

Network Notes

Optum News and Updates for Clinicians and Facilities

Spring 2019

Medical Behavioral Integration

PROVIDER ATTESTED SPECIALTIES FOR THE TREATMENT OF PTSD

Provider Express – BH Toolkit for Providers - Military and Veterans Resources – [Provider Attested Specialties for PTSD flyer](#)

Two new provider attested specialties for the treatment of Post-Traumatic Stress Disorder (PTSD) are now available:

- Prolonged Exposure (PE)
- Cognitive Processing Therapy (CPT)

Need training?

- Optum, in collaboration with the STRONG STAR Training Initiative, is supporting training access through direct links to the program
- STRONG STAR is dedicated to providing access to quality, evidence-based treatment training to providers and organizations that serve Veteran communities
- Links to non-Veteran serving training can also be found at the site

OPTUM
Provider Attested Specialties for the Treatment of Post-Traumatic Stress Disorder (PTSD)

What?
 Two new provider attested specialties for the treatment of PTSD are now available:
 • Prolonged Exposure (PE)
 • Cognitive Processing Therapy (CPT)

Why?
 Arming consumers with information improves informed decision making:
 • Allows users the ability to search for providers who deliver specific evidence-based interventions
 • Evidence-based interventions result in improved outcomes

How?
 Providers who are already in the Optum Network and have completed the competency based training can follow these easy steps to have their profiles updated:
 1. Go to [providerexpress.com](#) > Admin Resources > Forms > Optum Forms - Administrative - Clinician Expertise/Specialty Attestation
 2. Print and complete the form
 3. Fax the form and required training certificates to your network manager

Interested in Competency Based Training?
 To improve provider access to training, Optum has collaborated with the STRONG STAR Training Initiative:
 • The STRONG STAR Training Initiative is dedicated to providing access to quality, evidence-based treatment training to providers and organizations that serve veteran communities.
 • Training is available to clinicians who provide treatment to Veterans or their families in the community through STRONG STAR.
 Information on training opportunities for non-Veteran serving providers are provided on the STRONG STAR training website
 • Go to [strongstartraining.com](#) and click on "scholarships" and "upcoming training communities" for more information.

Go to [providerexpress.com](#) or [strongstartraining.com](#) for more information.

HEALTH CARE FOR INDIVIDUALS WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Provider Express – Clinical Resources - [Intellectual and Developmental Disabilities \(I/DD\) Toolkit](#)

- Identifying the Health Needs of Individuals with Intellectual and Development Disabilities (I/DD)
- I/DD training offering CE credits
- Developmental Disabilities Health Care E-Toolkit Resources

Health Care for Individuals with Intellectual and Developmental Disabilities

Identifying the Health Needs of Individuals with I/DD

This site contains a variety of resources to assist health providers. To the left you will find different practice tools. In the middle key terms and resources related to supporting individuals with intellectual and/or developmental disabilities in your practice. On right we have included training and guidelines. **Individuals with I/DD receive care from multiple providers and facilities. Coordination of care amongst providers is vital to support maximum well-being.**

I/DD training offering CE credits
 OptumHealth Education:
 • Effective Communication, Healthcare & Aging
 • Autism Spectrum Disorder
 American Academy of Developmental Medicine and Dentistry
 • Intellectual and Developmental Disabilities

BEHAVIORAL HEALTH TOOLKIT FOR PROVIDERS – MILITARY AND VETERANS

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

Behavioral Health Toolkit for Providers - Military and Veterans

Veteran Facts:

- 23 million American Veterans
- Veterans and their families use both the VA and non-VA providers for their health care
- Veterans are often exposed to situations that impact their health for a lifetime
- Veterans' health is different than the civilian populations according to a recently published report of America's Health Rankings: 2016 Health of Those Who Have Served Report

Military Service & Culture

Screening

- Ask the Question
- Military Screening Questions

Culture Training:

- Military Culture Courses for Providers
- Military Culture and Spiritual Health

- There are 23 million American Veterans
- Many seek healthcare through non-VA providers, making screening for military service a critical part of practice
- Veterans have higher incidence of anxiety, depression and frequent mental illness
- This Toolkit provides information on condition specific assessments, clinical resources, and military specific resources such as culture and occupational codes

