OPTUM360®

ONLINE CODING TOOLS
BUYERS GUIDE

This in-depth guide outlines everything you need when shopping for online coding, billing and reimbursement tools.

CHOOSING
THE RIGHT PRODUCT

TRAINING
WITH YOUR NEW SOFTWARE

UNDERSTANDING
TECHNICAL REQUIREMENTS

Table of contents

FIND THE RIGHT TOOL

Overview

Optum360® has produced quality coding and reimbursement products for over 30 years. All of the expert content that goes into our books also goes into our vast assortment of online coding tools. Use the charts on the following pages to identify which product might best meet your medical coding needs.

PHYSICIAN

EncoderPro.com

- There are three different levels of EncoderPro.com: Standard, Professional and Expert.
- Depending on the version, EncoderPro.com provides the essential code sets (ICD-10-CM, CPT®, HCPCS Level II), code and crosswalk capabilities, access to CCI and local and national coverage determinations (LCDs and NCDs), enhanced claim review capabilities (even batch 837 claim review), HCC, CDI and much more.

▶ View a product video

FeeAnalyzer.com

- FeeAnalyzer.com* is an online subscription service that provides access to relative and actual physician charge data for a specific geographic area as well as national charge data for HCPCS codes. Users can upload three different fee schedules to compare against physician charge data and Medicare fees.

▶ View a product video

ALSO AVAILABLE:

MedicalReferenceEngine.com

- MedicalReferenceEngine.com provides access to regulatory referential information (Medicare, Medicaid, Optum360) available in one easily searchable database.

▶ View a product video

ICDExpert | Physicians

- ICDExpert | Physicians provides basic access to all the ICD-10-CM diagnosis codes, informative color-coded and specificity edits, and tables and indexes so you code confidently throughout the year.

Customize your subscription with add-on content. Visit **optum360coding.com/addons** to learn more.

*FeeAnalzyer.com claim data provided by FAIR Health. CPT is a registered trademark of the American Medical Association.

HOSPITAL

CHOOSE:

RevenueCyclePro.com

- RevenueCyclePro.com provides access to essential referential data and medical code sets. Answer questions about coding, billing, coverage and reimbursement; and resolve edits, problems and issues to minimize non-compliance exposure. This comprehensive tool includes access to CPT/HCPCS, ICD-9, and ICD-10 code sets, crosswalks, revenue codes, UB-04 billing tips, HCC look-up tables, Medicare LCD and NCD policies, and inpatient and outpatient reimbursement calculators.

▶ View a product video

Enterprise ChargemasterExpert.com

- Enterprise ChargemasterExpert.com reviews the CDM automatically to flag potential lost revenue, compliance problems, or coding and billing errors. By combining a powerful set of easy-to-use tools to automate chargemaster code validation, data reviews, analysis and updates, Enterprise ChargemasterExpert.com improves efficiency and productivity while eliminating the costly issues that lead to billing rejections and denials.

▶ View a product video

ALSO AVAILABLE:

MedicalReferenceEngine.com

- MedicalReferenceEngine.com provides access to regulatory referential information (Medicare, Medicaid, Optum360) available in one easily searchable database.

▶ View a product video

DrugReimbursement.com

- DrugReimbusement.com provides a complete, up-to-date crosswalk of approved National Drug Codes (NDCs) to CMS-billable drug codes under Part B and current AWP and Medicare Part B payment rates. Readily access detailed drug data, HCPCS Level II codes and more.

▶ View a product video

Customize your subscription with add-on content. Visit **optum360coding.com/addons** to learn more.

CHOOSE:

EncoderPro.com for Payers

- EncoderPro.com for Payers is designed specifically for payer organizations. Users can search for CPT® procedures, HCPCS Level II supplies and services, and both ICD-10 CM/PCS and ICD-9 CM diagnosis and procedures codes based on descriptions on the provider and hospital claim forms. Plus, users can correctly identify the services in question for outpatient and inpatient hospital services, invasive procedures, CT, MRI and PET scans.

▶ **View a product video**

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POST-ACUTE

ICDExpert for Post-acute Care

- ICDExpert for Post-acute Care provides hallmark features and content to address the challenges faced by home health, hospice, skilled nursing and rehabilitation services using ICD-10-CM diagnosis codes. This valuable, online solution delivers every description, guideline and instruction in Expert code books but in a more convenient format that is just as affordable. Updated monthly, ensuring code descriptions and clinical information are always current. Includes PDPM guidance with color codes and icons.

▶ View a product video

MedicalReferenceEngine.com

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▶ View a product video

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AMBULATORY SURGICAL CENTER (ASC)

ASCExpert.com

- ASCExpert.com provides freestanding ASCs the billing, coding and payment resources you need to achieve accurate reimbursement under the Medicare ASC payment system. Improve medical necessity validation on the front end, and better manage the ABN process to reduce denials with complete LCD policies, medical necessity data and national coverage determinations (NCD). ASCExpert.com Compliance Editor for both UB-04 and CMS-1500 compliance rules scrubs at the claim level for Medicare, Medicaid and commercial compliance, enabling you to capture and correct errors prior to submittal — for fewer denials.

