



CHILDREN WITH SPECIAL HEALTHCARE NEEDS

Effective October 1, 2008 Optum in collaboration with UnitedHealthcare of New England began managing benefits for approximately 1,200 Children with Special Health Needs. These Rlte Care eligible members include (1) blind/disabled individuals up to age 21 eligible for Medical Assistance on the basis of SSI; (2) children eligible under section 1902 (e) of the social security act (known as Katie Beckett) up to age 18 and (3) individuals up to age 21 receiving subsidized adoption assistance. The benefits for these eligible members are the same benefits as for Rlte Care members. These members will be able to access the Optum Provider Network.

The defining core values driving service delivery are:

- Consumer-focused services
- A holistic approach to health care and wellness
- Independence in the community
- Access to primary and specialty care when and where needed
- Respect and dignity of the individual

The guiding principles for service delivery are:

- Flexible options that match services with individual needs, both medical and social
- The establishment of a medical home that supports primary and preventive care
- A screening and assessment process that is coordinated and encompassing
- A focus on consumer self-management through education, community supports, and care coordination
- Maximum, creative, and effective use of existing infrastructure
- Methods for ensuring cost predictability
- Responsible stewardship of public dollars

Access Standards

- To ensure that all plan participants have access to appropriate treatment as needed, we develop and maintain a network with adequate numbers and types of clinicians
- We expect that all contracted clinicians will
 - § Respond within 24 hours to a consumer's request for an appointment
 - § Offer consumers a first appointment for routine care within 5 days
- Clinicians are required to offer consumers a first appointment
 - § Immediately for non-life-threatening emergencies
 - § Within 24 hours for urgent care
- If you are unable to take a referral, direct the consumer back to Optum's Intake department to enable the consumer to obtain a new referral, or call the number on the back of the member's card if you wish to notify Optum directly
- Optum uses a variety of methods to monitor consumers' access to care and regularly reports this to clinicians

Important Phone Numbers**Members:** (800) 435-7486**Members/TDD:** (800) 486-7914**Providers:** (800) 711-6089**Identification Cards**

All Children with Special Health Needs Group Members are issued a permanent identification card within seven (7) days after receiving notification from the State of their enrollment.

Group Numbers

Children with Special Health Care Needs			
Group	Open Light	Open Moderate	Dedicated
95100 (SSI child < 15)	95110	95120	95130
95200 (SSI child > 15)	95210	95220	95230
95300 (Katie Beckett)	95310	95320	
95400 (Adoption Subsidy)	95410	95420	95430

Claims Address Information

Optum
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