

## Leveraging emerging commercial health care technologies for government agencies



### Applying commercial AI and program integrity practices in government

Commercial organizations across the board have implemented artificial intelligence (AI) at scale. They have successfully fine-tuned technologies such as machine learning (ML) to identify not just known fraud schemes, but emerging fraud and improper payment trends. By combining multiple methodologies, organizations can monitor health care claims for emerging fraud schemes with unsupervised ML methods while targeting known historical fraud behavior with supervised ML systems. Government agencies can apply these same practices to programs such as Medicare, Medicaid, Veteran and military health care services to automate decisions and administrative actions such as:

-  Denial or rejection of claims
-  Medical coding
-  Chart reviews
-  Revoking providers or entities from billing eligibility

Ultimately, AI technologies reduce costs by automating manual processes, preserve federal budgets and reduce unnecessary costs for beneficiaries.



### About OptumServe

OptumServe® is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

## Commercial organizations preparing government for AI/ML

Industry-leading technologies such as ML can be effective for government agencies only if the necessary data sources are readily accessible for analytics and modeling. Many commercial organizations have decades of experience managing comparable health care data including:

- Combining, storing and maintaining dispersed data sets
- Migrating big data from on-premises data centers to the cloud
- Modernizing data storage and analytic technologies

Proven best practices in the commercial space are continuing to modernize unified data warehousing through cloud-native technologies for commercial health care data. Federal agencies can benefit from this by enlisting an industry leader with experience applying these practices and services to government agencies for state Medicaid and federal Medicare programs.

As data becomes centralized and more easily accessible, government agencies can use technologies such as AI and ML for program integrity in preventing fraud, waste and abuse, as well as ensuring quality of care across the spectrum. Establishing efficient and long-term practices surrounding data management improves quality and reduces costs in maintaining duplicative data warehouse systems.

## Commercial health organization technologies to keep pace with advancements in point of care

Commercial health systems and health plan sponsors are recognizing traditional practices of “where” care is delivered, that is, in hospitals or doctor’s offices, may not always be the best or most cost-effective sites of care. As a result, more care is now being delivered in the home, either by practitioners who visit the patient in their residence or via digital or virtual tools such as telehealth. To facilitate this change, the commercial health sector has updated its billing, data management and privacy practices. For billing, they have had success de-coupling the site of care from care delivered so that practitioners may be reimbursed for the services they render, regardless of where the care is delivered.

Moving from on-premises, closed electronic medical record (EMR) scheduling and billing systems to cloud-based systems allows practitioners to access clinical histories and order additional services from anywhere, thereby implementing adaptable data management technologies and practices. Finally, site-of-care flexibility makes access to care easier for patients. However, it also makes access to sensitive data easier for bad actors, further emphasizing the need for privacy and security practices to advance staying one step ahead, regardless of where that path leads.

OptumServe is actively working with the broader Optum enterprise to identify the right technologies and solutions that can most effectively address the growing challenges in health care, whether it be health care costs, data management and exploitation, or outcomes. We look forward to bringing these technologies and solutions to our government clients and partnering to address these issues.

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Learn more about how OptumServe can support commercial health care technologies for government agencies at [optumserve.com/contact](https://optumserve.com/contact).

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