



Coding Services

In an era of coder shortages, health care organizations face a difficult challenge. Inadequately trained or under-qualified coders can cost the provider appropriate reimbursement and create compliance exposure. Finding, hiring and retaining a qualified coding staff is often one of the largest issues in health information management. Optum® Coding Services helps organizations overcome staffing deficiencies and achieve efficient, consistent and compliant coding.

Optum Coding Services helps to resolve a variety of outpatient, inpatient and professional fee coding performance issues. Coding Services helps promote coding compliance while improving appropriate revenue realization that accurately reflects the clinical services provided and diagnoses rendered.

Optum Coding Services can help health care providers:



Improve coding results

Increase coding throughput and cash flow, decrease accounts receivable (A/R) days, DNFB (discharge not final billed) accounts, and coding-related denials.



Eliminate staffing challenges

Augmenting client staff with Optum Coding Services can alleviate training challenges and the difficulty of sourcing enough qualified coders. Our scale and experience allows us to quickly flex to meet changing needs.



Operate seamlessly

Our technology-agnostic coding experts can operate within your existing coding technology or leverage our own, allowing clients to quickly see value.

Powered by industry-leading technology:

Optum offers coding services backed by patented natural language processing (NLP) technology, as well as charging algorithms, to support quick turnaround times and coding accuracy.

- Optum® Enterprise Computer-Assisted Coding (CAC)
- Optum® Computer-Assisted Coding (CAC) Professional
- Optum® Lynx® Outpatient ChargeCapture Applications

The Optum difference

How does Optum help your team achieve these results? We provide a combination of unsurpassed technology, highly skilled staff, and flexibility to solve our clients' coding needs:

Our people



Dedicated teams and management

We provide full support to our clients through a single suite offering that includes dedicated coding, management and audit resources.



Domestic and global resources

Our scalable blend of global and domestic resources reduces costs and provides greater flexibility to cover volume spikes and turnover of client staff. Regardless of location, all our coders conform to the same high privacy and security standards.



Extensive experience

Optum has over 20 years of experience providing coding services. Our certified coders handle more than 5.5 million encounters a year, for clients ranging from large integrated delivery networks (IDN) to small physician groups.

Our process



Quality management

We employ quality management programs that include comprehensive coder training, ongoing education and regular monitoring to maintain high performance standards.



Transparency

Robust reporting and analytics monitor workflow, coding productivity, missing records and coding reconciliation.



Documentation feedback

Our coders can provide comments on documentation quality for visit levels and procedures to promote more accurate provider documentation.

Average coding days

↓ reduced by
82%

at Truman Medical Centers main campus and 73% at Lakewood since inception of the agreement



In 2021 and 2022 Optum was awarded Leader status for Revenue Cycle Operations by The Everest Group

Searching for a more comprehensive HIM solution?

Consider Optum HIM Performance Outsourcing, which assumes full responsibility over HIM operations to standardize and improve operations and outcomes.



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