

Network Notes

Optum News and Updates for Clinicians and Facilities

Spring 2018

Addressing the Opioid Crisis

MEDICATION ASSISTED TREATMENT (MAT)

Provider Express under Quick Links: [Medication Assisted Treatment](#)

With nearly **2,000 in-network MAT providers** and almost **4,000 locations**, learning about MAT can help you change lives for the better:

- Studies have shown that individuals who receive MAT are 50% more likely to remain free of opioid misuse, compared to those who receive detoxification or psychosocial treatment alone
- MAT is the most effective intervention to treat OUD and is more effective than either behavioral interventions or medication alone



OPIOID CRISIS

Optum.com - [Working to end the opioid epidemic](#)



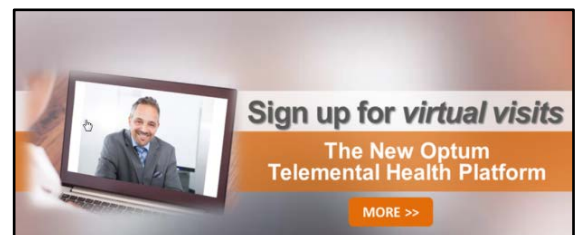
- Working to end the opioid epidemic – see how Optum is connecting efforts across the entire health system
- Learn how Optum is addressing the crisis
- See how Optum is helping

Consumer Access to Care

TELEMENTAL HEALTH IS NOW VIRTUAL VISITS

Provider Express – Clinical Resources - [Become an Optum virtual visit telemental health provider](#)

- Offering **virtual visits** is easier than ever with our new Telemental Health Platform to support the services
- Easier access for consumers
- Complete attestation here
- See step-by-step process for delivery of Telemental Health Services to Optum members



EMPLOYEE ASSISTANCE PROGRAM (EAP)

Provider Express – Admin Resources - [Employee Assistance Program](#)

- Offering EAP services is a great way to expand your practice
- Accepting clients under their EAP benefit builds your practice and creates word-of-mouth referrals
- EAP providers offer initial appointments within **3 business days** and may transition clients from EAP to MH/SUD benefits for continued services when appropriate

EXPRESS ACCESS

Provider Express – Clinical Resources - [Express Access Network](#)

- Network providers may join our Express Access Network and Optum will direct more referrals your way
- Our Express Access providers offer appointment times within **5 business days** compared to the **10 day industry standard**

Medical Behavioral Integration: What's new?

BEHAVIORAL HEALTH TOOLKIT FOR MEDICAL PROVIDERS

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



Newly launched: online **Behavioral Health Toolkit** for Medical Providers:

- Relevant, organized and easy to use
- Screening tools for: Substance Use Disorder (SUD) – Adult/Youth and Mental Health– Adult/Youth
- Resources: Assessment, Referrals, Behavioral health care guidelines
- Links to industry resources such as Screening, Brief Intervention, Referral to Treatment (SBIRT)

Provider Experience

GUIDED TOURS

Provider Express – Training - [Guided Tours](#)

- Easy to follow short videos
- **Guided Tours available today:**
 - ALERT[®] Wellness Assessments
 - Auth Inquiry
 - Claim Entry
 - Claim Inquiry and Claim Adjustment Request
 - Contact Us
 - Eligibility & Benefits
 - First-time Users
 - My Provider Express
 - Overview of Filing COB and Corrected Claims
 - Message Center
 - Provider Express Technical Guide



NAVIGATING OPTUM

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

- Are you a new provider?
- Have you been to *Provider Express*?
- Did you find everything you were looking for?

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

On behalf of everyone at Optum, Welcome

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

Our mission is to make healthcare better for everyone. For providers, this means simplifying your business transaction by offering effective and efficient tools to support your care delivery and your business operations.

So with simplification and helpful tools in mind, I welcome you to Provider Express – our industry-leading website and resource for you.

Available 24/7, Provider Express helps reduce paper and telephone transactions. Take our [Guided Tours](#) to learn about our secure, self-service Transactions, including:

- My Practice Info: Update and maintain your practice information (keep your demographic, availability, and specialty information current)
- Claim Entry and Claim Inquiry: Submit professional claims for commercial business, request adjustments and check claim status
- Eligibility & Benefits: Commercial Member benefit and eligibility information

MY PRACTICE INFO

[My Practice Information](#)

- Out-of-date or inaccurate information about your practice is a primary cause of delayed claim payments and prevents new clients from finding you
- You can make changes to your address, indicate your availability and much more

United Behavioral Health and United Behavioral Health of New York, I.P.A., Inc. operating under the brand Optum
U.S. Behavioral Health Plan, California doing business as OptumHealth Behavioral Solutions of California

PROVIDER EXPRESS ELIGIBILITY

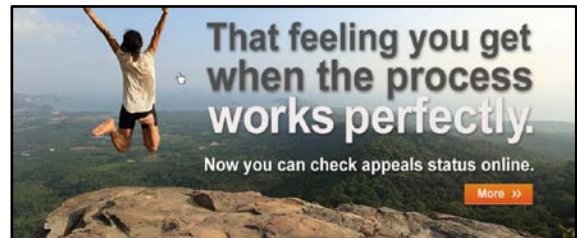
Did you know?

- You can see most membership's eligibility and benefit information online using *Provider Express Secure Transactions*
- *Provider Express* uses the same resource for eligibility information as customer service agents use when you call
- You can see consumer's eligibility, benefit and deductible information on *Provider Express*

APPEALS PORTAL ENHANCEMENT

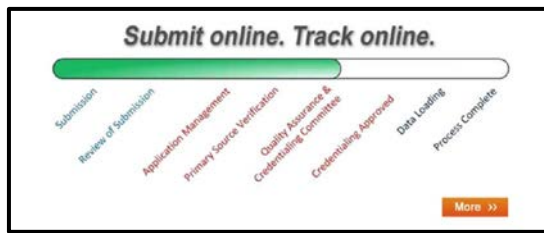
Provider Express – Admin Resources - [Online appeal status](#)

- Save time - Check the status of your appeal online 24/7 whenever you visit *Provider Express*
- Log into **Secure Transactions**, click on Appeal Status and Member...and if you still have questions, an appeals representative is standing by ready to help via chat **Monday thru Friday, 7:00 a.m. CST to 7:00 p.m. CST**



CREDENTIALING STATUS

[Provider Credentialing Status Toolbar](#)



- **Online credentialing submission** is available on *Provider Express*
- The progress of your online submission, currently available for most states, can be tracked as it moves along the approval process using the credentialing status toolbar
- We created this feature based on your input

CLINICIAN TAX ID ADD/UPDATE FORM

Provider Express under Quick Links: [Clinician Tax ID - Add & Update Form](#)

- Old "Clinician Add/Change Form" is no longer accepted for processing as of March 1, 2018
- New electronic form eliminates previous errors on paper form like missing data and legibility of content
- Complete and legible information eliminates calls to you – saving you time

Making Authorizations Easy

EASE OF AUTH/ ONLINE AUTH FOR NON-ROUTINE OP SERVICES

[How and when to authorize planned services](#)

- Easy to verify what services need an authorization through our online tools on *Provider Express*
- Start by looking up the member's eligibility and benefits to see what services require an authorization
- Frequently used non-routine services where an authorization can be requested online include:
 - Psychological Testing
 - Transcranial Magnetic Stimulation (TMS)
 - ABA/Autism



APPLIED BEHAVIOR ANALYSIS ONLINE TOOLS

[ABA online tools](#)



- Using the tools on *Provider Express* gets you off the phone and gives you more time to work with clients
- Create your Optum ID & sign up to be registered user of *Provider Express*