



# Consumer Code Manager

## Designed for easy implementation with payer and EMR systems



Online Medical  
Coding Software

**Optum® Consumer Code Manager (CCM) is a consumer-friendly language solution that deciphers and replaces complex medical terms and cryptic technical jargon with simplified descriptions of medical services, treatments, procedures and diagnoses (for example, heart attack replaces myocardial infarction).**

The descriptions are intended to reduce consumer confusion and allow consumers and those who interact with them to easily understand health care information and communicate more effectively. Additionally, CCM identifies medical codes related to health topics deemed “sensitive” by state consumer privacy laws, allowing companies to prevent disclosure of sensitive health information. To ensure data accuracy amid recurring code changes, all clients receive quarterly full replacement files of each licensed code set.

### **CCM improves the consumer experience by:**

- Transforming health care jargon into consumer-friendly language, thus empowering people to make informed health care choices

### **CCM supports health plans by:**

- Providing a common language to communicate effectively with members about their health conditions and choices for care, including translated consumer descriptions for Spanish-speaking populations
- Reducing the burden on help desk personnel and case managers who must respond to consumer inquiries about EOBs and guide members to follow health treatment plans
- Complying with state privacy regulations for protecting highly sensitive health information
- Preparing health plans for further health reform legislation that may impose stricter rules on health information privacy

### **CCM is designed to:**

- Improve consumer understanding of medical code-based information embedded in their personal health care communications
- Support compliance with state privacy regulations regarding the distribution of highly sensitive health information

Strengthen compliance while simplifying communication with members. For more information:

Call **1-800-464-3649, option 1.**

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