



Medical center aligns visit-level determinations for accurate reimbursement

Award-winning midwest medical center known for its people-focused approach to caring for those it serves, as well as those it employs. The 250-bed organization offers advanced technologies and progressive services to keep pace with the area's changing health care needs.

Health care providers faced a massive shift in information management and medical record technology with the advent of new coding guidelines in 2015. This innovative medical center proactively prepared for the increased volume of data and documentation specificity. Initially, the organization updated to an industry-leading EMR system. The following year, it was up and running with the Optum® Enterprise Computer-Assisted Coding (CAC) and CDI 3D Platform.

Although the medical center had invested in best-of-breed technology in some areas, it was relying on a charge capture system created internally using its EMR capabilities.

With the CAC and CDI system in place, Optum offered the organization an analysis on its charge capture results. "We're always open to new solutions if they offer significant, proven benefits that can increase our efficacy as stewards of our operation's financial viability," said the senior director of revenue cycle. "We knew Optum had the leading methodology for outpatient charge capture, and we were curious to see how our homegrown solution in the EMR would stack up."

Opportunity identified

Although the EMR-based system was built in-house using the organization's specific rules, it was no match for the industry-leading Optum algorithms. The analysis revealed a potential annual net revenue gain of \$1.5 million for the medical center. The estimate reflected appropriate adjustments to its emergency department facility visit levels, based on its high-acuity patient mix (a 24.2% hospital admission rate). That result, along with its success with CAC and CDI technology, convinced the organization to add the Optum LYNX Emergency Department Charging Application to its technology stack.



They help us to resolve any issues that arise, and we know that they are invested in our success.

Senior Director of Revenue Cycle



50M

patient encounters rely on the Optum LYNX facility charging algorithms each year.

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The Optum solution fully integrates with the medical center's EMR through a specific, proven interface. Its timetested proprietary algorithms identify codes and calculate appropriate facility visit levels to increase both efficiency and consistency.

In the first year, the Optum LYNX ED Charging Application helped the medical center realize a \$1.4 million net revenue gain.* By more accurately capturing visit-level acuity, the organization can appropriately charge for its emergency department encounters to support sustainability.

"Optum has helped us with reliable solutions across several areas of our revenue cycle operations," said the senior director of revenue cycle. "We feel a strong partnership, and maintain regular touch points to review and analyze results to be sure we are staying on track. They help us to resolve any issues that arise, and we know that they are invested in our success."



38,155

Patients processed by Optum



\$1.4M

Net revenue gain



\$36.84

Average incremental net increase for emergency department outpatient visits¹

Learn more about Optum LYNX outpatient charging applications and their benefits at: optum.com/contact-us

* Results were in line with the \$1.5 million estimate, but patient census was lower than projected.

1. The average incremental net increase is weighted across the payer mix. Care for patients admitted to the hospital through the ED is reimbursed using a different methodology. The financial effect of patients admitted to the hospital is not included in this success snapshot.

Optum LYNX outpatient charging applications use proprietary algorithms and regulatory guidelines maintained by industry experts to facilitate hospital and clinic charge capture and code assignment.

The Optum® LYNX Emergency Department Charging Application:

- Provides standardized charging methodology
- Calculates consistent facility visit levels
- Delivers configurable workflow that captures ED visit levels, procedures and ICD-10 diagnosis codes in a single application
- Includes injection and infusion calculations

The LYNX application helped the medical center achieve consistent and compliant charging in the emergency department. Its facility charging algorithms use the patient's presenting problem and the unique additional clinical resources utilized during the patient encounter to calculate a visit level that accurately reflects facility resource use.

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