



# Optum<sup>®</sup> Performance Analytics

A unified health care data and analytics platform





Dynamic health care market forces, fueled by delivery and payment reform, have posed many new and difficult questions for clinical and financial leaders within provider organizations. How do you deliver high-quality, cost-effective care to patients, while strengthening your care delivery network and cultivating the right relationships with health plans? Answering these questions has proven even more challenging for providers, as clinicians and administrators within these organizations are often unable to see a complete and accurate picture of their health care ecosystem: 80% of health care data conforms to no standard ontology, data is spread in silos across technology systems, more than half of patient care is delivered outside the primary care system, and critical social determinants of health feel completely out of a physician's reach.

In today's health care world, strategic decision-making requires a comprehensive view into the current state and future risk of patient populations, the optimal design of care delivery networks, opportunities in provider variation, progress in regulatory quality programs, and performance against value-based risk contracts.

## Position your organization for success with Optum Performance Analytics

To help clinicians and administrators achieve this comprehensive view, the Optum® Performance Analytics unified health care data and analytics platform weaves together your diverse clinical and claims data assets with a growing set of social demographic, behavioral, patient-reported and quality outcome data to give you a more comprehensive view of each patient, provider, and facility, as well as an aggregated understanding of your entire population and health network. Whether you are a fee-for-service-based organization or an organization increasingly employing fee-for-value payment models, you can use the analytical power and flexibility of Optum Performance Analytics to identify opportunities and patterns in your patient populations and networks, confidently predict clinical and financial risk, then prioritize and coordinate the actions you can take now to improve future outcomes. With a long heritage in and deep understanding of both payer and provider analytics, Optum has helped 4 out of 5 U.S. hospitals improve patient outcomes and care quality, identify opportunities for shared savings, build strong health plan and provider network relationships, and grow market share in an ever-evolving health care landscape.



