

## Modernize your revenue cycle for the future



Optum® Advisory Services revenue cycle consulting practice works with health system leaders across the country to develop and implement a comprehensive plan to modernize your revenue cycle. Our approach centers on a rapid, yet customized diagnostic of your organization. You will receive a thoughtful, accelerated implementation plan to close gaps, promote strengths and hardwire future sustainability.

### **Create a seamless financial experience for your patients**

We help you lay the foundation to offer a best-in-class patient financial journey to mitigate financial risks to your health system and improve the financial well-being of your patients. Start defining, differentiating and branding a premier patient experience across all sites of care.

### **Become a denials-free health system**

We help ensure you are executing both denials prevention and denials management. Prevent denials at the start and manage them on the back end to make sure your organization is paid appropriately for the care you provide.

### **Accurately translate clinical care to revenue and quality outcomes**

We provide the support you need to improve clinical documentation through cohesive program development, support and customized education, not piecemeal functions. Let us help you optimize your HIM and coding and drive charge capture improvement.

### **Develop a high-reliability revenue cycle**

We help you determine the right, reliable and efficient organizational model to handle your revenue functions with ease.



### **Key areas we tackle**

- Denials prevention (financial clearance center development)
- Denials management (contract modeling and negotiations; payer accountability)
- Best-in-class operating model design (front-end, mid-cycle, business office)
- Patient financial experience development (patient counseling, financing and self-pay support; scheduling; digital engagement)
- Clinical documentation improvement (CDI program enhancement; personalized physician education)
- HIM/coding optimization (coding and audit boot camps)
- Charge capture improvement (charge master review, synchronization and optimization)
- Shared services design and optimization (finance and accounting services; business office)
- Interim leadership (patient access director, revenue integrity director, coding manager and/or CDI specialist)

Drive strategic action at the right time

## Our approach and processes

Our diverse capabilities and unique approach will help you tackle your biggest challenges and assert control over your organization's future.



### ASSESS

Conduct a comprehensive assessment of your organization to understand and diagnose your key revenue cycle issues

### PLAN

Consultants evaluate your revenue cycle acumen and outline clear role delineation, management objectives, standards and goals so that you can progress from current state to quantifiable improvements

### BUILD

Deliver a thoughtful, accelerated implementation roadmap using the technical resources your health system already has in place, while bringing the rigor of Optum data, analytics and strategic insights

### MANAGE

Empower leaders to modernize their revenue cycle operating model and yield improved and sustained performance

## WHAT MAKES US DIFFERENT

**We capture the true needs of our clients.** We provide a structured, yet customized solution for each client. Our processes and recommendations are less templated, but we apply rigor and accuracy to hit our clients' important milestones.

**We walk in your shoes.** We take the time to listen and understand your people, policies, technologies and processes at a deeper level.

**We maximize provider and payer collaboration.** We help reduce administrative burden and improve the patient/member experience.

## Meet our leaders



**Eileen Russo, PhD,**  
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## Learn how Optum Advisory Services

can help evaluate and partner with you on implementing solutions for the best opportunities related to your specific market position and strategic and financial goals.

**Email: [empower@optum.com](mailto:empower@optum.com)**

**Phone: 1-800-765-6807**

**Visit: [optum.com](http://optum.com)**



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