

# Optum<sup>®</sup> Care Coordination Platform

Manage care across the health care ecosystem



Optum Care Coordination Platform empowers health plans to manage member care proactively and intelligently across the health care ecosystem, prioritizing interventions and allocating resources for at-risk individuals, improving clinical and financial outcomes, enhancing the member experience, and efficiently scaling population health initiatives throughout their organizations.



▶ One member, one integrated health record: 360-degree view of a member



▶ Sophisticated identification and stratification



▶ Smart, high-impact workflows to expand care management reach

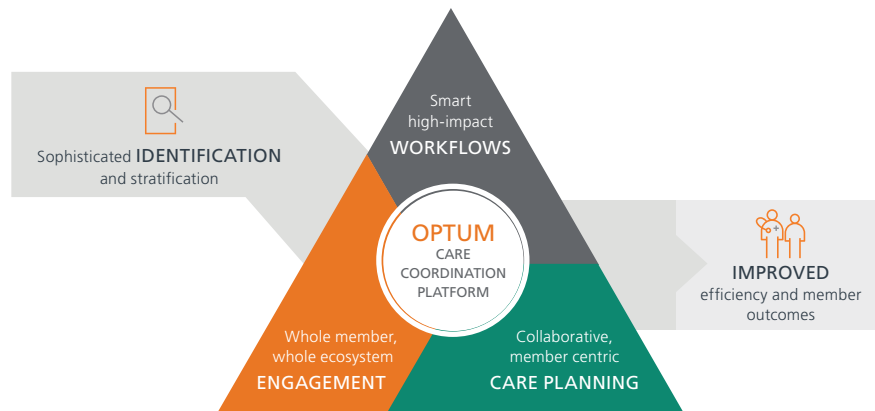


▶ Collaborative, member-centric care planning

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## Sample Optum Care Coordination Platform use cases

- Complex care management
  - Transitions in care management
  - Gaps in care management
  - Chronic condition management
  - Readmission prevention
  - Utilization management
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### Sophisticated member identification and stratification

Whether your data comes from Impact Pro from Optum or your own dataset, Optum Care Coordination Platform maps that data and allows you to identify which members should be addressed first. This can help you manage member care proactively within Optum Care Coordination Platform, strategically prioritizing interventions and managing resources, to reduce admissions, bolster care manager efficiency and enhance population health management efforts.

### Whole member, whole ecosystem engagement

Optum Care Coordination Platform connects members and their caregivers in a private, personalized member community, accessible on any device, to support true engagement, with one team working in unison from the same playbook. In addition to care plans, tailored health educational materials and content can be surfaced to members in this community. The care team can communicate through a secure messaging system to help make sure that everyone is current on a member's health and care plan, and that issues can be resolved quickly.

### Smart, high-impact workflows

Optum Care Coordination Platform is designed for more caring, and less clicking. The platform supports an intelligent workflow, which launches assessments and care plans automatically based on customizable trigger criteria. Once care plans have been launched and assigned, these workflows auto-trigger tasks and generate precision interventions based on assessment results.

### Collaborative, member-centric care planning

Care managers can leverage a library of pre-built care plans in Optum Care Coordination Platform to drive standardization in tasks and steps for managing member populations, or, for added flexibility, they can create their own care plans to support their objectives and workflow. Care plans are inclusive of the member and his or her care team, including physicians, specialists and ancillary providers, as well as designated family members. With all of this information in one place, care managers can easily track a member's progress and report on outcomes.



### Streamlined utilization management

With Optum Care Coordination Platform, processing and assigning care requests is simpler and faster. Care requests, including prior authorizations, admissions and appeals, can be streamlined through guided, collaborative and measurable workflows directly within Optum Care Coordination Platform. With easy-to-navigate, shared workflows, both health care providers and health care payers can make sure that individuals are receiving appropriate, high-quality and cost-effective care.

To learn how **Optum Care Coordination Platform** can help you proactively and intelligently manage member care across the health care ecosystem:



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