

## Physical Health Additional Service Options

At OptumHealth, our mission is to optimize the health and well-being of individuals and organizations through integrated, measurable, personally relevant guidance, technology and services.

OptumHealth Care Solutions recognizes that every organization has different needs. Therefore, we work with our clients to tailor customized solutions that can grow with you as your needs change. We offer several Physical Health service options that improve the value of our standard Physical Health Network and Care Management programs, including:

- Network Development and Management
- Utilization Management
- Benefit Design and Consulting
- Payment and Reimbursement Policy Expertise
- Practitioner Network Tiering for Quality and Efficiency

### Network Development and Management

OptumHealth has been building nationwide networks of qualified chiropractors, therapists and complementary care professionals for over 20 years. We will work with your organization to tailor a network for you and your members or employees. We have teams of experienced health care professionals responsible for overseeing the credentialing process, and we work with practitioners so that they meet contract requirements and provide high-quality care.

Network coverage is reviewed through geographic access reports, helping ensure health care professionals are in the right locations to meet your organization's needs. We will help you customize a combination of chiropractic, therapy and complementary care professionals for your organization and can recruit additional health care professionals if necessary. We have experience with both full risk and administrative service only (ASO) relationships.

### Care Management

Our Clinical Support Program is designed to assist practitioners in providing quality care in the most cost-efficient manner. We use patient data, normative outcome information and creative communication tactics to assist your practitioners in the delivery of evidence-based medicine. Our clinical educational opportunities help practitioners stay current and knowledgeable across a broad spectrum of health care topics. In addition to providing this program through our networks, it can also be an add-on to your existing network.

### Benefit Design and Consulting

Benefit design is critical to managing the clinical and financial aspects of physical medicine solutions. We will work with you to help determine an optimal benefit design for your current environment and goals. Our experience with different benefit designs and our vast database of analytics enable us to make recommendations that are based on current scientific evidence for number of visits, fee schedules and more. Approaches that focus on unit cost management often include restrictive benefit design features that run counter to the interests of patients and may actually conflict with current best evidence.

## Payment and Reimbursement Policy Expertise

OptumHealth has extensive payment and reimbursement policy experience. We align reimbursement policies with current best practices and market indicators. We can help identify areas where you could make reimbursement changes to save money and increase the quality of care. We also can implement and manage the changes for you, streamline the processes and document the associated savings. Whatever your needs are, we have the expertise to meet them.

## Practitioner Network Tiering for Quality and Efficiency

OptumHealth creates network tiers to identify the degree to which an individual practitioner's decision-making is aligned with current evidence and/or community standards. Tiering helps recognize providers who are focused on delivering effective care. They can be identified by the number of services they provide during a treatment, and/or the number of treatments they require to achieve meaningful improvement of a condition. Access to the right provider is a cost-effective way to manage health care expenditures. We recommend focused attention on these providers to increase their quality and efficiency.

Given the correct data points, we can tier your network and make appropriate recommendations. We also can re-tier on a regular basis to measure results.



## Contact Us Today

To learn more about OptumHealth's special service options in Physical Medicine, contact your OptumHealth Strategic Account Executive.

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OptumHealth Care Solutions is comprised of the following UnitedHealth Group companies: ACN Group, Optum, and United Resource Networks.