

***Express Access Network* FREQUENTLY ASKED QUESTIONS**

1: What is the *Express Access Network*?

A: *Express Access Network* is a network of Optum-credentialed providers (solo and group practices) who have agreed to offer Optum members, on all lines of business including EAP, a routine appointment within 5 business days of a member's request. All that is required to join the *Express Access Network* is a signed attestation. Please visit providerexpress.com to join the *Express Access Network*.

2: Is there specific criteria providers must meet to be part of the network?

A: *Express Access Network* is currently open to solo and group practices only. In addition, providers must agree to utilize Optum's online portal located at www.providerexpress.com to submit all demographic, claim and secure delivery messaging to Optum in a timely manner. In addition, providers must agree to utilize Optum's online portal located at providerexpress.com to submit all demographic, claims, and secure delivery messaging to Optum in a timely manner..

3: What is in it for me as a clinician?

A: More referrals! After having done several provider surveys, one of the main points providers ask of Optum is to help develop processes and programs that will result in more referrals. *Express Access Network* is one of the ways we are accommodating our valued network of providers. In addition, we will promote your practice by identifying you on our provider directory, liveandworkwell.com, as long as you adhere to the program stipulations. We may alert our key Optum customers in your area of your participation in the *Express Access Network* to help generate more volume for your practice.

4: How will members find me?

A: As stated above, all providers with a signed attestation will have an *Express Access Network* callout placed beside their name in our online provider directories. Additionally, members will be able to filter for *Express Access Network* providers as a search parameter within the provider directories.

5: What happens if I sign up for *Express Access Network*, and then become too booked to be able to offer appointments within five business days?

A: That's a situation many clinicians would envy. However, should your practice become inundated with patients to the point where you are no longer able to adhere to the requirements of the *Express Access Network* program, all you need to do is contact your Optum Network Manager, and we will remove your name from the *Express Access* search until you are able to resume the program. Please note that it can take up to five business days to update your provider record once the request has been initiated.

6: Should I give preferential scheduling to non-Optum members?

A: That decision is up to the individual clinician. However, the special contract addendum that you sign is for Optum Members only.

7: Why are you initiating this program?

A: According to our research, there is both a practical and clinical need to improve the speed with which consumers can obtain needed mental health appointments. The goal of this program is to highlight practitioners who are meeting this need.

8: What if I am unable to provide appointments within the allotted timeframe?

A: Providers who agree to the participation requirements and fail to maintain the program requirements (i.e., Optum receives more than 1 complaint of the provider not offering an appointment within 1 week of request or fails to provide prompt updates regarding demographic/billing changes) may result in removal from the program and removal of the designation as an *Express Access Network* provider on our online provider directory.



9. As an *Express Access Network* provider, do the appointment requirements apply to all Optum memberships that I am eligible to see?

A. Yes.

10. Can the group practice administrator sign the *Express Access* attestation on behalf of everyone in the group?

A. If your organization is contracted with Optum as a group practice, the group practice administrator may sign the attestation on behalf of the group. Please note that the 5-business day requirement would then apply to all practitioners within the group unless special arrangements are made to exclude certain providers (e.g. psychiatrists). Please contact your Network Manager at Optum if you have questions about Express Access Network or how your organization is contracted.

11. Do clinicians practicing with a group also need to sign the *Express Access* attestation, if the group practice administrator signs for the group?

A. If your organization is contracted with Optum as a group practice, the group practice administrator may sign the attestation on behalf of the group and each credentialed or rostered clinician does not need to sign the attestation. Please note that the 5-business day requirement would then apply to all practitioners within the group unless special arrangements are made to exclude certain providers (e.g. psychiatrists). Please contact your Network Manager at Optum if you have questions about Express Access Network or how you or your organization is contracted.

For more information, please contact your Optum Network Manager.