



Coding Services

In an era of coder shortages, health care organizations face a difficult challenge. Inadequately trained or under-qualified coders can cost the provider appropriate reimbursement and create compliance exposure. Finding, hiring and retaining qualified coding staff is often one of the largest issues in health information management. Optum® Coding Services helps organizations overcome talent and resource deficiencies and achieve efficient, consistent and compliant coding.

Enhance your performance and drive operational success.

Optum Coding Services are designed to enhance your performance and drive operational improvements. Our services help to resolve a variety of outpatient, inpatient and professional fee coding performance issues. Our capabilities promote coding compliance while facilitating appropriate revenue realization that reflects clinical services provided and diagnoses rendered.

Optum Coding Services can help health care providers:



Improve coding results

Increase coding throughput and cash flow, decrease accounts receivable days, discharge not final billed accounts and coding-related denials.



Address workforce challenges

Augmenting with Optum Coding Services can help alleviate challenges associated with sourcing and training qualified coders. Our scale and experience allows us to quickly flex to meet changing needs.



Operate seamlessly

Our coding experts can operate within your existing coding technology or leverage our own, allowing clients to quickly see value.



30%
productivity
improvement

Our solution drives efficiencies, like up to 30% improvement in coder productivity – while improving an array of other key performance indicators. Adopt a forward-looking approach to workforce optimization and take advantage of advanced technology and best practice methodologies to improve financial performance, drive innovation and achieve early and consistent impact.

The Optum difference

How can Optum help your team achieve these results? We provide a combination of unsurpassed technology expertise, highly skilled staff and flexibility to solve our clients' coding needs:

Our people



Dedicated teams and management

We provide full support to our clients through a single quality suite that includes dedicated coding, management and audit resources.



Domestic and global resources

Our scalable blend of global and domestic resources reduces costs and provides greater flexibility to cover volume spikes and turnover of client staff. Regardless of location, our coders conform to the same high privacy and security standards.



Extensive experience

Optum has more than 20 years of experience providing coding services. Our coders are certified and handle more than 6 million encounters a year for clients ranging from large integrated delivery networks to physician groups.

Our process



Quality management

We employ quality management programs that include stringent certification standards, comprehensive coder training, ongoing education and thorough monitoring to maintain high performance standards.



Documentation feedback

Our coders can provide comments on documentation quality for visit levels and procedures to promote more accurate provider documentation.



Transparency

Robust reporting and analytics monitor workflows, coding productivity, missing records and coding reconciliation.

Average coding days

reduced by up to
82%

at a Midwest hospital system, with more than 90% of accounts coded in less than 5 days



Optum recognized as a leader in Everest Group RCM Operations PEAK Matrix® Assessment for 5 consecutive years, as well as these other recent honors:

- Medical Coding Operations
- RCM Platforms
- Healthcare Provider Digital Services
- Customer Experience Management Services



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