






CASE ADVISOR SERVICES

AI-POWERED PHYSICIAN ADVISOR SOLUTIONS

CONTINUING OUR 20 YEARS of revolutionizing utilization review

Optum360[®] has been a leader in physician advisor utilization review for the past two decades, and now we take another innovative leap by infusing artificial intelligence into service model through our Case Advisor™ technology platform.

Barriers to high-performing utilization review

-  Utilization review (UR) decisions often made without evidence-based foundation
-  Slow, error-prone review of voluminous case data
-  UR time detracts from other impactful case manager duties
-  Fragmented processes lack appropriate insight and resources at the proper time
-  "Per case" pricing approach constricts full leveraging of service value

A MORE EFFICIENT AND ACCURATE UTILIZATION REVIEW

SUBSCRIPTION-BASED PRICING

Our subscription-based pricing reduces average case review cost, allowing more cases to be reviewed for more appropriate reimbursement.

Automated initial case stratification



Our AI scans patient records for clinical risk factors and identifies complex cases requiring a second-level physician advisor review. A reduced reliance on first-level reviews allows case managers to focus on other high-value objectives.

Data-driven referral decision process



Our new AI-powered model eliminates missed opportunities caused by the error-prone process of deciding which cases are sent for physician advisor review.

Cases with
HIGH
likelihood of
INPATIENT

Cases with
LOW
likelihood of
INPATIENT

NLP-enhanced physician advisor case review



AI-powered technology platform highlights key clinical factors and evidence-based medical research to support physician advisor recommendations.

Value of the CASE ADVISOR SERVICE MODEL

Our revolutionary new AI-powered service model creates a cleaner, higher performance UR process.



Effective use of clinical resources

Faster and more intelligent UR frees staff to focus on high-value strategic and value-based care objectives.



Predictive insights for improved status accuracy

AI-powered predictive clinical insights help secure appropriate reimbursement and reduce and defend clinical denials.



A smarter, holistic UR process for comprehensive caseload review

Automated process applies clinical knowledge to all cases and uses physician advisors more judiciously.



Improved Optum360 investment value

Subscription-based pricing reduces average case review cost, allowing more cases to be reviewed for **more appropriate reimbursement.**

OPTUM360 CLIENT SUCCESS

Our new service model highlighted a **20% improvement** in incorrect patient status categorization, resulting in an estimated annual revenue impact of **\$8.2M.**

HOW IS OPTUM360 DIFFERENT?

Between our heritage of applying AI to the revenue cycle and our vast UR data library, we are uniquely positioned to deliver truly impactful outcomes.



A long heritage of modernizing the revenue cycle

Optum360 has 20 years of experience in both AI and utilization review.

Optum holds 10 natural language processing AI patents — the only patented technology in the health care market today.



Broadest and deepest UR library

Our Case Advisor technology platform houses the industry's broadest and deepest UR data library, with:

- 20,000 evidence-based medical research articles
- 13 million second-level case reviews
- 1 million clinical appeals



Well-resourced, highly trained physician advisors

Even with technology, physician advisors are still vital. Our physician advisors:

- Can be either on site or remote
- Have extensive regulatory and payer knowledge
- Are carefully selected and rigorously trained



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Contact us to learn more about this revolutionary new model.

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