



Success Stories

The Road to Compliance – ICD-10 Remediation

Optum conducted an assessment, and built a testing strategy and remediation plan to prepare a regional health plan for ICD-10 compliance.

Highlights:

- Provided an end-to-end solution to fully prepare the customer to be ICD-10 compliant
- Developed a reproducible testing solution that streamlined the overall remediation testing effort for this particular customer and future customers
- Created a reproducible model and tool to identify the level of effort required for remediation, which was used to streamline the assessment phase and establish project costs
- Saved the customer roughly \$106,000 over the course of the entire project by utilizing Consulting Development Program consultants
- Demonstrated Optum's ability to be a top tier consultancy

Background:

ICD-10 is the 10th Edition of the International Classification of Diseases (ICD), a medical coding list that is mandated by the Centers for Medicare and Medicaid Services (CMS). The World Health Organization (WHO) develops and maintains these listings that consist of codes for diseases, symptoms, abnormal findings, external causes of injury and other related topics. These codes are used by health plans, providers and clearinghouses alike for various business processes, particularly processing claims payments. The current code set used in the United States is ICD-9, whereas the rest of the world utilizes ICD-10.

About Optum:

Optum is a growing member of the UnitedHealth Group family of companies. We're a leading global health services and innovation company dedicated to helping make the health system work better for everyone. Optum combines people, technology, data and action to improve the delivery, quality and efficiency of health care.



The Challenge

A regional health plan with 200 employees and 130,000 members, engaged Optum to aid their transition to ICD-10 compliance. Due to competing priorities, the regional health plan had been delayed in planning the transition process and had not yet developed business rules for ICD-10 compliance.

Most functional areas within the payer were ultimately affected by the transition. The gap in an effective mapping strategy from ICD-9 to ICD-10 coding led to a tedious and complex transition process. As our team evaluated the situation, many challenges were quickly identified including:

- Unavailability of customer ICD-10 expertise and guidance
- Expansion of 17,000 codes in ICD-9 to 141,000 codes in ICD-10
- Capital and resource constraints
- Volume of vendors and business partners required to become ICD-10 compliant
- Complexity of policy and procedures, business processes, reports, systems and integrated testing

Optum needed to quickly mobilize a team of highly skilled consultants with strong operations and technology backgrounds to conduct a current state assessment and overcome these challenges.



Solutions

By partnering with Optum and with the assistance of consultants from our Consulting Development Program, this regional health plan was able to:

- Conduct a six-week assessment of the regional payer's business operations
- Develop requirements and design a remediation plan for the transition
- Deliver recommendations for the nine business functions that were affected by the transition of ICD-9 to ICD-10
- Build and carry out testing solutions to manage risk and cost effectiveness

Building a testing solution for ICD-10 was a rigorous process dependent on the appropriate technology infrastructure. Testing specifically involved validating:

- Mapping tools accurately translated all ICD-9 codes to ICD-10 codes in conjunction with code descriptions
- Systems were accurately capturing and interpreting ICD-10 codes
- ICD-10 codes were displaying correctly on reports and dashboards

Optum's CDP consultants were engaged in the various aspects of the noted solutions and were able to deliver for the customer in the following ways:

- Developed key testing deliverables
 - Test scope, master test plan, test project plan, and test audit database and approach to identify codes for test inclusion
- Managed the six-week assessment phase of business operations
- Documented and reported the status of the various phases of the project (assessment, build, testing and deployment / stabilization)
- Developed a repeatable model and tool to identify key drivers for the level of effort involved in each work stream to build out project costs
 - Utilized this tool to expedite the assessment phase of the project



Results

Optum Consulting and CDP played an integral role. To set this health plan on the path to compliance through this ICD-10 remediation effort.

Additionally, working with the regional health plan enhanced Optum's visibility in the market and vaulted Optum's brand recognition as a tier one consulting organization.

Overall, Optum successfully provided testing solutions for the customer resulting in further collaboration with twenty-six other health care customers to provide ICD-10 advisory services. Optum and CDP consultants contributed to the success of the transition in the following ways:

- Built a scalable, market-leading remediation plan and testing solution
- Fostered a strong and trusting customer relationship throughout the assessment and remediation phases
- Expanded ICD-10 consultancy services across the nation
- Saved the customer roughly \$106,000 over the course of the entire project by utilizing CDP consultants

Overall, Optum and the CDP were essential in the successful transition of ICD-9 to ICD-10 through enthusiasm, hard work and adaptability. The key role that CDP consultants played in this transition set the stage and opened the door for future ICD-10 advisory projects and is representative of the high-quality individuals and diverse skillsets within this program.

Opportunities in the Optum Consulting Development Program. With more than 133,000 people worldwide, Optum has more technology, greater data resources and far broader expertise than any competitor anywhere. The opportunities we can offer you for challenge and impact are endless. We're committed to building our future by introducing new graduates to the consulting profession a dynamic and intense CDP. This is an opportunity to test your business acumen, analytical skills and communications ability by working directly with customers, allowing you to learn at an amazing pace. This Case Study demonstrates the level of challenge and impact you can have within our Leadership Accelerated Program.

"The Consulting Development Program is a great success story of Optum and its resources are key to the success of various ICD-10 compliance projects."

— Mike Sauls, Optum ICD-10 and IT Growth Leader

We're convinced that our future rests on the development of leaders who can bring a superb level of strategic thinking and guidance to our growing roster of customers. That's why we've put together this intensely focused program. If you want a future in consulting, you want to be in this program. It's the first (gigantic) step in **your life's best work.**"

Learn more and apply: yourlifesbestwork.com/cdp

UNITEDHEALTH GROUP®

yourlifeshbestwork.com/cdp

 facebook.com/uhgcareers

 <http://bit.ly/uhglinked>

 [@UHGCollege](https://twitter.com/UHGCollege)

 youtube.com/uhgcareers

Diversity creates a healthier atmosphere: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law. UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment. © 2017 UnitedHealth Group. All rights reserved.