

Outpatient Rehab Services

Guiding members to the right provider at the right time

Optum® Outpatient Rehab Services identifies opportunities for increased network access, improved clinical quality and cost savings. Through our large provider network, utilization management, digital capabilities and robust administrative services, we can help lower costs by shifting members to the appropriate conservative care treatment.



Utilization management Optimizing outcomes, quality and cost

- Applies evidence-based care methods
- Performs prospective utilization review with peer-to-peer outreach
- Treatment consultation guides appropriate care
- Addresses unsupported treatment variances, medically unnecessary and inappropriate denial of care

Network access Managing unit costs and access

- 77,000 licensed physical, occupational and speech therapy providers in 35,000 locations
- 31,000 licensed chiropractors
- 12,000 complementary and alternative medicine (CAM) providers

Digital tools Engaging members through digital modalities

- Enables timely member/nurse communication
- Schedules upcoming calls
- Provides access to virtual self-management programs for therapy consisting of physical exercises, relaxation exercises and education
- Delivers physical therapy and behavioral coaching through live feedback on their mobile app

Proven results and expertise:

45–55% savings with national outpatient rehab network¹

10–15% utilization management savings²

120K+ providers, most comprehensive physical health network in U.S.³

100M+ lives served nationally⁴

85+ dedicated and specialized program clinicians⁵

23 years of clinical experience on average⁶

Administrative services

Enable operational efficiencies

- ✓ Reporting
- ✓ Call center
- ✓ Compliance and audit support
- ✓ Claims administration and reporting
- ✓ Member and provider satisfaction surveys

To learn more, contact Optum at optum.com/business/contact.html#sales.

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*Products in development

Sources:

1. Denotes range of discounts across all outpatient rehab services facilities nationally; source: MBM Network Development, July 2020.
2. Optum book of business 2015–2019.
3. 120K Optum Outpatient Rehab Services therapists, chiropractors or CAM providers nationally; Source: MBM Network Development, July 2020.
4. Optum finance membership 2020.
5. Krejci, May 2020.
6. Ibid.