

## Hours are precious: VitalPoint's Surgery Plan feature saves time for both adjusters and injured persons



As an adjuster with a heavy workload, you may be seriously pressed for time. A savings of ten minutes here, ten minutes there could make a difference of hours over the course of a week. Optum is continually focused on saving you time, through efficient, compassionate customer service, simplified workflows, and features that remove time-consuming tasks.

The Surgery Plan feature built into our pharmacy portal is one example. When an injured person is preparing to have surgery, you want to make sure their pharmaceutical and medical needs are met before and after the procedure. But with a variety of things to think about and stay on top of, you might wish for an “easy button” to help with this.

That's why Optum designed our Surgery Plan feature. With one click, you can activate a surgery formulary, which will “overlay” the formulary currently in place. The surgery formulary includes medications commonly used before and after surgery and is tailored for relevant business needs and state of jurisdiction requirements.

And we take it from there. By activating the surgery formulary, you have essentially “pre-approved” medications that may likely be prescribed. This saves you time and administration down the road by reducing prior authorization requests. It also helps avoid delays for the injured person when they need to pick up their medications at the pharmacy.

## Formulary development and ongoing maintenance

To create and maintain all of our formularies, including the surgery formulary, the Optum Pharmacy and Therapeutics (P&T) Committee regularly reviews an extensive amount of information: new molecular drug entities, products, and dosage formulations; changes to state and federal regulations and/or treatment guidelines; nationally recognized treatment guidelines; and evidence-based medical practices as noted in peer-reviewed and published journals or other media. We also review potential safety concerns based on newly revised treatment guidelines or medication information and studies. By pulling all this information together, the committee is more informed when deciding whether certain medications should be included or excluded from formularies.

The primary goal of our formularies is to make sure that injured persons have access to clinically appropriate, safe, and cost-effective therapy throughout their treatment, recovery, and rehabilitation. Our team of clinicians, our chief clinical officer, and our medical director, as the chair of the P&T committee, collaborate closely to meet this goal.

## Managing pre- and post-op ancillary needs

As another crucial element of our access-to-care focus, we can fulfill ancillary needs for the patient as they prepare for or recover from surgery. Whether they need a walker, a wheelchair, a bedside commode, or simply some bandages, let us know and we'll make sure these important items are delivered promptly to the injured person. We will also coordinate the necessary home health care services if the patient needs support in their home environment.

If you're not sure what is needed, reach out to Optum. We can contact the discharge planner or injured person to find out and reduce your workload.



The Optum P&T Committee is focused on the goal of making sure that injured persons have efficient, prompt access to clinically appropriate, safe, and cost-effective therapy throughout their treatment, recovery, and rehabilitation.

## Helping injured persons and saving you time

Whether your claimant is preparing for surgery or leaving a healthcare facility, you've got a lot on your plate: medications needed, discharge instructions to evaluate, follow-up care to coordinate. Our Surgery Plan feature and coordination of ancillary needs can take things off your plate by helping you get injured persons the medications, equipment, and services they need, when they need them.

Think about it. If you save 10 minutes, three days a week, what could those 24 additional hours each year help you accomplish? And what if your whole team could save that much time? As your business partner, we're constantly striving to make things easier, faster, and more efficient. It's part of our Optum promise to deliver a program that's better – for you, your business, and the injured persons you serve.



### Learn more

Do you want more information about how to access and use the Surgery Plan feature? We'd love to help. Contact us at [expectmore@optum.com](mailto:expectmore@optum.com).