

Optum Serve®

**Partnering to
reduce fraud,
waste and abuse**



Optum Serve helps federal agencies achieve their missions



Current federal partnerships



Technologies, solutions and best practices



The Innovation Lab

The Optum Serve® Innovation Lab is a research and development environment that provides an open platform for testing new technologies and solutions for federal customers to meet critical needs like tackling fraud, waste and abuse (FWA).

The Innovation Lab contains dozens of configured tools and applications and has supported various federal proofs of concept.

Optum Serve continually evaluates innovation opportunities using cutting-edge technology, tailored frameworks and algorithms.



IT services

With a combination of predictive modeling, business intelligence and leading programming approaches, Optum Serve helps program integrity users analyze large data volumes, load and visualize data, and develop critical reports to support investigative and legal cases. We provide IT services for federal agencies such as the Centers for Medicare & Medicaid Services (CMS), the Health Resources and Services Administration (HRSA) and the Department of Education, as well as state agencies, including:

- Data management and governance
- Data engineering
- Systems integration
- Cloud modernization and optimization
- Application development
- New data sets, data analytic tools and system capabilities



Optum Serve has expanded and upgraded federal and state data warehouses to incorporate new data sets, data analytic tools and system capabilities, including cloud migration and optimization efforts for platforms designed to support program integrity needs.

[Learn more about how we support federal agencies on our website.](#)



IT platforms

With massive health care programs, including Medicare, Medicaid and Veterans Affairs (VA), the federal government spends more than \$1 trillion on health care each year. Ensuring those dollars aren't wasted – or misused due to fraud or abuse – is an ongoing challenge.

For more than 20 years, Optum Serve has partnered with federal agencies to establish and maintain program integrity initiatives.



One Program Integrity

CMS makes its integrated data repository accessible for program integrity business needs through a system known as One Program Integrity (One PI). Since 2010, we have maintained and enhanced the system, which is used to identify, deter and prevent fraud, waste and abuse activities across the agency.



Learn how organizations like Optum Serve can support federal agencies with fraud, waste and abuse and program integrity.



FWA analytics services

Using the latest data science techniques, including machine learning (ML) and artificial intelligence (AI), graph analytics and visualization, we help federal agencies establish and maintain effective data initiatives.



CMS Payment Error Rate Measurement (PERM) program

CMS is required to measure and report the payment error rate and dollars paid in error for both Medicaid and the Children's Health Insurance Program (CHIP). Given the size of these programs and the fact that each state implements them independently, states' data poses significant challenges. As the statistical contractor for the PERM program, Optum Serve analyzes the ways states collect and store data to ensure the data sets are complete.



VA's program for improper payments

We assisted the VA in enhancing its program, separating previous functions to establish a clear auditing strategy. The results helped inform changes at the VA and were called "the gold standard of improper payment measurement" by the Office of Management and Budget.

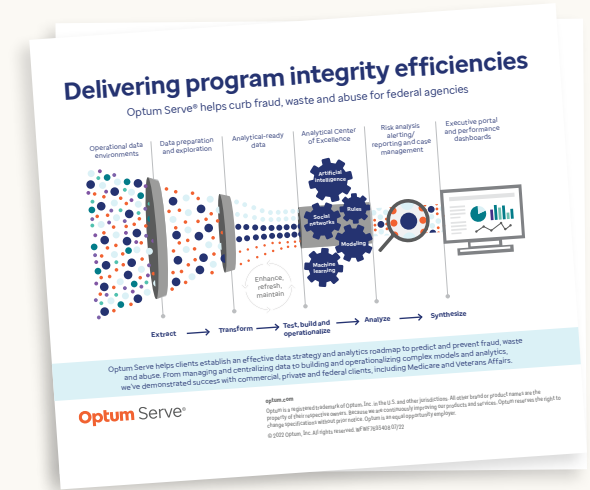
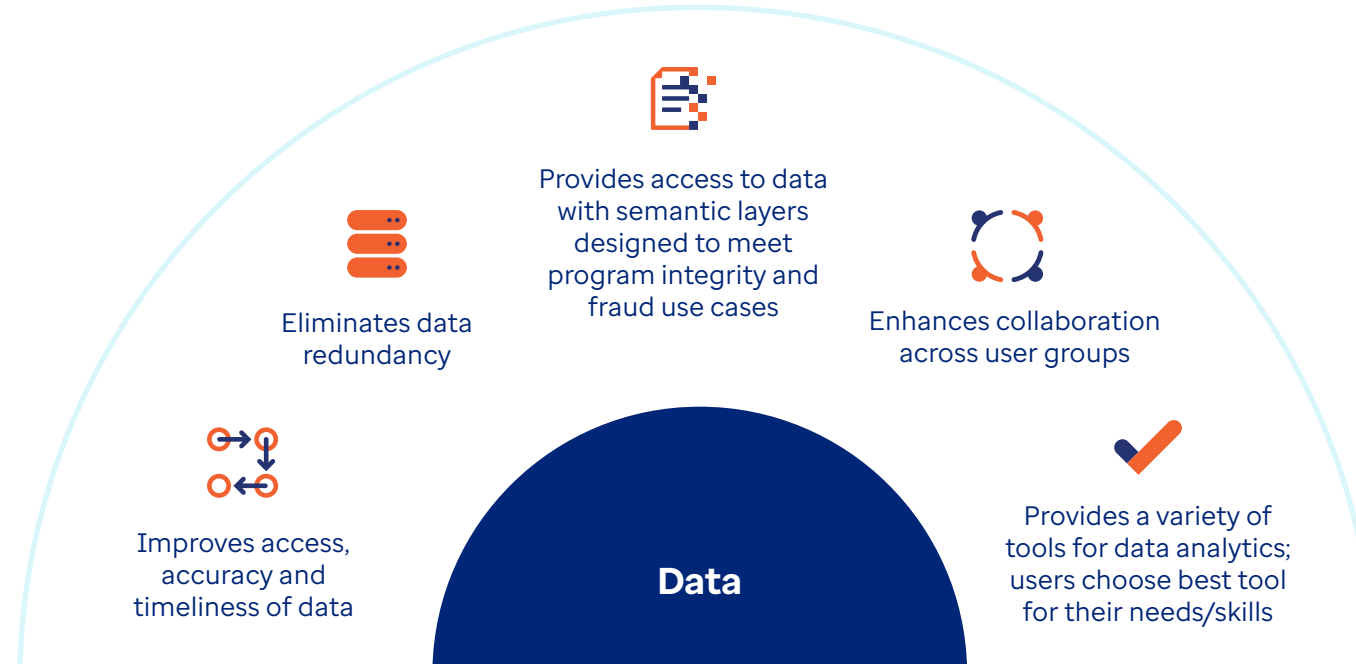


