

More cases reviewed — greater value



THE CLIENT

- 956-bed non-profit academic medical center



THE SITUATION

- Optum360 was providing Medicare medical necessity reviews.
- The client asked Optum to begin commercial admission reviews for Humana (≈150 cases/month), a challenging payer.
- The observation rate for Humana cases decreased from 36% to 27%.
- Generated \$8.1M incremental value over 10 months, with an ROI of 23:1.



THE SOLUTION

- Case Advisor Service from Optum Physician Advisor Solutions
- Optum physician advisors review medical necessity.
- Leverages extensive evidence-based medicine and highly trained, well-resourced physician advisors to improve defensibility of recommendations.

— THE CHANGE —



Based on the Humana success, the client asked Optum360 to review medical necessity for **all commercial payers**.



4.5x
INCREASE
IN CASE VOLUME

≈ 650 cases/month

— RESULTS —

FROM EXPANSION OF CASE COUNT



Annualized incremental value increased from \$9.7M to \$47.6M.

23:1 → **29:1**

ROI increased from **23:1** to **29:1**.



The client was pleased with increased revenue and greater confidence in their medical necessity determinations.



Reviewing more cases produced greater value to this client.

Contact your Optum client manager to learn how Optum Case Advisor can benefit your organization.