

Network Notes

Optum news and updates for Clinicians and Facilities

Spring 2022

We hope you find this publication of Network Notes helpful and insightful. This quarterly newsletter covers important updates and topics of interest to our provider network. Additional details for the following topics can be found on providerexpress.com.

Updating Your Practice Demographic Information

IT'S IMPORTANT TO MAINTAIN ACCURATE PRACTICE INFORMATION

Provider Express – Admin Resources

The easiest and most efficient way to update your information is by logging in to Provider Express and clicking on the “*My Practice Info*” button in the upper right of the screen. With just a few clicks, you can keep your practice information accurate and up to date.



Registered users of Provider Express, except Facilities, are strongly encouraged to use the “*My Practice Info*” function. If the “*My Practice Info*” function is unavailable, you may submit changes in writing at: UpdateMyInfo@optum.com, or by fax 1-844-397-5312.

Some demographic changes you can make:

- Address change
- Add Licenses and IDs
- Indicate changes to your practice availability as necessary
- Agencies can manage the roster of clinicians in the practice
- Directory Attestation

NOTE: Facilities should submit their changes to their Provider Relations Advocate.

[More info](#)

Network Manual

UPDATED OPTUM NATIONAL NETWORK MANUAL
Provider Express – Clinical Resources



As of March 1, 2022 an updated National Network Manual is available on Provider Express. You can also view a change index of the significant changes.

[View manual and change index](#)

Climate Change and Mental Health

OPTUM
providerexpress.com

**Climate change
and mental health:**
A growing concern for young people



Podcast episode: Supporting Our Kids

Teens and young adults have a lot on their minds these days. Fifty-eight percent of teens say the pandemic has affected their mental health. Over the past three years, we've seen more than a 1.5 times increase in children and adolescents getting support for depression, anxiety and trauma. Have you thought about how climate change could be impacting your patients' mental health?

The World Health Organization is drawing attention to this issue. Learn more about this important topic and how climate change could be impacting your patients - plus you'll find available resources you can share with your patients for support.

[Learn more](#)

Employee Assistance Program (EAP)

EAP

Provider Express – Admin Resources

Expand your practice and receive more referrals by attesting to being a provider of Optum EAP services. We've made it easy. Non-prescribers can now attest in real time to being a provider of EAP services via "My Practice Info" on Provider Express. If you have questions regarding the Optum EAP program, please visit the EAP home page on Provider Express.

[EAP Resources](#)



Cultural Sensitivity Training

CULTURE

providerexpress.com – Clinical Resources



**Advancing health equity
for those we serve**

Sign up for new on-demand
Cultural Sensitivity Training courses

Our mission is to help people live healthier lives and make the health system work better for everyone. Promoting and instilling the values of culture, inclusion and diversity are critical to achieving this mission and truly making a difference.

As part of this commitment, we are introducing two new Cultural Sensitivity Training courses – **free and on-demand** – for in-network behavioral health professionals:

- **LGBTQ+ Mental Health Training (1.5 CEUs):** Developed in partnership with OutCare Health, this course is designed to help deepen your understanding of how to care for members of the LGBTQ+ community.
- **Unconscious Bias Training (Certification):** This free, 30 minute on-demand course is designed to help you evaluate and overcome your own unconscious biases.

[Sign up today](#)

Live and Work Well

MEMBER WEBSITE

Liveandworkwell.com

The screenshot shows the Optum Live and Work Well website. At the top left is the Optum logo and the text 'Live and Work Well'. On the top right are links for 'Language', 'Sign In', and 'Register'. Below this is a navigation bar with 'Home', 'Find Care', 'Explore & Learn', and 'Crisis Support'. A search bar is located on the right side of the page. The main heading is 'Explore and Learn', followed by the text 'Access videos, articles and resources that can help you be informed and take action.' To the right is an illustration of a compass, books, and a plant. Below this is a 'Featured' section with two cards: 'Explore therapy' with a chair icon and a 'Get started' button, and 'Substance use support' with a life preserver icon and a 'Learn more' button.

New Enhancements to the Behavioral Health Live and Work Well Website

- Refreshed look and feel
- Streamlined navigation to support most frequent member transactions
- Easier access to care and support
- Better guidance to personalized care options
- Simplified provider search and online scheduling filtering option

Connecting to care is easier than ever on *liveandworkwell.com* for your members. The Live and Work Well site has been redesigned and includes enhancements to make navigating the site easier. It's available around the clock, home or office. Members will find 24/7 confidential access to professional care, self-help programs and resources specific to their needs — whether they're dealing with substance use, depression and anxiety or seeking care for a family member.

We have made it easier for members to connect to the right care at the right time. Simply answer a few questions about how they're feeling — and their goals — and we will recommend resources to meet them where they are in their mental health journey.

[Liveandworkwell member website](#)