Optum

AI-enabled retrospective risk adjustment program

Optum is committed to continuously evolving our retrospective risk adjustment services. Our comprehensive retrospective risk adjustment is enabled by artificial intelligence (AI). It optimizes the chart targeting, retrieval and review process with great precision and accuracy.

AI is informed by our experience with the largest database of Medicare Advantage medical records in the industry, as well as Affordable Care Act (ACA) and Medicaid medical records.

AI-enabled analytics improve efficiency of retrospective risk programs by:

- Prioritizing charts for retrieval with precision that most likely support unreported diagnosis codes
- Identifying retrieval modality deemed most likely to be successful in retrieving the medical chart
- Predicting and prioritizing suspected disease conditions and progressions, increasing efficient coder review processes

Analytics

- Optum chart targeting analytics consistently **exclude 3% or more*** zero-value charts.
- **14.5M** Medicare Advantage members
- **6M+** of managed Medicaid
- **3M+** of ACA in Optum database
- **>100,000** provider groups historical and current

Retrieval

- Using digital access, Optum **retrieved >2M** medical charts for risk adjustment in 2021
- Optum retrieves **over 14M medical records** annually
- EHR direct connections for chart retrieval to **150K+ providers**

Coding

Our AI has enabled a **5%—7% point validation rate increase** within our internal QA oversight process, enabling more accurate and complete coding

>42M medical chart reviews were completed by our coding staff in 2021

*Amount impacted by health plan targeting preferences. Your results may be greater or lower based on your targeting preferences.

AI-enabled retrospective risk adjustment

Analytics → Retrieval → Coding

Analytics

By using integrated clinical and physician data sets, Optum AI-enabled analytics can drive suspecting, segmentation and targeting to deliver charts to pursue with precision prioritization.

Smart chart targeting
AI predicts and prioritizes charts most likely to support specific unreported diagnosis codes. This reduces waste from requesting more charts than necessary. It also decreases providers' administrative burden, so they can focus on clinical tasks.

Retrieval

AI informs chart retrieval by identifying the modality (digital or traditional) and source deemed most likely to be retrieved successfully from providers. The chart is routed to the correct entity for collection. This helps eliminate wasting time requesting physical charts from providers that can be retrieved digitally.

Optum can also simplify the retrieval process by accepting records directly retrieved from EHRs in Continuity of Care Documents (CCDs) or Clinical Document Architecture (CDA) formats. Optum can extract relevant data from those formats to risk adjustment-acceptable medical records for review by a certified coder.

Coding

When charts reach coding, AI-enabled analytics use a 3-step process to facilitate efficient chart routing. AI helps the process to be more precise when capturing suspected but unreported diagnosis codes.

1. **Smart chart routing** analyzes potential unreported conditions then routes charts to reviewers based on coder expertise.

2. **AI-enabled coding** can assist certified coders with tools for:
   - **Specific diagnosis code suspects** — AI displays suspected but unreported diagnosis codes to the coder, helping them focus only on those suspected conditions within the medical chart.
   - **Full-chart, targeted-condition reviews** — displays member-level profile of AI-identified suspects to the coder so they can review the entire chart.

3. **Completeness review** — detects if member's health history may still indicate possible unreported diagnosis codes. AI helps route the medical record for additional review if needed.

A comprehensive retrospective risk adjustment solution

By chart volume, Optum is the leader of Medicare Advantage risk adjustment chart review. The AI-enabled components of our comprehensive solution enable a smarter, highly efficient chart review process while maintaining coding accuracy and completeness. Optum AI-enabled analytics are built specifically for Medicare and ACA risk adjustment lines of business. AI modernizes the traditional chart review process by shifting the focus from volume of charts targeted to precision targeting of charts.

Find out more about chart review with AI-enabled advanced analytics.

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