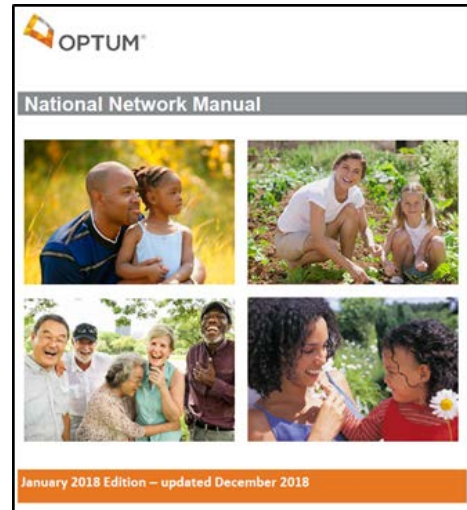
Quality Initiatives

OPTUM MEMBER RIGHTS AND RESPONSIBILITIES

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

Optum Member Rights and Responsibilities

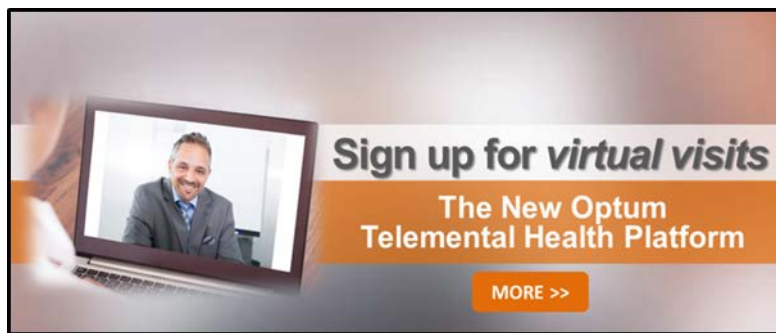
- It's important that you provide a paper copy of the Optum Member Rights and Responsibilities statement to any Optum member who asks for one
- You can download and print the most recent version from the Optum Network Manual posted on [providerexpress.com](#) (Select "Clinical Resources" > "Guidelines/Policies & Manuals" > "Network Manual")
- To request a paper copy of the revised statement, please contact Network Management



Consumer Access to Care

OPTUM TELEMENTAL HEALTH PLATFORM

Provider Express – Clinical Resources – [virtual visits](#)



Our telemental health service is now called *virtual visits*

- Convenient, cost-effective telemental health solution
- The virtual visits technology platform is available for use with no licensing cost or monthly fee
- Manage your entire virtual visits practice on this highly advanced platform
- In-platform links to *Provider Express* so providers can perform the same secure transactions as they do today

CPT Code Resources 2019

CPT CODE CHANGES

Provider Express _ Home page under Admin News – [CPT Code Changes 2019](#)

Psychological/Neuropsychological Testing

- [Notice related to Medicaid Memberships](#) (Revised December 2018)
- [FAQs for Commercial/Medicare Memberships](#) (Revised March 2019)
- [2019 CPT Psych Testing FAQ for Medicaid](#) (Revised March 2019)

Autism/ABA

- [Notice related to Medicaid Memberships](#) (Revised December 2018)
- [ABA FAQs for those using HCPCS](#) (Revised January 2019)
- [ABA FAQs for those using temporary CPT Codes](#) (Revised December 2018)



Provider Experience

ELECTRONIC PAYMENTS AND STATEMENTS

Provider Express – Admin Resources – Claim Tips - [Take advantage of Electronic Payments and Statements](#)

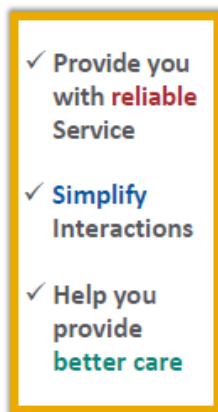
You've got better things to do with your time - Sign up for Electronic Payments & Statements

- With EPS, claim payments are deposited directly into your bank account as soon as possible
- Now with an added layer of security, claims payments made by EPS electronic funds transfer from health plans can only be deposited directly into your designated bank
- EPS can dramatically shorten your revenue cycle. In fact, you may be paid five to seven days faster than by paper checks received through regular mail
- This leaves you more time to do the things that will help grow your practice



PROVIDER SATISFACTION SURVEY

Provider Express – Home page under Working Together - [2018 Provider Satisfaction Survey Results](#)



When you speak, we listen and take action

- In order to listen and act in a more timely manner, we have moved to a quarterly Clinician Satisfaction Survey
- You will only get one survey per year, but you may experience the survey at a different time of year than you are accustomed to
- Our Facility Satisfaction survey remains an annual process
- You may continue to get additional surveys on a transactional basis, as you interact with us day to day

STATE SPECIFIC PROVIDER INFORMATION

Provider Express – Our Network – [State-Specific Provider Information](#)

We changed our title to make information easier for you to find

- You asked and we listened
- Just click on your state or territory and see an entire page with a variety of state specific information
- Example of page with some state links below:

[Alabama \(AL\)](#)
[Alaska \(AK\)](#)
[Arizona \(AZ\)](#)
[Arkansas \(AR\)](#)

[Illinois \(IL\)](#)
[Indiana \(IN\)](#)
[Iowa \(IA\)](#)
[Kansas \(KS\)](#)