### A proven track record in health care data and analytics

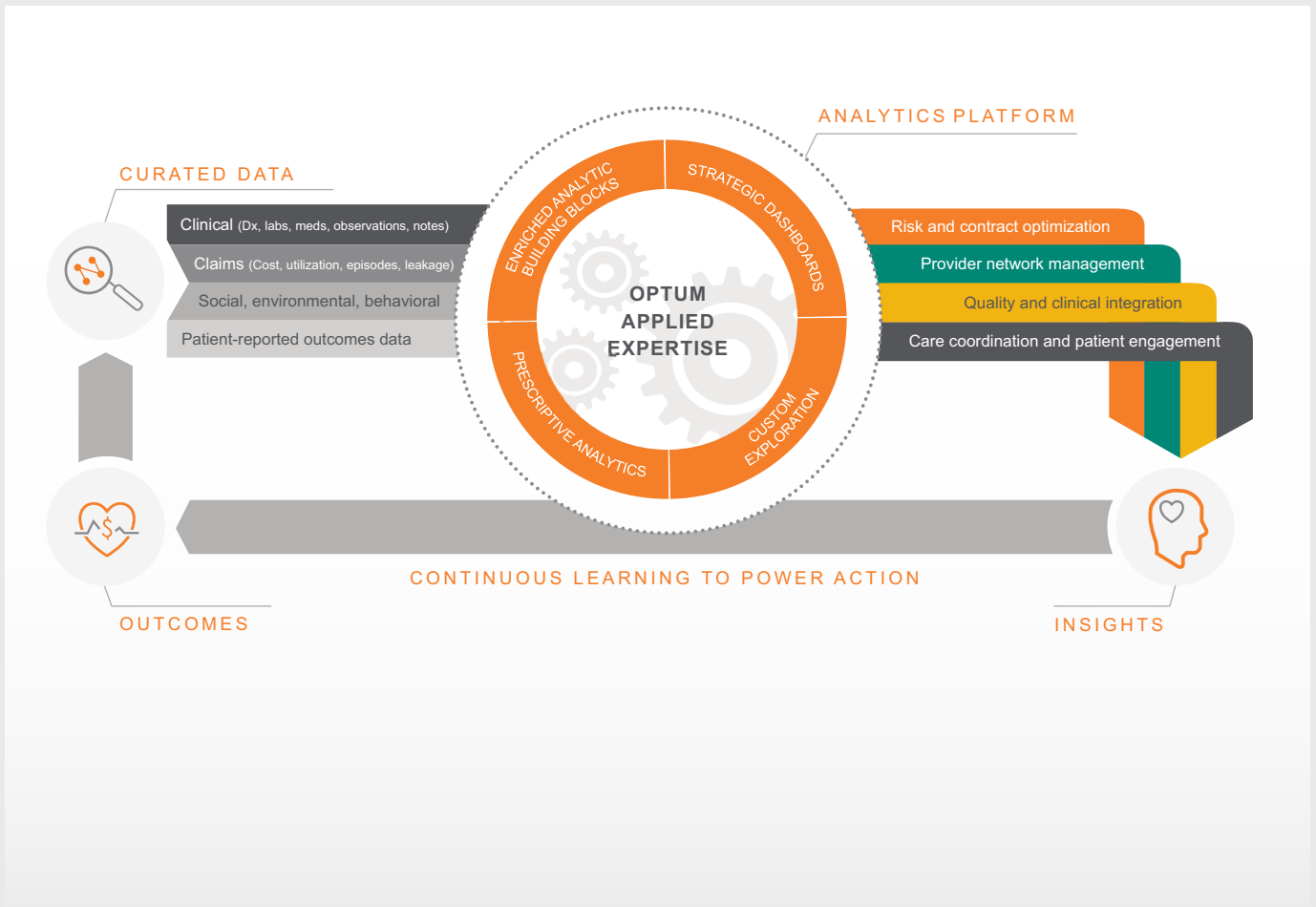
- Frost and Sullivan: Population Health Management Company of the Year, 2018
- Healthcare Informatics: #1 Healthcare Informatics Company, 2015–2018
- IDC Health Insights recognized Optum as a market leader in population health analytics in 2018
- Everest Group named Optum the leader in health care analytics in 2019 out of 18 vendors evaluated
- Fortune: World's Most Admired Health Care Company in Insurance and Managed Care (awarded to the Optum parent company, UnitedHealth Group), 2011–2019

**“Optum Performance Analytics brings together clinical and claims data, alongside socio-economic data, to support the best possible quality and cost outcomes. We can leverage advanced analytics models to address real-world solutions, incorporating the latest algorithms to quickly identify the best actions. With Optum Performance Analytics, we can avoid unnecessary tests and care gaps, keeping patients within our system while providing the best possible care.”**

— Matthew Penziner, Executive Director, NYUPN Clinically Integrated Network

## What you can do with Optum Performance Analytics

Provider organizations use Optum Performance Analytics to continuously improve their efficiency and effectiveness in four critical competencies: care coordination and patient engagement, quality and clinical integration, provider network management and risk and contract optimization.





## Care coordination and patient engagement

*The leading clinical and claims person-linked solution*

By accurately linking and normalizing your disparate data, Optum Performance Analytics can provide a flexible, longitudinal view of patient care across the continuum, powering insights around your organization's patient populations and patterns within your care delivery system. Providers can perform powerful trend-based analytics on population characteristics, and identify patients who are at risk for condition deterioration and adverse events, as well as those who are most likely to drive unnecessary and preventable cost and utilization within the health system. Optum Performance Analytics has standard condition definitions for more than 400 diseases, allowing you to focus on the patient cohorts that are most relevant to your system and those driving the most significant trends and opportunities. This rich insight can help you manage patient care proactively, prioritizing interventions and allocating resources for at-risk individuals, to reduce admissions and enhance population health management efforts.