▶ **View a product video**

MedicalReferenceEngine.com

- MedicalReferenceEngine.com provides access to regulatory referential information (Medicare, Medicaid, Optum360) available in one easily searchable database.
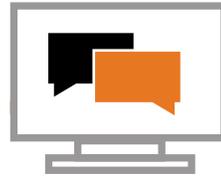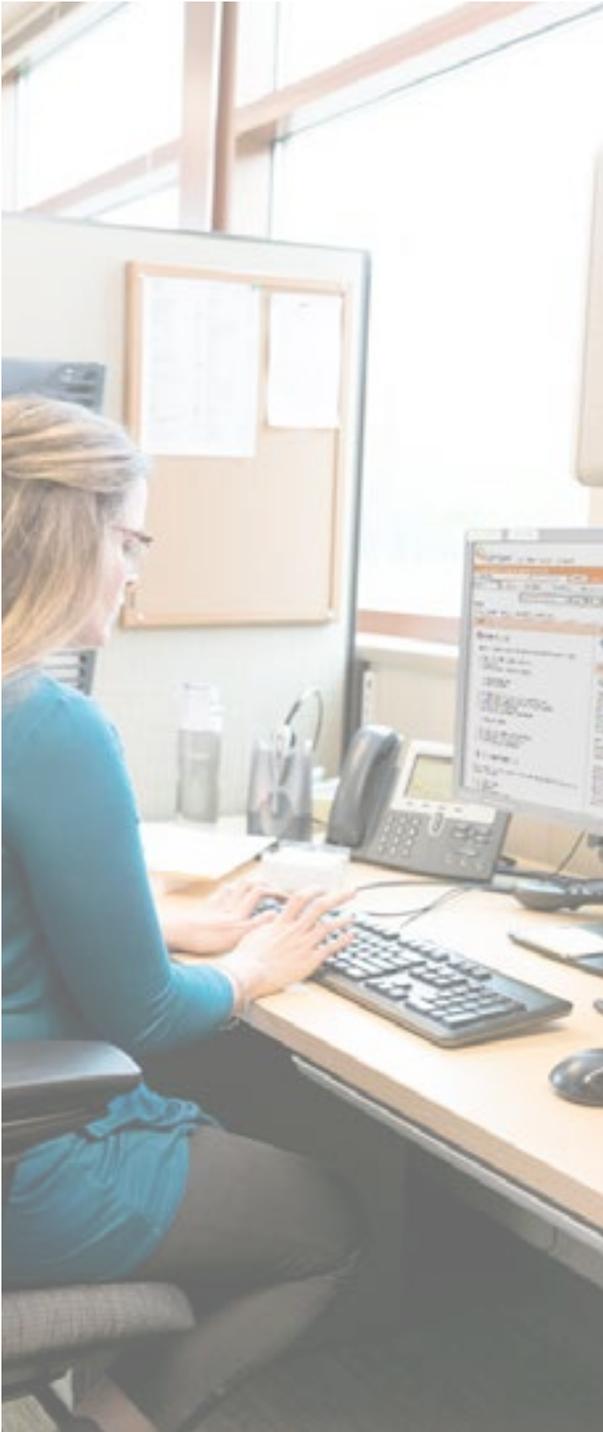
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▶ **View a product video**

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Testimonials

❝ ENCODERPRO.COM

"Optum360 EncoderPro.com Expert has cut down on the number of rejections, reduced rework and decreased the average number of A/R days. It has also improved our productivity and ensured that we get reimbursed properly for the services we provide."

Mary Beth DeGray
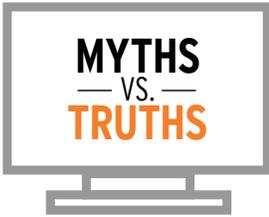Revenue Cycle Manager, Indian Stream Health Center

❝ REVENUECYCLEPRO.COM

"As a health care consultant, required reference material and resources can be extremely cumbersome to travel with. No longer do I need to carry the UB Editor book, CPT Codebook or HCPCS Level II books, as all the information I need to conduct a chargemaster engagement or other hospital consulting review is conveniently located in one comprehensive resource. APC assignments, reimbursement information, NCCI edit look-up, and reportable modifiers are at my fingertips, and I don't know how I ever managed without access to this software tool. Instead of searching the internet and various websites, often, what I need can be found within the links of RevenueCyclePro. When I am on site and I use RevenueCyclePro, clients are amazed at the amount of information obtainable so quickly, and often request information on how to obtain access to this software product. I recommend it wherever I go!!!"

