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<tbody>
<tr>
<td>Throughout the Manual</td>
<td></td>
<td>• Optum is in the process of phasing out our Level of Care Guidelines and replacing them with LOCUS/CASII/ECSII clinical criteria, except where prohibited by state or contractual requirements. Throughout the manual, most references to Level of Care Guidelines have been replace by the term “clinical criteria”</td>
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<td>Resource Guide</td>
<td>4</td>
<td>• LAWW – updated information regarding resources available to members</td>
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| Frequently Asked Questions    | 9    | • Network Requirements  
  - Added clarification regarding contracting status for new clinicians in Group/Facility  
  - Added clarification regarding contracting status for clinicians in both solo and group practices  
  - EAP  
  - Added two questions clarifying definition of EAP and network participation for EAP  
  - Appeals  
  - Removed question for dispute resolution following appeals. See “Appeals and Provider Dispute Resolution” section |
| Glossary of Terms             | 18   | • Added - Child and Adolescent Service Intensity Instrument (CASII)  
  • Added - Early Childhood Service Intensity Instrument (ECSII)  
  • Added – Identification (ID) Card  
  • Added - Level of Care Utilization System (LOCUS)  
  • Modified – Level of Care Guidelines (being phased out and replaced)  
  • Modified – EPS is now known as Optum Pay  
  • Added - Outpatient Contract Manager  
  • Modified – Provider Dispute (OHBS-CA)  
  • Added – Provider Relations  
  • Added – Qualified Behavior Analyst/Specialist |
| Network Requirements          | 33   | • Added - Delegation of Credentialing in Groups section  
  • Added - Roster Maintenance information about requirements to maintain accurate rosters in groups (when applicable)  
  • Added - CMS Preclusion List section outlining actions resulting when providers appear on the CMS preclusion list |
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| Benefit Plans, Authorizations, EAP and Access to Care | 46   | • Added information in Introduction section regarding how to obtain information related to participation in OHBS-CA Medi-Cal (Medicaid) network  
• Added – Important Message (IM) from Medicare for hospital Facilities  
• Added – Medicare Outpatient Observation Notice (MOON) for hospital Facilities |
| Treatment Philosophy                          | 62   | • Added section on Clinical Criteria: LOCUS, CASII, ECSII                                                                                                                                                   |
| Confidentiality of Records                   | 74   | • Changed section title from “Privacy Practices” to “Confidentiality of Records”  
• Major revision to entire section to update requirements related to; HIPAA, Release of Information and Identification and Authentication |
| Facility Platinum Designation                | 81   | • Changed section title from “ACE Facility” to “Facility Platinum Designation”  
• Major revision to this section to address changes from the ACE program to Platinum Designation                                                                 |
| Compensation and Claims Processing           | 84   | • Moved National Provider Identification section regarding requirement to include NPI on claim submissions from “Privacy Practices” (old section) to this section                                                                 |
| Appeals and Provider Dispute Resolution      | 95   | • Optum Provider Dispute Resolution Process - Revised entire section to refer Providers to their specific contract to ensure contractual compliance |
| Appendix D                                   | 112  | • Updated Member Grievance Form                                                                                                                                                                           |