## Quality and clinical integration

*The most comprehensive quality measurement and reporting solution*

With over 700 quality metrics, 250 labs, 400 conditions, thousands of mapped medications, and standard units for cost and measurement throughout, Optum Performance Analytics can help you identify quality improvement opportunities, assess measure compliance and close gaps in care, as well as track, report and benchmark the performance of your clinicians, care teams and programs against key quality indicators across ambulatory and acute care environments. As organizations seek to position themselves for success in today's rapidly changing health care landscape, Optum Performance Analytics can offer provider organizations valuable intelligence on critical clinical quality issues, such as how to identify the best opportunities for clinical intervention and how to measure the efficacy of clinical integration.

### CHRONIC HCC CODING PRIMARY CARE PROVIDERS



All Clinics

90th percentile

#### Assessing Impact

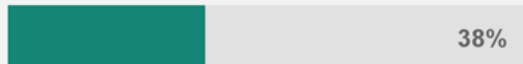
PATIENTS NOT FULLY CODED YTD



# OF PATIENTS OF  
SELECTED PCPS  
**89,719**

TOTAL # OF PATIENTS  
NOT FULLY CODED  
**63,892**

CHRONIC HCC COEFFICIENT  
OPPORTUNITY YTD



CHRONIC HCC COEFFICIENT  
OPPORTUNITY IN LIST  
**19,158**

TOTAL CHRONIC HCC  
COEFFICIENT OPPORTUNITY  
**31,789**

#### PCPS WITH PATIENTS NOT FULLY CODED

PATIENTS WITH VISIT IN NEXT 5 days

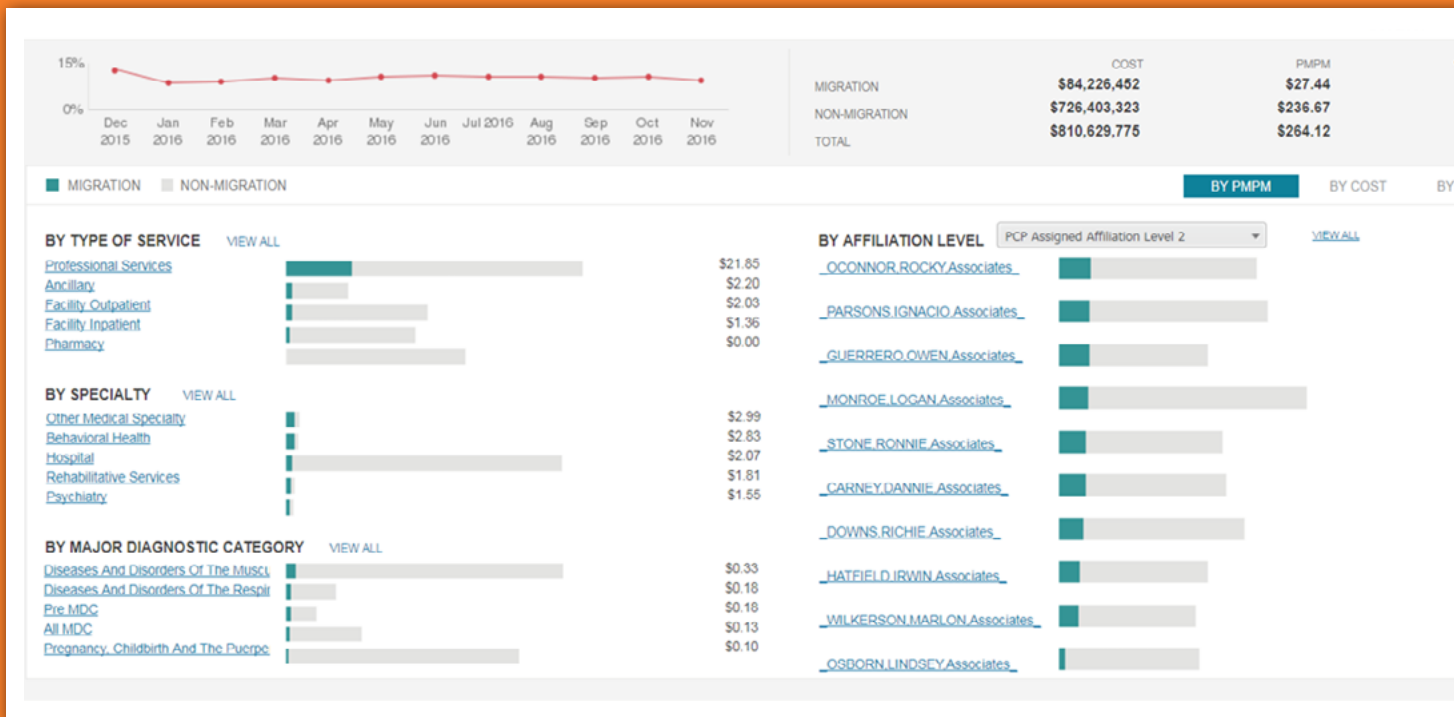
CLINIC	FULLY CODED VS LYTD	# NOT FULLY CODED YTD	CHRONIC HCC COEFF LAST YR	CHRONIC HCC COEFF YTD	CHRONIC HCC COEFF OPP	# IN COEFF OPP. PERCENTILE
_Montgomery, Raul, Associates_		3,815	2,913	947	1,966	4,920
_Dodson, Stefan, Associates_		4,125	2,749	940	1,809	5,626
_OConnor, Rocky, Associates_		3,795	2,763	1,072	1,690	5,646
_Maddox, Adan, Associates_		2,873	2,839	1,175	1,663	4,079
_Parsons, Ignacio, Associates_		3,346	3,110	1,492	1618	5,263
_Stone, Ronnie, Associates_		2,859	2,262	696	1,566	3,727
_Downs, Richie, Associates_		2,380	1,601	604	996	3,417
_Delacruz, Mac, Associates_		1,817	1,832	843	988	2,633
_Pittman, Darrel, Associates_		1,761	1,233	461	772	2,588
_Wilkerson, Marlon, Associates_		1,278	738	113	625	1,448
_Osborn, Lindsey, Associates_		1,098	1,081	464	617	1,629



