

# Ambulatory Services

A strategic outsourcing partnership  
for financial health and growth

This is a historic moment for physician groups as they are challenged with tremendous pressure to cut costs, meet increasing expectations of savvy consumers, deliver quality in value-based environments, and leverage innovation that will impact their physicians and patients. While managing all these market dynamics, organizations also need to find ways to deliver financial and operational sustainability and growth.

## Strategic outsourcing partnerships — A new model for revenue cycle operations

Achieving success in this new economic era requires an ideal future state for revenue cycle operations that empowers financial sustainability through transformation. Through collaboration and innovation with the right partner, the revenue cycle can deliver financial predictability and be leveraged as a competitive advantage. Physician groups and their partners should focus on:

- Leveraging predictive analytics to uncover impactful performance opportunities
- Applying automation strategies for a low-to-no touch revenue cycle
- Infusing transformative operations to eliminate waste and inefficiencies

## Optum360 Ambulatory Services

Ambulatory Services delivers enterprise growth and predictable outcomes allowing physician groups to focus on their core missions. By strategically inserting predictive analytics, automation strategies and transformative operations, the revenue cycle becomes a center of financial stability and optimal performance.

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## Challenges and opportunities



**Cost pressures and shrinking margins**

Operating loss per physician **increased from 10% of net revenue to 17.5%** between 2016–2017\*

\*AMGA 2017 Medical Group Operations and Finance Survey



**Meeting new customer expectations**

**60% of loyalty drivers** for primary care physicians are related to experience (rather than cost or clinical quality)\*

\*Advisory Board Research



**Physician productivity**

**Administrative burden**, stress and lack of time make up the top three challenges to physician satisfaction\*

\*American Medical Association (AMA)

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## Ambulatory Services RCM performance optimization model

Traditional labor arbitrage outsourcing models are a thing of the past. An Optum360 strategic outsourcing partnership delivers an engine for predictable financial results by focusing on five critical areas of performance.



### Client successes

**21 fewer days in AR**

Large Midwest nonprofit health system reached historic AR day lows in a practice management system integration

**18.2% increase in cash collected**

West Coast-based nonprofit clinic organization with 40 health centers increases year-over-year cash collection

**62% decrease in denials**

Multispecialty medical practice with 500 physicians and 1,500 clinical employees decreased its denials rate from 8% to 3%

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### The Optum360 Ambulatory Services advantage

Delivering industry-leading medical group revenue cycle best practices and results for more than 20 years

**\$90M** Invested annually in RCM improvements

**8.1 years** Average medical group longevity due to continued performance

**95%+** First-pass claims rate

**3,850** Providers served today through outsourcing model

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Contact us today to learn what Optum360 Ambulatory Services can do for your physician group.

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