DME Navigator

Unlock cost savings and improve the accuracy and efficiency of the DME experience for members and clinicians.

The durable medical equipment (DME) market is rapidly growing, projected to expand from $63 billion to $93 billion by 2030.[1] With an aging population, increasing chronic conditions and a shift toward home care, health plans must navigate rising demand while effectively managing expenses, delivering quality care and maintaining a high level of member satisfaction.

Currently, the DME benefits management process is fragmented, inefficient and unreliable. Missing, delayed or incorrect DME can have a detrimental impact on a member's health by delaying facility discharge or inhibiting recovery. It can also increase the risk for emergency department visits or readmissions and lower adherence to care plans. As a result, payers incur unnecessary costs, member outcomes suffer and clinicians experience additional administrative burden.

5%–20%

PMPY savings for health plans[2]

95%

member satisfaction[3]

97%

reduction in ordering and benefit navigation time for clinicians[3]

Transform DME benefits management

Optum and CareCentrix have partnered to redefine DME benefits management with DME Navigator. This innovative solution is designed to improve efficiency and the member experience from order to delivery to payment. DME Navigator optimizes medical spend, reduces administrative burden and improves service quality for health plans, members and clinicians by integrating the full DME benefits management process into a single, end-to-end experience.

DME Navigator

DME Navigator is the only solution that integrates end-to-end, best-in-class DME benefits management capabilities, offering health plans a comprehensive DME strategy. It ensures your members receive the right medical equipment for their needs at the right time, with consistent cost savings and exceptional service quality.

Get the right equipment

- Digital point-of-care ordering platform with EHR integration
- Real-time eligibility checks at order initiation
- National network supplier selection for access to high-quality, cost-effective equipment

For the right member need

- Integrated evidence-based criteria embedded into the clinician workflow, streamlining utilization management
- Electronic prior authorization status delivered in real time, providing transparency at the point of care

At the right time

- Streamlined processes enhance efficiency for more complete and accurate orders
- Digital patient communication tools support transparency for members and their care teams
- Reliable on-time delivery from a robust network of suppliers, including equipment support

Driving consistent cost savings

- Advanced claim editing technology to verify accurate billing, enforce policy and program adherence and identify waste and abuse
- Claim pricing using competitive network rates to optimize savings

The DME Navigator advantage

Together, Optum and CareCentrix bring nearly 30 years of DME experience. DME Navigator helps health plans manage the total cost of care while improving the clinician and member experience. The solution covers all DME categories and tackles key challenges, setting a new standard for excellence in DME benefits management.

- Creates a seamless digital ordering experience with greater visibility and member engagement
- Automates electronic prior authorization submissions, leveraging evidence-based clinical criteria to help clinicians make the most informed and clinically appropriate care decisions
- URAC- and NCQA-accredited health UM program, with access to medical directors and clinical policy teams
- National network of quality, credentialed suppliers across 3,000 locations for timely delivery, setup and support with 99.7% on-time starts of care[4]
- Digital tools for enhanced transparency across stakeholders
- Payment accuracy and identification of waste and abuse through upstream claim editing and pricing using competitive network rates

The DME Navigator approach



Reduces medical expense with streamlined utilization management (UM) processes, a high-quality national supplier network and advanced claim management and administration



Improves the member experience through on-time starts of care and enhanced transparency from fulfillment to delivery



Enhances the clinician experience by creating a seamless digital ordering experience with greater transparency through our single point-of-care ordering platform

Learn more about how DME Navigator from Optum and CareCentrix can help you better manage DME spend and elevate the member and clinician experience.

Visit optum.com

Sources

1. U.S. Durable Medical Equipment Market Size, Share and Trends Analysis Report.
2. CCX/Optum joint analysis of savings potential based on current market data. Potential estimated savings (%) will vary by health plan and actual potential savings will be updated based after a specific health plan data run.
3. Parachute Health data analysis, 2023.
4. 2023 CareCentrix book of business performance data.

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