## Provider network management

*The industry-standard solution for retrospective network analysis*

Analytics built on combined claims and clinical data within Optum Performance Analytics can show complete retrospective views of your patients and network, including utilization, referral patterns, cost and physician performance. This detailed understanding of network performance can be seen at several levels, such as clinician/affiliate, facility, group, and system levels, and can be measured against peers across your organization, helping you identify any outliers and areas in which you can improve network efficiencies and care delivery processes. Closely monitoring your patient volume and in-network utilization with Optum Performance Analytics can help you evaluate the adequacy, quality, and cost of your physician networks, identify practice variation, find and reward your highest-performing physicians, and use best practices in patient management.

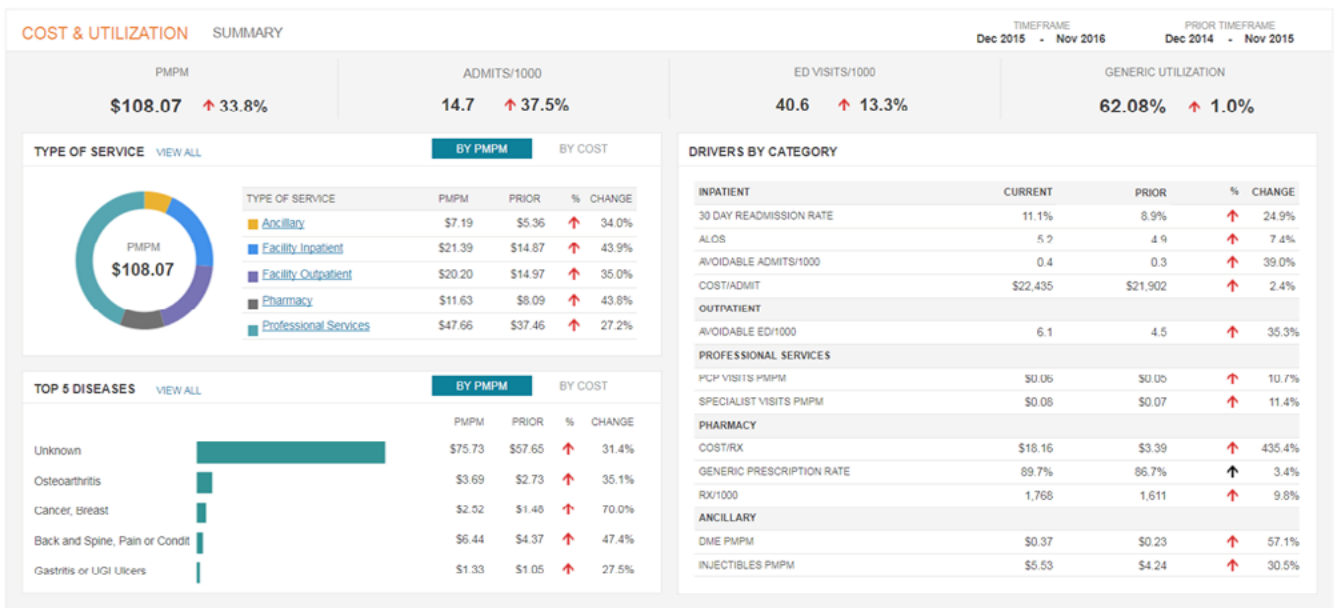




## Risk and contract optimization

*The risk management solution used by over 70% of U.S. health plans*

As the health care leader in risk prediction, serving over 70% of the payer market with the de facto industry standard grouper methodology for risk analytics, Optum Performance Analytics can help you evaluate network performance against payer contracts, understand cost and utilization trends, assess leakage outside your payer and provider networks, and more effectively predict risk and future costs. With a system-wide view, you can ensure your payer contracts and patient mix match your growth strategies. This knowledge of your risk can help you advance contract negotiations with payers, enhance claims administration and manage clinical activities to support risk-based operations.





## Health care's most comprehensive patient-linked, longitudinal data set

*Trusted by the nation's leading hospitals and health systems for over a decade*

238 million lives. That's the size of the first-of-its-kind integrated, longitudinal data warehouse that is used to develop the analytics in Optum Performance Analytics. The data in it come from deidentified electronic health records, claims, and other benefits information that has been collected over decades.

This unparalleled volume and breadth of patient-linked data gives Optum Performance Analytics the unique ability to find more, deeper correlations and patterns among patient populations. Optum

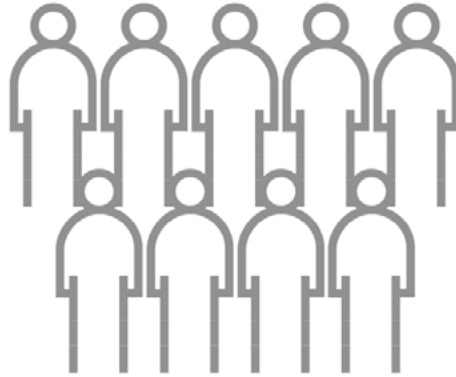
Performance Analytics can further augment this view with key data concepts from over 7.9 billion clinical observations from unstructured notes processed monthly using advanced methodological engines and natural language processing (NLP) software, more than 11 billion lab results, over 5.8 billion diagnoses, and more than 1.8 billion medication prescriptions. Optum has a long history of merging clinical data from a diverse set of EMR systems and combining it with claims data and other sources into a single, validated, analytics-ready dataset — giving our provider clients the highest quality, most complete view of their patients and the interactions their patients have within the health system.



