



# Enabling efficiencies for ACA claim verification

Our comprehensive retrospective risk adjustment solution is enabled by artificial intelligence (AI) to optimize the chart retrieval and review process for Affordable Care Act (ACA) membership. Optum AI is informed by our experience with the largest database of Medicare Advantage (MA) medical records in the industry as well as ACA and Medicaid medical records. These records form the foundation to train our models.

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

- Analyzing results of chart review
- Matching claims to member charts, dates of service (DOS) and providers
- Predicting and prioritizing charts with precision for retrieval that most likely support specific unreported diagnosis codes, reducing provider abrasion because fewer charts are requested
- Identifying retrieval modality deemed most likely to be successful
- Scoring and routing medical records that may contain unreported or underreported disease conditions for coder review

## Integrated retrieval

As the way we collect medical records is changing, we have adapted to accommodate these needs. Optum has built a capability to simplify and expedite the retrieval process by accepting records directly retrieved from EHRs in Continuity of Care Documents (CCDs) or Clinical Document Architecture (CDA) formats. Optum can extract relevant data from those formats to risk-adjustment-acceptable medical records for review by a certified coder.



**12% to 16%  
increase**

Observed by Optum in unreported diagnosis codes using AI.

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

## 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 performing the chart review.

- 1. Smart chart routing** analyzes potential underreported or suspected 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 identifies and recommends charts to route for additional review.

## Claim verification

Once there is a match of member claim to potential member chart, Optum analyzes chart review results and claims to determine if the chart supports codes found on the claim. If a code on the matched claim:

- Was coded during a coding event, it is considered supported by the chart
- Is not supported by coding, it becomes subject to claim verification consideration and may be reviewed within the claim verification process

## A comprehensive retrospective risk adjustment solution

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 risk adjustment, not modified for risk adjustment. AI modernizes the traditional chart review process by shifting the focus from volume of charts targeted to precision targeting of charts.



## 6% increase

Observed by Optum in QA validation rates over manual validation in 2020.

**Find out more about chart review with AI-enabled analytics**

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