicts and prioritizes medical charts most likely to support specific unreported diagnosis codes. AI can be configured to automatically exclude medical charts that likely do not support unreported diagnosis codes. Provider abrasion is reduced because fewer charts are requested.

Integrated retrieval

AI informs chart retrieval by identifying the modality (analog or direct EHR) deemed most likely to be retrieved successfully from providers. The chart is routed to the correct entity for collection. This helps eliminate wasting time requesting charts from providers that can be retrieved digitally.

Optum[®] can also simplify the retrieval process by accepting records directly retrieved from EHRs in Continuity of Care Documents (CCDs) or Clinical Document Architecture (CDA) formats. Optum is able to extract relevant data from those formats to risk adjustment-acceptable medical records for review by a certified coder.

How you benefit:

- Request fewer charts
- Reduce provider abrasion

How you benefit from direct EHR:

- Increase retrieval results
- Reduce need for provider action

Intelligent chart review

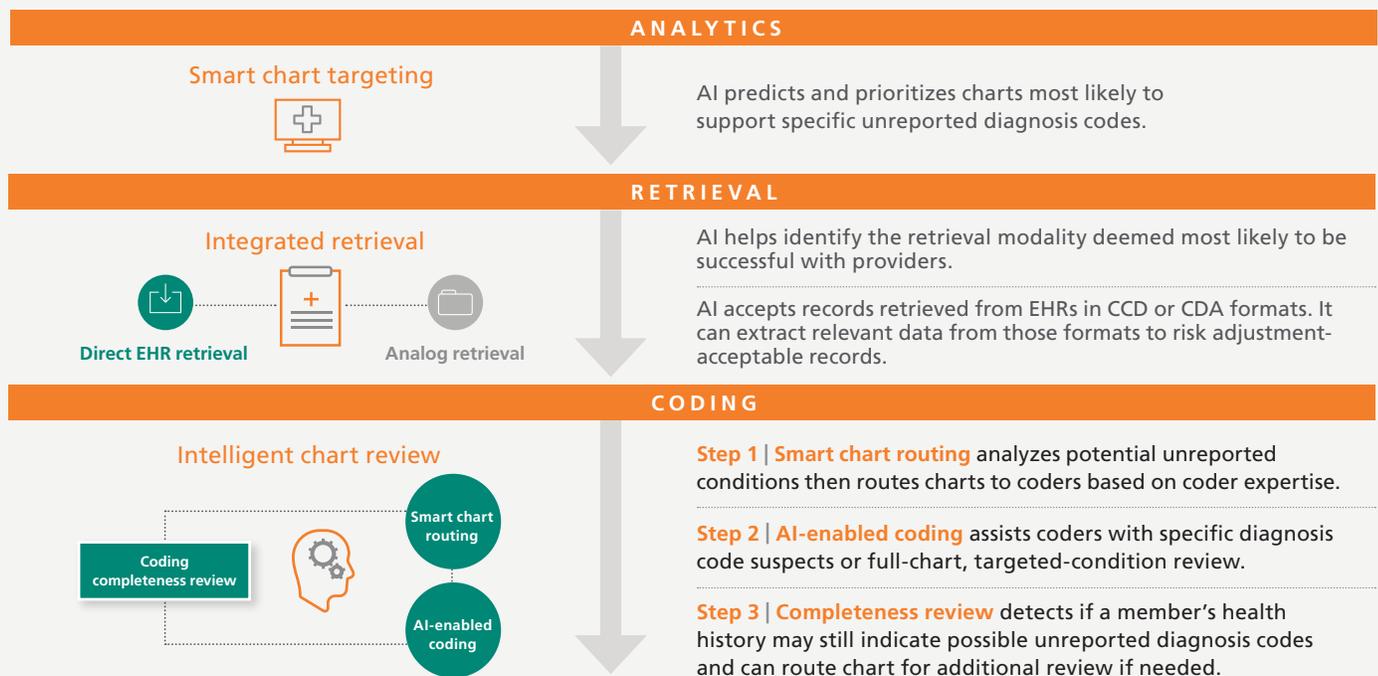
When charts reach coding, AI-enabled analytics use a three-step process to facilitate efficient chart routing. AI helps the process to be more precise when capturing suspected but unreported diagnosis codes.

- 1 **Smart chart routing** analyzes potential unreported conditions then routes charts to reviewers based on coder expertise.
- 2 **AI-enabled coding** can assist certified coders with tools for:
 - **Specific diagnosis code suspects** — AI displays suspected but unreported diagnosis codes to the coder, helping them focus only on those suspected conditions within the medical chart.
 - **Full-chart, targeted-condition reviews** — displays member-level profile of AI-identified suspects to the coder so they can review the entire chart.
- 3 **Completeness review** — detects if member's health history may still indicate possible unreported diagnosis codes. AI helps route the medical record for additional review if needed.

How you benefit:

- Improve completeness and accuracy
- Maximize efficiency

How Optum AI streamlines the retrospective risk adjustment process:



A comprehensive retrospective risk adjustment solution

By chart volume, Optum is the leader of Medicare Advantage risk adjustment chart review. The AI-enabled components of our comprehensive solution enable a smarter, highly efficient chart review process while maintaining coding accuracy and completeness. Optum AI-enabled analytics are built specifically for Medicare risk adjustment, not modified for Medicare risk adjustment. AI modernizes the traditional chart review process by shifting the focus from volume of charts targeted to precision targeting of charts.

To find out more about chart review with AI-enabled advanced analytics, please contact:

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