Learn how commercial AI and program integrity practices can be applied to government agencies.



Data management

Optum Serve provides support across various IT and analytics competencies aligned to program integrity workflows **that start with an operational data environment at the core.**



See a visual explanation of our data management services.

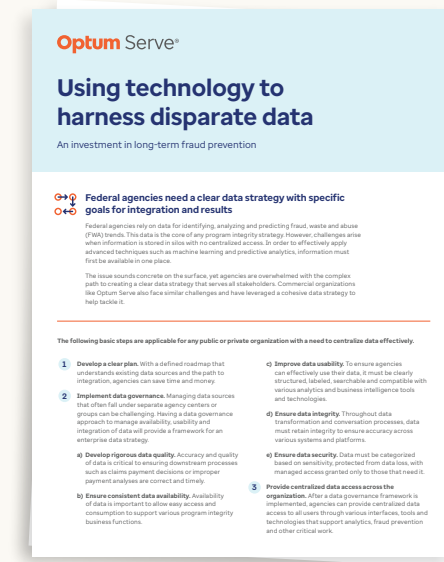


Data preparation and exploration, and analytical readiness

To support analytics and advanced modeling like machine learning, data preparation is critical.



Optum Serve provides optimized and pre-joined data access layers for federal government use cases and FWA analytic needs. We also have large-scale open-modeling platforms accessible across our enterprise, leveraging cloud technologies such as Amazon Web Services (AWS) and Azure services to provide flexible, collaborative data preparation workspaces.



Discover how we bring disparate data together.



AI, machine learning and graph analytics

Our health care graph:

Features
**10 billion+
vertices/nodes**

Features
**50 billion+
edges**

Makes real-time care path
recommendations to
50 million+ members

Graph analytics

Graph analytics can identify FWA in multiple ways:

- **Social network analysis** – Detecting suspicious behaviors such as doctors overprescribing opioids or other medications
- **Identity resolution** – Pinpointing identity information across various touch points and reconciling it into a single profile, improving the quality of data and preventing possible identity fraud
- **Geospatial patterns** – Noticing that a patient and prescriber are nowhere near each other on the map or spotting a suspicious trend of doctors colluding in a certain community



**Learn more about graph analytics,
ML and FWA visualization.**



Risk analysis alerting and reporting

We combine technical capabilities and expertise to implement and maintain analytics platforms with advanced ML and AI algorithms to accurately and effectively score risk.



VA Community Care Network

Optum Serve is the third-party administrator for the VA Community Care Network for Regions 1, 2 and 3, encompassing 36 states, the District of Columbia, the U.S. Virgin Islands and Puerto Rico. We provide them with claims processing, provider network management and portal and FWA services, and we utilize an automated post-payment fraud and abuse detection and overpayment protection system to identify, score and alert on potential misuse.

Optum Pre-payment Review Solution

The Optum® Pre-payment Review Solution (OPRS) provides customers with pre-pay detection of potentially inaccurate or erroneous claims, as well as claims review support to make appropriate payment decisions. OPRS uses risk scoring via ML models and other analytics to detect – before payment – a variety of improper claims for review or rejection.



Pre-payment Review Solution

Complement recovery efforts with front-end prevention

Stop improper Medicaid claims before they are paid with proven predictive analytics and an early detection system from Optum.

Optum

Learn more about the Pre-payment Review Solution.



Reports, dashboards and automation

Optum Serve integrates enterprise best practices for reporting and monitoring with key expertise in policy research, compliance, quality and program integrity for federal customers. We also integrate cutting-edge technology such as AI and natural language processing (NLP) to increase automation and efficiency for customer needs.

Automating manual review processes

Program integrity workflows for health care claims typically require some level of medical document review as part of their validation and auditing requirements. Using our best practices from similar implementations in our commercial and private space, we've developed solutions using NLP that combine clinical models and rules to automate the review of medical documentation.



Find out what the future holds for AI and FWA prevention.



Achieve your health care mission

Learn how we can help [here](#) or visit us at optumserve.com.



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