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

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

- 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