



Hospital Case Management Managed Service



Optum® Hospital Case Management Managed Service is a data- and technology-driven, shared-risk, managed service partnership. It enables case management (CM) excellence through centralized operations, best practice optimization and integrated case management orchestration technology. Results over the 10-year partnership include financial performance benefits, enhanced staffing support, extensive investments in innovation, and best-in-class case management operations.

Optum combines its proven operational expertise, market-leading optimization practice and innovative technology to orchestrate and implement seamless case management between on site and centralized operations. Along with optimized case management model delivery, the solution leverages reporting and analytics to monitor efficiency, overall effectiveness, opportunities for continued improvement, and sustainability. This demonstrated model has proven to be successful with current clients recognizing a 25% reduction in excess days over the first 18 months of service.

Health systems are currently facing unprecedented headwinds. Financial pressures are greater than ever, adversely impacting patient care and provider satisfaction. Case management functions are positioned in the eye of the storm. They are managing repercussions of challenges being experienced across the care continuum. These repercussions include but are not limited to labor stabilization, staffing shortages, practice inconsistencies, complex relationships with payers and post-acute providers, and patient throughput concerns. Current market solutions are too targeted, focusing on a single strategy approach, or built in house with limited investment yielding unsustainable results.



Typically **2% to 7%** immediate operations and maintenance savings¹

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Long observation rate² for managed Medicare decreased by **64%** and for all patients by **14%**³

1. Based on average historical performance of Optum service.

2. Long observation rate is calculated as: count of OBS patients with 2+ midnights divided by all patients between 2 and 6 midnights.

3. Based on individual client results from August 2022-August 2023.

Simplifying a complicated solution to deliver value

Optum Hospital Case Management Managed Service blends people, process and technology to deliver unparalleled value across key case management functions. The solution focuses on reducing client excess days. It enables top-of-license case management excellence and efficiency, improved clinical outcomes and patient experience. We support case management transformation through:

- **Best practice processes** improve patient progression and create a consistent experience for clinicians and patients alike
- **Integrated EMR and innovative case management systems** coordinate real-time actions driving proactive care delivery and workflow orchestration
- **Centralized 24/7 operations** improves the quality and delivery of key case management functions like utilization management, administrative discharge planning and payer/post-acute provider management
- **Actionable reporting** (real time and retrospective) enables direct operational management as well as holistic evaluation of case management performance
- **Infused analytics** within case management tools and workflows drive innovation and augment operational efficiency
- **Stabilized labor** through rebadging of client staff to Optum that results in managerial efficiencies and best use of licensed staff

Transforming the barriers to success into pillars of success

Combining central and on-site functions enable your existing team to operate efficiently. Clinical teams can focus on top-of-license activities such as caring for patients to enable better outcomes. The service brings best practices and standards from across Optum to provide a well-supported, holistic service. It brings consulting expertise to optimize case management, augments existing client staff to support centralized operations, and offers leading technology and analytics. This helps transform traditional barriers to success into the pillars of success to help you:



Achieve better patient experience and clinical outcomes by enabling upstream discharge planning, focusing on patient care, streamlining patient progression, and reducing excess days



Improve financial performance through reducing costs and strengthening revenue integrity and compliance



Gain benefits of a high-performing team that applies best-in-class processes and technology to streamline case management delivery and supports continued case management education and advancement

Offering you the flexibility to choose

Optum Case Management Managed Service offers flexible case management options to not only meet your organization where it is now but also create a glidepath to expand with your organizational needs as it grows over time. We offer 3 separate solutions that broaden in scope of services delivered.



Enablement solutions

Boost productivity and outcomes through decision support and process efficiency with evidence-based criteria and workflow technology for:

- Nurse review
- Physician advisor or physician review
- Utilization review analytics
- Care variation
- Discharge planning
- Appeals or denials support



Hybrid partnership

Improve departmental efficiency using our enablement solutions plus workflow and process optimization for CM functions. Extend coverage around your clinicians with support from our highly trained team.



Full CM Managed Service

Optimize your CM function with an at-risk bundle that includes enablement solutions, optimization through hybrid partnership and operational management.

- Guaranteed operational savings*
- We own labor management, leadership and multidisciplinary team structure
- KPIs, performance incentives
- Capital investment in your technology to optimize your performance

*Your results may vary.

Find out how Optum Case Management Managed Service can help transform your case management function:

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