

# Network Notes

Optum News and Updates for Clinicians and Facilities

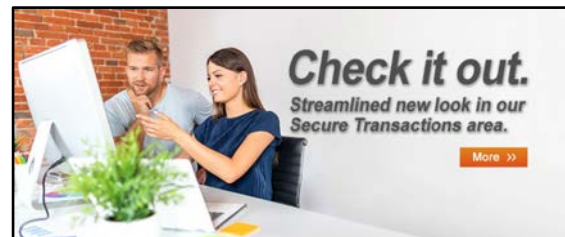
Fall 2018

## Provider Experience

### GUIDED TOURS –NEW

Provider Express – Training - Guided Tours - [My Practice Info](#) and [Secure Transactions](#)

- My Practice Info - Guided Tour
- Redesigned and streamlined
- Secure Transactions – Guided Tour
- All new look and feel



### NAVIGATING OPTUM

Provider Express under Quick Links: [Navigating Optum - Welcome to Optum](#)

- *Have you been to Provider Express?*
- You will find:
  - Simplifying business transactions
  - Effective and efficient tools

Check out our **Navigating Optum** page – here you have one-stop shopping to get you off to a good start

▶ NAVIGATING OPTUM
▶ AUTHORIZATIONS & BENEFITS
▶ BILLING & CLAIMS
▶ DATA VERIFICATION
▶ HELP IMPROVE MEMBER ACCESS
▶ PROVIDER RESOURCES
▶ NAVIGATING OPTUM ON-DEMAND

## Clinical Tools and Quality Initiatives

### CLINICAL RESOURCES

Provider Express – Clinical Resources - [Clinical Tools and Quality Initiatives](#)

- Important Coordination of Care info for providers
- Commonly used screening tools
- HEDIS overview



# Addressing the Opioid Crisis

## MEDICATION ASSISTED TREATMENT: SUD HELPLINE

Provider Express – Clinical Resources – [Medication Assisted Treatment \(MAT\)](#)



A 24/7 helpline for providers and patients to:

- Identify local MAT and behavioral health treatment providers and provide targeted referrals for evidence-based care
- Educate members/families about substance use
- Assist in finding community support services
- Assign a care advocate to provide ongoing support for up to 6 months, when appropriate

## ASAM NOTICE

Provider Express - [Adoption of the ASAM Criteria](#)

### Working Together

- Optum adopts The ASAM Criteria for SUD Level of Care guidance

NEW

- *What is it?* - Guidance on level of care decisions for the treatment of substance use disorders (most memberships)
- Adoption of the American Society of Addiction Medicine's (ASAM) nationally-recognized set of criteria helps to simplify both the provider and consumer experience
- Facilitates clearer communication among families, treatment providers, and clinical reviewers

# Consumer Access to Care

## QUALITY OF CARE

Provider Express – [Optum National Network Manual](#)

- Communications is important for collaboration of care (see section "Communication with Primary Physicians and Other Health Care Professionals" under "Treatment Philosophy")
- Follow up appointments are monitored in accordance with HEDIS/NCQA standards
- Optum Care Advocates are responsible for outreach and reporting



# Medical Behavioral Integration

## BEHAVIORAL HEALTH TOOLKIT FOR MEDICAL PROVIDERS

Provider Express – Clinical Resources - [Behavioral Health Toolkit for Medical Providers](#)



1. Assessments, Guidelines, Resources for:
  - Older Adults
  - Early Childhood
  - Comorbid with chronic pain management
2. Patient handouts which are relevant, organized and easy to use
3. Commonly used screening tools