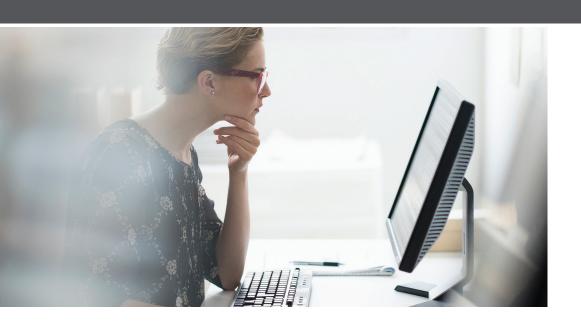# Transform CDI and coding with integration and smart automation

Clinical documentation improvement and coding will always be complex and challenging.

Changing payment models and regulatory requirements, incompatible technologies and inaccurate source data all play a part in the challenge to "get it right up front." At the same time, it's imperative to get it right. Your organization relies on complete and accurate clinical documentation and coding to support appropriate continuity of care and quality reporting.

A complex challenge requires a sophisticated solution. Technology powered by clinical intelligence and workflow automation can reveal documentation discrepancies, suggest appropriate coding, and focus your clinical documentation improvement (CDI) team on the cases with the greatest potential impact. The right solution supports accuracy and efficiency to drive positive results as you make the shift to value-based reimbursement and/or payment.

The intelligent solution

The Optum® Enterprise Computer-Assisted Coding (CAC) and CDI 3D Platform is an advanced solution driven by patented natural language processing (NLP) that addresses these complex challenges. Its various components support and automate improved coding and CDI operations for hospitals and health systems. Using clinical intelligence, the technology provides comprehensive, continuous case review for all payers and identifies cases with potential documentation deficiencies or quality events. It also suggests appropriate codes to accurately reflect the level of care provided.

The only truly integrated solution for CAC and CDI available today, our platform combines the information and tools your team needs to successfully:

- Improve documentation and coding accuracy.
- Broaden the scope of documentation review.
- Proactively identify cases with potential documentation gaps.
- Detect potential quality events.
- Capture comprehensive coding and incorporate appropriate edits.
- Provide accurate quality reporting.
- Reduce claim denials.

The Optum CAC and CDI 3D platform provides the capabilities your organization needs to positively impact both financial and operational results.

Proof of performance

Optum is an industry leader in computer-assisted coding solutions. Twenty years ago, we introduced the industry's first NLP engine, proven to accurately interpret the meaning and context of medical terminology in electronic health records (EHRs). With a repository of over 10 million medical facts, **Optum NLP processes over 3 million clinical documents every day.** The Enterprise CAC and CDI 3D platform leverages that power in a fully integrated solution that helps hospitals realize the benefits of expanded reviews and greater coding precision.

The Optum NLP difference

Patented Optum NLP technology leverages more than **10 million medical facts** to read each word in a medical record, recognizes key clinical facts and maps those facts to codes. In less than a second, it reviews and codes a case based on local Medicare guidelines, and highlights the corresponding documentation for permanent traceability. Optum NLP uses proprietary rules and algorithms to identify cases with documentation deficiencies and/or potential quality events concurrent to, and throughout, the patient stay. This "automated case-finding" helps hospitals and health systems achieve more complete and accurate NLP coding, reimbursement and reporting.

Optum employs linguists and coding and regulatory experts who constantly validate and maintain its NLP knowledge base. Unlike other NLP solutions, ours provides an extensive knowledge base through a national engine in which all users leverage the same core, patented NLP technology.

Seamless CDI and coding

The Enterprise CAC and CDI 3D Platform is a comprehensive solution designed to work together as a single answer to hospitals' coding and clinical documentation improvement needs. It comprises CAC, coding and reimbursement tools, integrated reference content, enhanced workflow, infusion charging algorithms and automated CDI capabilities on a shared platform. Coders and CDI staff benefit from working in a unified solution with all the information and resources needed to facilitate communication, improve compliance and boost efficiency.

The platform also helps you manage coding and CDI operations. The executive dashboard details coding and CDI productivity and results, and provides a flexible set of reports that help you track productivity, billed charts and audit trails. It also allows you to monitor telecommuter activity and presence in the application.

