# HEDIS® Solutions

Improve quality with a comprehensive, innovative approach to manage HEDIS performance.

Emerging industry dynamics are driving an increased focus on improving quality — Optum™ has the knowledge and resources health plans need to build and maintain higher quality ratings. As your partner, we deliver a unique combination of expert consulting, comprehensive services and leading technology that can help you build the foundation for enduring, effective quality improvement. Through our integrated suite of solutions, we enable health plans to track, monitor and improve HEDIS compliance, develop and measure required quality metrics, and facilitate NCQA (National Committee for Quality Assurance) submission.

**Monitor and improve HEDIS reporting**

Optum takes a hands-on approach to HEDIS reporting and consulting services, providing end-to-end support to help health plans optimize their HEDIS ratings performance and achieve their Star, accreditation and pay-for-performance goals. From our cloud-based HEDIS reporting system to medical record review support, audit management and performance assessment, Optum is committed to helping clients maximize data and processes to increase HEDIS scores — and bottom-line performance.

Our intuitive HEDIS reporting system can give you the visual intelligence needed to manage HEDIS projects from end to end. This robust, web-based tool is certified by the NCQA. It's designed to monitor and improve HEDIS compliance and to support all of your quality improvement initiatives.

The Optum HEDIS reporting system offers customizable, interactive and actionable reports. It also fully supports all HEDIS measures, retrospective reporting, prospective reporting and NCQA submissions, as well as state-specific submissions, enabling your health plan to:
- Improve HEDIS compliance rates to meet goals.
- Streamline all HEDIS activity to one vendor for successful NCQA submissions.
- Increase health plan ranking through a single efficient and effective process.

Through a unique combination of expert consulting, comprehensive services and leading technology, Optum can help you improve your quality ratings.

# Reporting System Features

**A comprehensive solution**

Many health plans use multiple vendors, which can be costly and time-consuming, especially when you consider that the HEDIS season is shorter and more demanding than ever. As a single source for all your HEDIS needs, Optum can help you simplify your processes, and free up precious time and resources.

We recognize the need for timely, concise, and accurate reporting and medical record review. By partnering with us to leverage our comprehensive HEDIS reporting, you can minimize data transfer, expedite the audit process and streamline all HEDIS activity to maximize efficiency.

**Convenient, cloud-based environment**

Our HEDIS reporting solution offers easy, immediate access within a secure, web-based environment through a user-friendly interface. As a flexible online solution, our software does not require special installation, configuration or updates, which means there will be minimal interruptions during the busy HEDIS season.

**Dynamic reporting**

Our dynamic reporting functionality gives you the ability to:

- Provide reports, charts and graphs depicting HEDIS scores.
- Manage and track reviewer progress.
- Compare results between measurement periods, reporting populations, etc.
- Monitor changes to HEDIS numerators, denominators and exclusions through review.
- Drill down to any of the provider, reviewer, member and qualifying-event levels for detailed research and review.

In addition, our software can create dynamic, custom reports to fill internal and other reporting needs.

**Certified measures capabilities**

Optum HEDIS reporting is fully certified NCQA HEDIS software, which allows our partners to measure, run, and submit all administrative and hybrid HEDIS measures. This insightful solution also has the ability to design state-specific and internal custom measures to fulfill additional needs and uses.

**Efficient submissions**

Optum HEDIS reporting easily prepares patient-level detail (PLD) and Interactive Data Submission System (IDSS) files for submission to NCQA and Centers for Medicaid and Medicare Services (CMS). Additionally, it allows you to create custom submission files that meet state-specific submission needs.

**Customizable and prospective reporting**

Our solution gives you the ability to create custom measures, custom reports, and prospectively measure rates at the member, provider, provider group and employer levels. These functions allow for the monitoring of state-specific measures, internal measures, and can track measures on a prospective basis.

## Streamline HEDIS Data Collection and Medical Review Processes

Optum is committed to providing comprehensive HEDIS Medical Record Review services and upholding some of the highest accuracy standards in the industry.

From data delivery, to retrieval and abstraction, to the return of medical record results, Optum can ensure a seamless process that will put organizations at ease. At Optum, qualified professionals, including experienced nurse reviewers, understand how to run and administer a coordinated and streamlined HEDIS retrieval and review process that supports quality improvement initiatives and minimizes provider abrasion. Teams provide expertise in program strategy, project management, provider relations, and oversight and abstractions, ensuring that all medical record review needs are met and any data issues that may impact results are quickly and accurately resolved.

Performing a timely quality review and analysis of the medical records is critical to meeting HEDIS timelines. In order to accelerate review processes, Optum maintains close working relationships with providers across the country, leveraging an internal network of health care advocates and client managers who foster these relationships throughout the year. With an established provider network, a team of nurse consultants and streamlined processes, we are able to retrieve records more quickly and with greater accuracy.

**Measuring and monitoring the process**

Because full data transparency is also crucial during the medical record review process, Optum leverages its powerful Chart Review Platform to provide easy and efficient tracking of medical record retrievals and abstractions within a secure shared Optum/client environment. Organizations can track the status of their project through a user friendly interface that gives them visibility into the status of retrievals, abstractions and how their provider network is responding. Results can also easily integrate with our HEDIS reporting engine for seamless and timely HEDIS reporting.

**Leverage the power of industry-leading HEDIS reporting.**

Contact Optum to learn more today:

Call: 1-800-765-6807
Email: empower@optum.com

From detailed quality review upon retrieval of the charts, to on-demand reports generated through our Chart Review Platform, Optum provides a transparent and comprehensive business model that supports a turnkey, end-to-end process.

When it comes right down to it, no other company has successfully retrieved and abstracted at the volume and accuracy that Optum has: we retrieve and abstract more than 2 million charts each year to support various initiatives. To ensure accuracy on this scale, Optum employs some of the industry's most experienced clinical experts combined with rigorous quality processes and industry-leading technology.