

Optum™ PM and Physician EMR



This practice management, electronic medical record (EMR), and revenue cycle management service fuses clinical, financial, and administrative workflows together into one seamless system.

Cut administrative costs by automating tasks with integrated practice management and electronic health records

Optum™ PM and Physician EMR is a web-based, CCHIT-certified® application fully integrated with all the operational functions of the hospital or practice. This solution helps hospitals and practices:

- Protect privacy and deliver high-quality care
- Qualify to receive electronic health record (EHR) stimulus reimbursement payments
- Save time and money by automating key functions

Advanced technology and functionality

Optum PM and Physician EMR is one of the most advanced web-based practice management systems (PMs) and EHRs in the industry. All its interfaces are built and maintained by Optum and it is available with a low up-front investment and an affordable monthly subscription. Optum hosts the software and a central library of interfaces so you'll have instant access to the updates you need to improve coding and reimbursement.

Impressive return on investment

Optum PM and Physician EMR provides an almost immediate return on investment through administrative cost savings, improved regulatory compliance, streamlined patient-physician encounters, and performance measurement. Switching to an electronic solution can reduce paper and courier costs, free up space used to store paper charts, and eliminate ghost charts. Automatic reminders notify patients of upcoming appointments, and complete and accurate documentation of each patient encounter eliminates the need to dictate and review transcripts, which reduces liability and malpractice costs.

By providing organizations with both the technology tools and the support they need to get their EHR systems up and running, Optum helps physicians create meaningful, sustained improvements within their practice.

“We are increasing our use of Optum’s integrated practice management and EHR services because they create value for our business,” said Maureen Connell, director of central business operations at Temple University Physicians. “In addition, our management teams work well together, giving Optum the ability to play an active role in our process improvement efforts, expand our access to information, and provide insight to our business challenges and risks to achieving our goals. For us, this has been a relationship that really works.”

Optum ROI Case Study		
Year	2001	2009
System	Medical Manager	Optum PM and Physician EMR
FTE/Provider Ratio	4.1 Providers per FTE	10.6 Providers per FTE
Pay at First Pass %	75%	92%
Avg Days in AR	42	27
Avg % AR>90	17%	8.5%

Qualify for the EHR stimulus bill incentives



Optum PM and Physician EMR helps physicians and hospitals meet the requirements to receive reimbursements. Its CCHIT certification means that it protects privacy and gives physicians the information they need to deliver high-quality care. It automatically generates electronic prescriptions and sends them to the appropriate pharmacy and refills can be processed 24/7. Real-time connections enable safe and secure data exchange with labs, pharmacies, hospitals, and more. Optum PM and Physician EMR includes auto-prompting for Physician Quality Reporting Index (PQRI) and ePrescribing to facilitate a 4 percent bonus from Medicare.

Safe and secure interconnectivity

With Optum PM and Physician EMR, authorized users can log in to their EMR and PMs from anywhere via a secure web browser. Once logged in, they can access patient records and review medications, patient history, recent orders, and test results through the system. Lab results are integrated with major laboratory information systems as well as a referring physician portal for instant access to accurate information.

Clinical enhancements

Powerful, intuitive, and easy to use, Optum PM and Physician EMR is a scalable system that becomes more sophisticated as the user's experience grows. Specialty templates, medication orders, and order sets can be added to favorites; a continuous care record pulls multiple encounters together; and lab results, electronic prescribing, and claims management are available at the click of a button.

About Optum PM and Physician EMR

Optum PM and Physician EMR is a family of web-based products and services that simplify administration of physician practices and improve care by enabling physicians to spend more time with patients. Today, more than 9,000 physicians nationwide use the three integrated practice management and EHR modules together or in combination with other third-party practice management systems. Optum Practice Management provides practice management functionality that optimizes administrative workflows for physician practices while Optum Physician EMR helps clinicians enter, retrieve, and correlate patient information at the point of care. Optum Physician Billing Service improves revenue cycle management with comprehensive billing and accounts receivable support.

“Optum has helped us reduce claims, denials, increase gross collection rates, and educate clinicians on proper coding technique. This has led to a shorter accounts receivable cycle and more accurate reimbursements.”

—Andrew Weiss, Director of Finance and Systems, Georgetown Practice Group, Georgetown Medical Hospital

Optum Payer Analysis		
Payer	First Pass Claim Accuracy	Electronic Remit %
Aetna	91.6%	38.3%
BCBS of Mass	96.1%	92.3%
Cigna	88.3%	73.3%
Connecticare	93.6%	77.3%
Harvard Pilgrim	94.6%	86.4%
Health Net	95.2%	0.0%
Health New England	95.7%	0.0%
Medicare of Florida	96.5%	98.1%
Medicare of MA	93.6%	97.5%
Tricare	96.5%	0.0%
Unicare	95.7%	35.3%
United Health	93.5%	82.2%

Optum PM and Physician EMR Customer Analysis by Specialty				
Specialty	Days in AR		Percentage of Claims > 90 Days	
	MGMA Standard	Optum PM and Physician EMR Result	MGMA Standard	Optum PM and Physician EMR Result
Cardiology	38	32	20%	19%
Dermatology	32	24	10%	4%
Family Practice	35	30	16%	12%
Internal Medicine	32	14	16%	7%
OB/GYN	37	23	15%	9%

Learn how Optum can help you increase your return on investment.

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