



Making risk adjustment programs work for you

Health plan assessment programs can support preventive care and early diagnoses, but the administrative burden on providers is significant. The Optum In-Office Assessment Program provides clinically validated data and analytics and an in-person support team to help alleviate administrative burdens and optimize time with patients, so physicians can spend more time with patients and less time on paperwork.

See how 3 care delivery organizations saw better patient outcomes and improved risk adjustment accuracy

Excel Medical Center

Excel Medical Center in Philadelphia serves approximately 20,000 patients. Excel enrolled in the In-Office Assessment Program in 2021, soon after transitioning to athenahealth EHR. By integrating with Excel's EHR, Optum was able to create a more streamlined workflow and provide access to patient insights and alerts from Optum data and analytics.

With more than 10,000 high-risk/high-cost patients, Excel relies on population data to manage chronic conditions and detect emerging health issues promptly. Through Optum integration with their EHR, Excel is able to receive alerts at the point of care for suspected conditions. These alerts recently identified a patient condition that the Excel physician was unaware of and led to diagnosis of peripheral vascular disease.

[Learn more](#)

Internal Medicine Associates of Auburn

Internal Medicine Associates of Auburn is a private group physician practice serving more than 12,000 patients in Auburn, New York, and the surrounding areas. They implemented the In-Office Assessment Program in 2013 and developed a streamlined, highly effective workflow managed by a dedicated population health coordinator to oversee the program.

The combination of highly engaged physicians, proactive front-office staff, and Optum in-person field agent support resulted in an impressive 98% return rate of health plan assessments in 2020, along with increased reimbursement accuracy.

[Learn more](#)

The Toledo Clinic

The Toledo Clinic is a multi-specialty group practice that was founded in 1926. Their practice has over 235 independent physicians and associated health care professionals. They offer care to over 250,000 patients. At one time, The Toledo Clinic found it challenging to identify all potential conditions and screenings for its patient population. Their patient data was fragmented and not easily accessible to clinicians.

In 2013, The Toledo Clinic implemented the In-Office Assessment Program. Since then, the providers and staff have been using the program during the patient visit and the clinic is now taking full advantage of all the whole-picture, clinically validated data readily available at their fingertips.

[Learn more](#)

“

Optum is a great partner that helps us look at the metrics and find solutions for patients enrolled in the In-Office Assessment Program and provides a novel platform to discuss patients in a helpful way. Together we're keeping high-risk patients as healthy as possible and minimizing rehospitalizations and unnecessary ED visits.”

Theodore Burden, MD, MBA, Chief Medical Officer, Excel Medical Center