## Analytic capabilities built to meet the needs of any health care organization

*Flexible and adaptable in the face of changing health care environments*

Derived from the industry's most comprehensive and accurate longitudinal patient-linked reference data set in the market today, the analytic models, methods, and metrics in Optum Performance Analytics allow you to discover more patterns and make more accurate predictions about your patient populations and networks with both a retrospective and prospective view. As well as developing the de facto industry standard grouping methodology, Optum has created standard units for cost and use analysis, allowing for apples-to-apples comparisons of patients, providers, populations, facilities, and networks. These capabilities allow you to better understand variation, outliers and opportunities for improvement in your clinical and financial performance. Recognizing that the health care environment is uncertain and each provider organization has different needs, Optum built Optum Performance Analytics with the flexibility to meet the goals of any health care system. Provider organizations that are seeking specific direction can leverage pre-built dashboards and opportunity reports within Optum Performance Analytics that have been designed to proactively analyze an organization's data and recommend opportunities to enhance care or reduce unnecessary costs. Optum Performance Analytics also has an advanced workspace functionality for those organizations and users who want to discover and analyze new and/or organization-specific opportunities for improvement. Regardless of your strategy, Optum Performance Analytics can help you uncover and prioritize areas in which to take targeted and timely action to improve outcomes.



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## 23,000 EXPERTS

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- Technologists
- Data Scientists
- Informaticists
- Strategy and Operations
- Physicians
- Nurses and Allied Health Professionals
- Epidemiologists
- Clinical Research
- Actuaries
- Finance
- Health Economists
- Public Health and Biostatisticians

### **Solutions powered by multidisciplinary, multi-market health care expertise**

*Forged and honed through continuous, dynamic learning*

Over 20 years of health care business intelligence expertise and extensive domain knowledge across payer, provider, employer, life sciences, and government spheres gives Optum a singular understanding of the health care landscape and the unique perspective needed to build truly effective solutions for providers today. Informed by a team of 23,000 applied mathematical and statistical experts as well as clinical, financial and operational professionals, Optum Performance Analytics can give provider organizations a more informed, robust view of their health system, and can offer more prescriptive insights. By tracking the performance of provider clients, Optum Performance Analytics can understand where and how provider organizations have succeeded, and then bring that knowledge back into the platform as data that can then be leveraged by other provider clients to enable a cycle of continuous, dynamic learning.

## A demonstrable emphasis on interoperability

*Scalable data and insights into your existing workflows and internal systems*

Optum Performance Analytics is open and supports standards-based APIs, including HL7v2 and web services. This open architecture enables you to automate the sharing of data and analytics between Optum Performance Analytics and EMR(s) and/or other internal systems, allowing you to leverage existing investments and data infrastructure with Optum Performance Analytics to efficiently scale your population health initiatives throughout the enterprise. Working with over 17 EMRs and 130 claims technology vendors, Optum is well-positioned to integrate relevant information into your other internal systems, such as updating risk scores in an EMR or exporting a patient registry or list of patients to a care coordination application. Optum implementation teams work side-by-side with your information management professionals to make sure that the correct interfaces are built, and that your clinical and administrative teams are able to take action on your data when Optum Performance Analytics goes live.

## A collaborative partnership model

*Long-term, nurturing relationships to drive the success of your organization*

Committed to helping our provider clients succeed and thrive, Optum arms you with analytics and health management experts to help you collaboratively advance your business strategies and improve performance with techniques relevant to your mission and the constituents you serve. Partnering with a dedicated professional specially assigned to your organization, you can fully evaluate the opportunities provided to you within the Optum Performance Analytics platform, together come up with a set of recommended actions based on your unique goals, and gain further understanding of your populations and networks through custom reports built specifically for your organization. Whether you are looking to improve care quality or profitably enter into risk-sharing agreements, Optum has a seasoned staff on hand to work closely with and advise you as you implement and adopt the Optum Performance Analytics platform.



**ADVISORY  
SERVICES**



**CURATED  
DATA**



**ANALYTICS  
PLATFORM**



**MANAGED  
SERVICES**



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