



Physician Advisor Service

Optum® Physician Advisor Service offers a comprehensive, configurable array of second-level physician review services. It's designed to drive defensible, compliant utilization management recommendations that meet the needs of the patient, provider and payer alike.

With health care organizations plagued by mounting financial and regulatory pressures, utilization management (UM) plays an increasingly critical role. The constant friction of balancing the needs of the patient and payer leaves many UM function staff feeling understaffed and overwhelmed.

Your physician advisors performing second-level reviews sit at the crux of maintaining clinical, regulatory and revenue cycle expertise – all while juggling broader responsibilities. This often results in challenges with performing efficient and effective reviews using the most up-to-date clinical evidence, which plays a critical role in driving clinical and financial integrity.

Blending people, technology and best practices to optimize UM

Optum Physician Advisor Service delivers unrivaled second-level review services. With decades of experience and over 20 million reviews conducted, our expertise is evidenced in our delivery and results.

Optum physician experts help bridge necessary clinical and financial components to optimize each review. To increase efficiency and accuracy, our physician reviewers use:

- Best-practice operational processes
- Optum proprietary technology
- Guidance rooted in evidence-based medical

Physician Advisor Service allows health systems to focus on other critical priorities. That allows providers to spend more time caring for patients rather than being bogged down by the administrative burden of UM.

Optum Physician Advisor Service offers comprehensive physician-led UM service benefits, including the following.

- **Increased accuracy** through medical necessity recommendations performed by expertly trained physicians. They leverage evidence-based medical research generated from in-hospital, outcomes-based research as well as current medical and surgical guidelines. Optum releases 3 annual updates to remain consistent with the published literature and regulatory guidance.



9.8 years

average physician advisor tenure



98.5%

provider review quality results



276,000

annual second-level reviews



192,000

annual peer-to-peer and appeal reviews

- **Comprehensiveness**, with nearly 5,500 risk factors in production in the system today to cover reasons for admission and continued stay.
- **Defensible, evidence-rooted recommendations** delivered through a readily accessible letter supported by more than 21,000 references from published, peer-reviewed medical literature.
- **Improved case throughput** offered through a fully staffed operational team.
- **Relief from burdensome denial and appeal headaches** with our trusted appeals and denials support services.
- **Access to real-time performance analytics** for increased visibility into UM operations.

Enabling reviews with proprietary technology

Optum is committed to continually investing in and maintaining our technology to deliver consistent performance. Optum Physician Advisor Service combines embedded, proprietary artificial intelligence (AI)-enhanced technology with UM workflows based on industry-standard processes and best practices. This enables our physician advisors, who have deep UM expertise, to deliver accurate and defensible reviews.

Clients can feel confident that our service helps to:

- Drive accurate review outcomes with our evidence-based foundation
- Create more efficient reviews through natural language processing, scrutinizing medical records for key documentation facts, and highlighting and annotating important details
- Enhance confidence in recommendations with best-practices workflows driven by case stratification scoring
- Gain insight and transparency using predictive analytics to pinpoint underperforming UM areas

Maintaining clinical, compliance and revenue integrity

Optum UM compliance-focused operations adhere only to industry-standard best practices. Invested staff and leaders strive for best-in-class service delivery.

Accurate, defensible second-level review recommendations help ensure proper care and reimbursement. Defensible recommendations are supported through our unparalleled evidence-based foundation. This facilitates compliant recommendations that help our clients maintain the clinical and financial integrity of their UM program.

Employing expert UM staff

Optum physician advisors are highly trained, licensed experts who understand the nuances and evolving changes of today's UM function. They bridge clinical and payer rules and regulations. They don't have any competing priorities, as hospital-staffed UM physicians do. So they're able to focus on performing efficient and effective second-level reviews and peer-to-peer reviews.



Recommendations guarantee backed by case review support

If a case is denied, we support the denial and appeal work.

About 1 out of every 2 denial cases are overturned

Meaningful UM recommendations

72%

rate of appropriate inpatient recommendations despite a failed initial criteria screening

468,000

reviews performed in the past 12 months*

* Time period: August 2022-July 2023

Our physician advisors undergo 480 hours of mandatory education, 100+ computer-based training modules and 3 weeks of peer shadowing with experienced physician advisors before starting customer delivery services. Following initial onboarding, providers undergo a minimum of 3 annual training sessions in accordance with system releases. Additionally, we continually monitor regulatory and compliance changes and train physician advisors so they have up-to-date knowledge that may impact reviews.

Offering service options to meet your needs

The flexible model of the Optum Physician Advisor Service offers tailorable coverage options (days, times) and service offerings (number and type of cases). Reviews can be performed by remote, dedicated remote and on-site team members to best meet your needs.

Optum-reviewed case recommendations are supported so clients can rest assured knowing our UM physician experts handle the time-consuming peer-to-peer review and appeals process regardless of the service offering you choose.

- 1. Remote Physician Advisor Service:** An efficient centralized team provides flexible, outsourced physician-led review services.
- 2. Dedicated Remote Physician Advisor Service:** Provides flexible, outsourced physician-led reviews. Physician reviewers are dedicated to your facility but located at Optum.
- 3. On-Site Physician Advisor Service:** UM activities are performed at your site to complement your in-house UR function. This removes burdens and barriers associated with training and retaining credentialed staff to perform physician-led reviews.

Responsibilities	Remote Physician Advisor Service	Dedicated Remote Physician Advisor Service	On-Site Physician Advisor Services
Standard second-level review	X	X	X
Specialty case reviews	X	X	X
Perform services on site			X
Appeals and denials support for reviewed cases where Optum has recommended inpatient*			Peer-to-peer only
Optional add-ons			
Appeals and denials service for de novo cases	X	X	
Pre-appeal case review	X	X	

* Some denials and appeals management services for reviewed cases may have an additional cost.



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