Glenda J Schuler, RHIT, CPC, CPC-H
Vice President Revenue Cycle Solutions
HCS HealthCare Consulting Solutions

MYTHS VS. TRUTHS

Using online coding tools with books

MYTH: It's still easier to use paper books.

TRUTH: Online coding has the most up-to-date information. You have access to volumes of coding information at your fingertips. Online coding tools are just as portable as books — if you have your laptop or computer, you are ready to code using the library of code books, CMS content and more within Optum360 online coding tools.

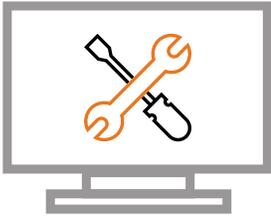**MYTH:** If switch to an online coding tool, you have to give up your books.

TRUTH: Use both. You don't have to switch cold turkey. Many coders use online coding tools and their print code books together.

MYTH: You can't add notes or stickies.

TRUTH: You can customize online coding tools with notes and stickies — then share your customization across the organization. You can even customize by specialty.

MYTH: Using Google to look up codes produces reliable answers to my coding questions.

TRUTH: Although using Google is an easy way to find information on the web, we do not encourage it, since the sourcing of the information may be irrelevant or invalid in some fashion. Our online coding tools incorporate the Optum360 CodeLogic™ search engine, which makes it easy to find coding, billing or reimbursement information you need. The content in Optum360 online coding tools is always sourced back to an industry-recognized source (e.g., code book, code set, association or other source) and the tools themselves are created and maintained by professionals well versed in coding and the requirements of medical coding, billing and reimbursement.

Training and requirements

We offer free training for many of our online coding tools.

New users and anyone looking for a refresher can learn about navigating through online coding tools and using the basic functions as well as the latest features.

Training sessions are available at various times during a given month.

To learn more, log into your online coding tool and visit the home page or "What's New" section to view the training schedule and to register.

IT requirements for online coding tools

Optum360 online coding tools are web-based applications that run within an internet browser and internet connection.

Supported Internet browsers:

- Microsoft Internet Explorer 11 or higher
- Google Chrome 31 or higher
- Mozilla Firefox 27 or lower

Note: Online coding tools require activation; this activation process will only work within the Microsoft Internet Explorer 11 browser and is only necessary at first login.

Getting ready for online coding tools

We have compiled answers to some common questions as you consider purchasing an Optum360 online coding tool.

Which online coding tool is right for me or my organization?
The content varies in each online coding tool. To best identify the right tool for your organization, we offer no-obligation demonstrations with an online coding sales representative. You can also reference the chart in the Overview section (page 3) to guide you through the choices by market.

How much does an online coding tool cost?
Optum360 offers various online coding tools at different price points with single or multi-year contracts available. In many circumstances, pricing is similar to what you spend on code books, but you get access to more content. To learn more about pricing, visit **optum360coding.com/ onlinetools** or call **1-800-464-3649, option 1.**

How many users can my organization have?
Optum360 offers pricing based on single user and multi-user licenses. This provides flexibility to ensure access is available to the right number of users for your organization.

Can online coding tools be customized for my organization's needs?
From AMA to Dr. Z, Optum360 offers various add-on modules to customize the content within an online coding application. Learn more about add-on modules by visiting **optum360coding.com/ addons** or calling **1-800-464-3649, option 1.**

What is required to implement Optum360 online coding tools in my organization?
Optum360 online coding tools are web-based applications. They are easily accessed by any web browser as long as the technical specifications are met. See the training and requirements section (page 11) for more information.

Are online coding tools compatible with EHR programs?
Optum360 online coding tools are web-based programs that allow flexibility of access no matter what EHR platform or program your organization uses. As long as you have web access and a compatible web browser, you are ready to start using the tool.

How do I train staff on online coding tools?
Optum360 offers free online coding training webinars. See the training and requirements section (page 11) for more information.

Is technical support included?
Technical support is included with your purchase. The dedicated Optum360 technical support team can be reached via email at **techsupport@optum360.com** or by calling **1-800-765-6797.**

What if my organization only needs medical coding data?
Optum360 offers an assortment of medical coding data files and web services. For more information, visit **optum360coding.com/data** or call **1-800-464-3649, option 1.**

Not sure what tool you need? Visit **optum360coding.com/onlinecoding** to use our interactive coding tool finder.

Take a test drive

Save time and money.

Increase accuracy and compliance.

Reduce denials.

For the majority of our online coding tools, we offer free 30-day trials. Try one today.

REQUEST A TRIAL

Optum360 online coding sales representatives provide no-obligation demonstrations of our online coding tools.

REQUEST A DEMO

Understand the key benefits of each product by watching a product video.

VIEW PRODUCT VIDEOS

OPTUM360°®

optum360coding.com/onlinecoding