Optum Enterprise CAC

Optum Enterprise CAC leverages advanced NLP technology to understand clinical documentation, capture comprehensive diagnosis and procedure codes, and apply robust coding edits to provide more thorough, accurate coding results.

Benefits:

- Performs comprehensive code capture to support accurate billing and quality reporting
- Increases consistency among coders of varying experience levels
- Boosts efficiency to help reduce days in A/R and discharged not final billed (DNFB) status
- Improves case mix index (CMI) through more complete and accurate code capture
- Provides coding traceability for improved audit trails
- Supports PCS code assignment with partial code suggestions, decreasing the complexity of inpatient procedure coding

Optum Coding and Reimbursement Module

The Optum Coding and Reimbursement Module provides easy access to all of our encoder and coding tools to support accurate case completion, including:

- Logic and book encoders
- Clinical and code validity edits
- Medicare code edits (MCE), outpatient code edits (OCE), correct coding initiatives (CCI), patient safety indicators (PSI), hospital-acquired conditions (HAC) and medical necessity indicators
- Automatic grouping and pricing as codes are added, revised or deleted
- Full access to content in the Optum® Medical Reference Engine

Optum Medical Reference Engine

The integrated Optum Medical Reference Engine ensures that coding and CDI professionals have direct access to the most current reference data. It provides easy access to a searchable database including dozens of Optum reference books, thousands of Medicare and Medicaid documents, and local and national Medicare policy information, as well as:

- Coders Desk References (diagnoses, HCPCS, procedures, etc.)
- Dr. Z's Medical Coding Series: Interventional Radiology
- CPT Assistant
- AHA Coding Clinic

Optum CDI 3D

Optum CDI 3D is the only NLP-driven solution on the market that identifies potential clinical documentation deficiencies at the point of care. Using proprietary clinical algorithms and intelligent case-finding logic, CDI 3D reviews every piece of clinical documentation as it is entered into the EHR. As it identifies cases with clinical or quality clarification opportunities, it prioritizes them for review based on customizable business rules. Your CDI staff can focus on cases with clinically relevant findings or gaps, as well as take action to ensure accurate reporting of quality events.

This technology helps you "get it right up front," 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 while ensuring revenue integrity.

Benefits:

- Enables documentation improvement concurrent to, and throughout, the patient stay
- Broadens the scope of chart review without adding FTEs
- Identifies potential quality events
- Expedites valid queries for physician review while information is still fresh
- Increases coding accuracy
- Reduces the chance of denials and rework
- Supports appropriate reimbursement
- Helps you more accurately report severity of illness (SOI), risk of mortality (ROM), case mix index (CMI) and quality measures

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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.

Optum Workflow Module

The Optum Workflow Module delivers intelligent automation that:

- Includes flexible parameters for building and maintaining work queues
- Prioritizes CDI worklists based on potential impact
- Assigns cases to the appropriate coders based on your customized business rules
- Boosts productivity for both coders and managers

Optum LYNX Infusion Charging Module

Infusions and injections are governed by a complex set of rules and documentation requirements, making these services a prime target for payer and regulatory agency audits. The Optum LYNX infusion charging algorithm translates those services to the appropriate charging terms, and:

- Helps hospitals calculate appropriate and consistent charges
- Enables coders to stay current on the latest charging rules
- Simplifies interpretation of infusion charging rules

OptumServe — Partnering with you now and preparing you for the future

The transition to fee-for-value increases the emphasis on capturing reliable and accurate metrics and appropriately reporting on quality, safety and outcomes. Optum solutions provide coding and CDI leaders with new and innovative ways to address today's problems and prepare to meet the continuously changing reimbursement and quality environment demands.

Performance monitoring maximizes results

We are committed to your success, and our approach includes expert resources to ensure your organization starts strong and achieves maximum benefits. Pre-implementation, we capture baseline analytics and identify areas with opportunity for improvement. We provide your staff with training and go-live support as the foundation for a smooth, successful deployment.

Once you go live, the Optum performance monitoring program provides a monthly engagement to review your organization's performance with our CAC and CDI technology, and includes:

- Operational statistics, including physician performance scorecard, to demonstrate measurable activity and results
- Detailed analysis to identify opportunities for optimizing use and processes
- Optum experts to support a cycle of assessing, refining and improving operations

Let OptumServe help your agency tackle demands for accurate, thorough and efficient coding and CDI processes.

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