



COVID-19 RQ Update

Like you, we are concerned about the impact of COVID-19 on the health, safety and well-being of society. Optum is devoting significant efforts and resources to responding to this serious situation.

Engaging with providers to support risk adjustment

Optum staff engages regularly in person with providers and their staff to support risk adjustment on behalf of health plans. Based on social distancing recommendations, our nationwide provider engagement team has temporarily shifted to engage virtually. Our team has observed the following trends:

Over half of provider organizations are still actively participating in prospective risk adjustment programs.

- 33% of provider organizations report temporary suspension of program activities primarily due to **lack of support staff, office is closed, or open for acute care only**
- 95% of practices anticipate resuming programs by June
- Optum is receiving requests for help from providers, including:
 - Insights and prioritization on high-risk members
 - Administrative support
 - Telehealth technology support

Optum is leveraging remote access connectively to reduce administrative burden on practices while helping sustain medical record retrievals and chart reviews.

- New guidelines and procedures have been put in place to help ensure chart collection efforts do not disrupt critical health care needs
- Optum is monitoring COVID-19 hot spot location data from John Hopkins to understand the most impacted areas to drive decisions on outreach to provider groups
- Our teams are suggesting alternative methods including direct EHR retrieval
 - *Over half of Q1 medical record volume was retrieved from EHRs

How Optum is providing support

In addition to these risk adjustment and quality specific updates, here are some items that may be of interest to you:

- A dedicated page on [optum.com](https://www.optum.com/covid-19.html) that will continually be updated on the most up to date market and Optum specific information, <https://www.optum.com/covid-19.html>
- [Emotional-Support Help Line](#) for anyone who may be experiencing anxiety or stress about COVID-19
- Efforts to [improve testing efficiency](#) and protect health care workers



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