Transform patient access to drive engagement, loyalty and revenue

One partner that does more

In today's competitive market, health care providers need solutions that simplify and enhance the patient experience. To achieve positive financial outcomes, they also need to reduce costs and speed up reimbursement. Optum helps you achieve greater patient satisfaction and healthier bottom line with a full suite of patient access solutions that:

- Automate and streamline front-end revenue cycle management (RCM)
- Simplify financial clearance and patient payments
- Digitally engage patients across the care journey

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Drive financial outcomes and deliver a superior patient experience

Patient access is often the first interaction patients have with your hospital, so it's critical to make a good first impression. Outdated, manual intake processes waste time and resources that could be spent on patient care. These inefficiencies result in increased errors and denials, poor patient satisfaction and uncaptured cash.

The Optum Patient Access suite of solutions includes Optum® Patient Financial Clearance, Optum® Patient Access and Engagement and a robust, omnichannel payment solution. Together, these solutions help you provide a more cohesive, autonomous patient experience while increasing staff efficiency, reducing denials and improving financial outcomes for your organization.

Powerful patient access results

Our Patient Access solutions allow you to reach more health care consumers and improve the patient access experience for both staff and patients.

Enable consumerism

Allow patients to shop, book and pay for care on their own time and on their own devices.

Improve patient acquisition and retention

Enable omnichannel provider search and 24/7 self-scheduling.

Reduce no-shows and improve communication

Reduce no-shows using appointment reminders, enable secure bidirectional chat, and targeted outreach messaging.

Provide convenient and flexible payments

Give consumers choice in communications and payment options to improve patient experience and collections.

Accelerate reimbursement

Financially clear patients for care and deliver pre-service estimates.

Prevent denials, rework and avoidable write-offs

Ensure data accuracy and secure prior authorizations to prevent denials.

Identify undisclosed coverage

Screen all patients, service types and balance levels for missed payment sources.

Redeploy resources to higher priorities

Give patients more autonomy and your staff more time to focus on high-touch accounts and processes.

Patient Financial Clearance

Solutions to help you empower patient financial conversations, optimize workflows and accelerate reimbursement.

Verify patient insurance coverage	Perform unlimited eligibility checks on every patient and get the most complete, targeted, and current eligibility information in real time.
Identify undisclosed insurance coverage	Utilize advanced analytics to detect undisclosed reimbursement sources within 2 to 24 hours for self-pay or underinsured patients.
Improve registration data accuracy in real time	Audit 100% of patient registrations to identify errors at registration, ensuring accurate patient data for all downstream processes. Issues are flagged in registrar accounts with instructions on how to correct.
Drive collections with cost estimates	Deliver patient estimates and satisfy CMS price-transparency requirements with patient- and staff-facing tools integrated to utilize the same charge master, contracts and claims data to generate the most accurate estimates.
Provide financial screening	Alert users to patients who cannot pay and should be evaluated for charity, Medicaid or other financial assistance.
Validate identity and assess propensity to pay	Verify accuracy of patient demographic data and determine their ability and inclination to pay, improving patient financial experience and reimbursement.
Automate burdensome prior authorizations	Reduce time-consuming prior-authorization processes with solutions that automatically determine if a prior authorization is required, monitors payers for pending authorization decisions and updates the EHR with payer results. Our solution also automatically submits authorization requests electronically to integrated payers.
Stay compliant with Medicare ABN requirements	Reduce denials, improve reimbursements and ensure compliance with CMS by checking medical necessity and automating the creation of necessary Advanced Beneficiary Notices (ABNs) and commercial medical necessity forms.
View powerful analytics to drive change	Access near real-time patient access data and trends within and across facilities for insight into the effectiveness and financial impact of processes.

Patient Access and Engagement

Solutions to help you simplify the end-to-end patient care journey, improve patient acquisition, and optimize staff resources.

Improve patient acquisition and retention	Offer robust omnichannel points of entry via payer and provider portals, Google, Healthgrades, social media and call center.
Expand search and scheduling options	Allow patients to quickly search and be matched with a provider and self-schedule an appointment 24/7.
Enable digital communications, intake, check-in and follow-up	Enable patients to use their own device to complete online forms and assessments, use ID card capture, check in to their appointment, get cost estimates and make payments.
Improve patient communication and reduce no-shows	Send appointment reminders and enable secure bidirectional messaging, send targeted outreach campaigns or use mass communications to keep patients informed and connected.

Payments

Solutions to help you improve the patient financial experience and accelerate payment collection.

Drive pre-service and point-of-service payments	Within a unified workflow, facilitate rapid payment processing for rapid payment processing for credit cards and debit cards, including HSA and FSA cards.
Give patient convenience and flexibility	Leverage a mix of convenient payment channels, types and easy-to-use provider portal for a retail-like experience that satisfies patients.

Ready to transform patient access?

With Optum, you get one partner that does more. Our comprehensive Patient Access suite has everything you need to optimize operational efficiency, elevate the patient experience, and improve financial performance. Ready to get started?

Learn more about Optum Patient Access solutions.

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