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## Building Payer/Provider Collaboration for Optimal Results

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# Panel Members

- ▶ Mike Santoro, Sr. VP, Claims and Appeals, UnitedHealthcare
- ▶ Robert Power, Sr. VP, Strategic Client Relationships, Optum360
- ▶ Jennifer Igel, VP, Dignity Health Operations, Optum360

# Where do you see the most friction between payers and providers?

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- What are the biggest challenges?
  - Biggest opportunities?



## What steps are your organizations taking to correct the issues?

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- What benefits have been achieved due to these efforts?
  - Financial and non-financial?
  - Efficiency? Quality of care? Better outcomes?



# What strategies/changes would you recommend to other payers-providers as they work to improve collaboration?

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- Where should the changes start?
- Process changes?
- Determining best technology solutions



# How do you expect payer-provider relationships to look in 3-5 years?

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- What do you expect to be different?
  - Same or similar?





## Questions from the audience



Thank you.