OPTUM Serve™

Optum CDI 3D

Increase the scope and impact of your clinical documentation improvement (CDI) program

The dynamics of health care reimbursement are changing — with increased focus on population health, risk adjustment and quality outcomes, which all hinge on the accuracy of your organization's clinical documentation. While CDI programs continue to focus on capturing comorbidity and severity of illness, a greater level of sophistication is required to ensure accurate reporting.

Optum® CDI 3D is the only solution on the market that identifies potential clinical documentation deficiencies at the point of care for review and improvement. CDI 3D uses intelligent automation to review 100 percent of cases for all payers and provides prioritized work lists, a shared coding and CDI platform, and streamlined reporting.

This technology helps you "get it right upfront," setting the stage for more accurate and efficient downstream activities. As a result, you can be confident that your documentation and reporting reflects the quality of care provided.

An innovative approach powered by leading-edge technology

Optum CDI 3D provides intelligent automated case-finding technology that pinpoints cases with documentation deficiencies for CDI specialist review. At the core of this unique approach is our patented Optum® natural language processing (NLP) engine and proprietary clinical algorithms. This advanced technology identifies both specificity and clinical clarification opportunities, as well as potential quality events.

- Reviews 100 percent of cases

- Monitors documentation at the point of care and throughout the patient stay

- Compares documented diagnoses and clinical indicators and understands what the clinician didn't say

- Identifies opportunities for improvement and prioritizes workflow for CDIS review

- Enables complete and accurate documentation concurrent to patient care

- Expands CDI programs to include all payers, severity level reviews and a focus on quality initiatives

Intelligent automation transforms CDI operations

CDI 3D enables greater efficiency while expanding the scope of case review so that your CDI team can focus their time where it matters. The solution prioritizes high-impact opportunities, highlights clinical facts, and pre-populates relevant information into queries to reduce review time and manual input. To speed query resolution, CDI 3D seamlessly integrates query communication with your EMR, and automatically updates CDIS worklists as physicians document query responses.

Proactive support for quality metrics

In many cases, hospital staff can only review and validate events that may impact quality measures after the patient is discharged and the medical record is coded.

Optum® Quality Monitor is an optional component of CDI 3D that automatically reviews documentation for patient safety indicators (PSI) and hospital-acquired conditions (HAC) concurrent to care. Quality Monitor uncovers potential quality events so you can initiate timely targeted action, help prevent unnecessary penalties and ensure that the care provided is captured and translated into the appropriate outcomes.

Measurable impact

Our innovative approach to CDI technology is helping hospitals significantly impact clinical documentation improvement operations and results.

- Reduces discharged not final coded (DNFC) by facilitating complete and accurate documentation earlier in the revenue cycle
- Ensures review and re-review of every case, capturing new opportunities as data becomes available
- Increases tracking, transparency and reporting related to CDI impact, revenue capture, trending and compliance

- Improves documentation to support accurate reimbursement and accurate reporting of quality and risk indicators
- Identifies a significantly greater number of queries, and improves physician response and agreement rates
- Provides more accurate documentation to reflect appropriate case mix index
- Captures the complexity of care provided to accurately reflect severity of illness and risk of mortality metrics

Performance monitoring to maximize results

Our approach to CDI includes expert resources to ensure your organization achieves maximum benefits. The Optum performance monitoring program provides a monthly engagement to review your organization's performance and, when necessary, looks for additional opportunities to enhance your results and develop an optimization strategy. We are committed to your success and will work to provide performance statistics to enhance your operations.

Better together

Optum CDI 3D shares a platform with Optum Enterprise CAC, supporting a common goal of complete and accurate clinical documentation that enables complete and accurate coding and reimbursement. Together, they offer the only truly integrated user interface available in the market today for CDI and coding, with all the resources needed to facilitate communication, improve compliance, boost efficiency and preserve revenue.

Improve physician engagement with a CDI champion

Optum® On-site Physician Advisor Service (On-site PA) helps support appropriate reimbursement and accurate quality reporting by effectively resolving CDI issues. To support your existing CDI team, On-site PA provides a well-resourced, highly trained, on-premises physician expert to enhance peer-to-peer collaboration that leads to more complete and accurate clinical documentation.

Contact us:
Learn how Optum CDI 3D can benefit your organization.

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U.S. Patent Nos. 6,915,254; 7,908,552; 8,682,823; 9,063,924; 9,946,846; and other Patents Pending

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