



Optum LYNX Outpatient Charging Applications

Hospitals survive on very thin operating margins. According to a recent report, the average operating margin for not-for-profit and public hospitals in the U.S. has dipped below 3%.* This lack of financial breathing room makes it hard to serve the health care needs of a community or initiate a capital improvement project. Adding to the stress is the need to align with multiple regulations, requirements and audit programs that pose a constant threat of paybacks or costly fines. One way to protect financial well-being is to ensure consistent and accurate charge capture across the organization.

The Optum® LYNX Outpatient Charging Applications use proprietary algorithms and regulatory guidelines maintained by industry experts to facilitate hospital and clinic charge capture and code assignment. They offer organizations providing emergency department, clinic, oncology, observation and infusion services comprehensive tools for accurate and defensible charging while aligning operational costs with reimbursement.

Optum has been helping health care organizations achieve accurate and consistent outpatient charging for over 3 decades.

The power of certainty

Optum developed the only charge capture technology that applies these proven proprietary, time-tested charging algorithms. This technology reliably captures resource utilization and patient care complexity for consistent charging across outpatient operations. Using a methodology that aligns with the Centers for Medicare & Medicaid Services' (CMS) 11 outpatient prospective payment system (OPPS) guidelines for facility visit-level determination, the applications:

- Effectively translate clinical data into charging and coding terms
- Assign the same charges for identical services across an integrated delivery network (IDN)
- Provide intuitive infusion and injection calculations across multiple service lines
- Operate as a true software-as-a-service (SaaS) model to ensure up-to-date consistency without requiring manual updates
- Reduce denials and delays in cash flow to protect the revenue stream

* Advisory Board Daily Briefing. Hospital profit margins declined from 2015 to 2016, Moody's finds. May 18, 2017. advisory.com/daily-briefing/2017/05/18/moodys-report.

Consistent outpatient charging

The charging environment for outpatient settings is grounded in the CMS OPPS guidelines and CPT® codes, and descriptors from the American Medical Association. The Optum LYNX Outpatient Charging Applications provide reliable technology to help organizations comply with these guidelines and achieve appropriate revenue.

Delivering E/M, observation and infusion services is complex, and often involves multiple departments and nursing units. This creates a risk of documentation and charge capture gaps, variances and errors. Consistency across these complex business processes is vital to accurate reporting and financial health. Optum LYNX Outpatient Charging Applications deliver that consistency by translating clinical elements into the appropriate charging terms (CPT® and ICD-10 codes).

To address the unique challenges of calculating appropriate and consistent infusion and injection charges, we include infusion and injection charging functionality within our emergency department, clinic and observation charging applications. The intuitive user interface allows clinicians to focus on clinical documentation while the infusion charging algorithm calculates the appropriate charges.

Each of the applications integrates with your existing EMR workflow and allows customization to meet each department’s specific needs. For over 30 years, the results of the Optum LYNX algorithms have been evaluated hospital-by-hospital and record-by-record. Optum clients can be confident that the appropriate charges are being calculated for the services provided across the outpatient care spectrum.



To help hospitals calculate appropriate and consistent infusion and injection charges, we include infusion charging functionality with the Optum LYNX emergency department, clinic and observation charging applications.

The Optum LYNX Outpatient Charge Capture Applications

Outpatient facility	Optum LYNX application	Clinical terms	Optum LYNX charging algorithms	Charging terms
ED	Oncology Charging Application			
Hospital-owned clinics		ED Charging Application	Triage, teaching, tests, procedures and assessments → ED visit-level algorithm → 9928x, G038x	
		Clinic Charging Application	Hydrations, medication infusions, injections → Infusions and injections algorithm → CPT 963xx	
			Assessment, tests, procedures, patient education → Clinic visit-level algorithm → 9920x, 9921x	
Infusion and oncology centers		Scheduled infusion therapy → Chemotherapy infusion algorithm → 964xx, 963xx		

CPT® is a registered trademark of the American Medical Association.

