

## Optimum RCM Solutions – COVID-19

With the outbreak of COVID-19, the last several weeks have been particularly challenging and demanding on the U.S. healthcare system. Cantata Health has been working in partnership with our clients to take advantage of the existing functionality and flexibility in the Optimum RCM suite of products to assist Business Services with the tools needed to respond to the many changes.

Optimum RCM allows you to react to the changing regulatory and coding requirements brought on by COVID-19. Flexible and configurable [Optimum RCM](#) solutions enable you to meet the nearly daily changes being made in the healthcare industry by the CDC, WHO, HHS, and CMS.

From new CPT and HCPCS codes, to waiving requirements allowing acute care hospitals to house acute care inpatients in excluded distinct part units, to an additional Condition Code and Modifier Code for billing claim requirements, Optimum RCM gives you the tools to respond efficiently and effectively to satisfy the ever changing requirements.

### **Optimum RCM gives you the flexibility and allows you to react quickly, in the areas of:**

- Scheduling and the highly adaptable Patient Access Designer application for assembling pertinent patient and appointment/admission data
- Creating and customizing User Fields on-the-spot to meet the needs of gathering additional information
- Tracking critical patient data and creating meaningful reports across the healthcare organization
- Configuring bed attributes to accommodate for the lifting of waivers
- Modifying insurance payer plans to flag the coverage of COVID-19 testing

Cantata Health will continue to work diligently to manage all changing requirements. Optimum RCM allows providers to enhance quality, maintain privacy, and support clinical decision making by providing seamless real-time access to patient health information, which is vital during the challenges COVID-19 is presenting.

Thank you for serving your community! We're ready to help you, please contact us at [covidresponse@cantatahealth.com](mailto:covidresponse@cantatahealth.com) or 877-532-6347.

Sincerely,  
Team Cantata Health