This graphic outlines the Optum LYNX Outpatient Charging Applications for emergency departments, hospital-owned clinics, and infusion and oncology treatment centers. Each application uses Optum LYNX algorithms that translate clinical terms into the appropriate charging terms, and includes infusion calculation support. Optum also offers a department-level application for observation services.

Optum LYNX Emergency Department Charging Application

The Optum® LYNX Emergency Department Charging Application helps achieve consistent and compliant charging in the emergency department. Its facility charging algorithm uses the patient's presenting problem and the unique additional clinical resources utilized during the patient encounter to calculate a visit level that accurately reflects facility resource use. The ED Charging Application:

- Provides a standardized charging methodology across the emergency department
- Calculates consistent E/M facility visit levels
- Delivers configurable workflow that captures ED visit levels, procedures and ICD-10 diagnosis codes in a single application

Optum LYNX Observation Charging Application for department-level observation charging

Observation has its own set of calculations and charging requirements that must comply with payer expectations. The Optum® LYNX Observation Charging Application can help hospitals achieve compliant and consistent charging for those services. The application calculates appropriate observation charges and reconciles exclusion or carve-out time, and:

- Accommodates the charging parameters affected by the patient's origination, acuity and payer
- Allows access from anywhere in the hospital
- Calculates total reportable observation units for assigning Medicare G-codes
- Assigns CPT®-based codes that account for the patient's severity and discharge date and time
- Captures separately billable procedures

Optum LYNX Clinic Charging Application

The Optum® LYNX Clinic Charging Application integrates unique clinic workflows to capture consistent facility and professional E/M visit levels and calculate charges based on complicated intravenous administration rules. An important component of outpatient clinic operations, the application enables facilities to document all care provided to the patient for appropriate charge capture, and:

- Provides consistent charging across outpatient clinics
- Calculates consistent facility visit levels
- Captures charges associated with additional patient procedures that can be sent to the hospital's billing system

Optum LYNX Outpatient Charging – by the numbers

33 years

charging experience

1,500+

clients served

\$50 million

annual transactions

\$240 billion

revenue stream

Optum is the market leader in providing applications and time-tested charge capture methodologies to derive appropriate and consistent revenue. Our proprietary charging algorithms were developed through a comprehensive review of national standards, evaluation of clinical risk factors, and field testing using our clinical database. The Optum LYNX Outpatient Charging Applications promote charging consistency and help hospitals receive the appropriate value for their services.

Optum LYNX Oncology Charging Application

The Optum® LYNX Oncology Charging Application provides focused support for infusion and oncology treatment centers. It facilitates facility and professional visit-level capture, which may be overlooked in infusion centers. Providing charging consistency for the chemotherapy hierarchy and therapeutic/diagnostic infusion procedures, the application enables patient diagnosis capture, and:

- Uses expanded infusion and injection calculation logic to support complex medication administration, including chemotherapy
- Enables outpatient clinics to capture charges for patients who receive recurring and ongoing treatment
- Captures charges associated with additional patient procedures and sends them to the hospital's billing system
- Identifies opportunities to calculate standardized E/M facility visit levels

Optum LYNX Infusion Charging Application

Infusions and injections are performed in multiple locations and departments across a health care system or integrated delivery network (IDN). Infusion charging rules are increasingly complex, and payers have intensified their audit activities around these charges. To help you calculate appropriate and consistent infusion and injection charges, Optum includes the Optum® LYNX Infusion Charging Application with each of its other outpatient charging solutions. The Infusion Charging Application:

- Simplifies interpretation of infusion charging rules
- Reduces charging inconsistencies
- Provides appropriate charging for routine therapeutic, prophylactic, diagnostic (TPD) infusions for emergency departments and hospital-owned outpatient clinics

The Optum Performance Management Program

The value of the Outpatient Charging Applications goes beyond the technology. Optum analyzes your organization's charging consistency and other metrics before, during and after implementation to support a cycle of assessing, refining and improving operations. Through quarterly reporting, we provide a detailed analysis to identify opportunities for optimizing your use of the technology.

We stand behind our product. If you need assistance regarding visit level determinations, we can provide validation and documentation of the LYNX algorithm's regulatory alignment.

**Maintain consistent
charging across all
outpatient settings.**



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