

## Two programs designed to improve patient follow-up and compliance rates



### Maintain continuity of care by referring your patients to our **Express Access Network** and **virtual visits** providers upon discharge

These programs are designed to make it easy, convenient and timely for Members to get an appointment and receive the services they need. Providers participating in these programs can be found in our online directory, [Live and Work Well](#).

**Express Access Network** is subnetwork of Optum-credentialed providers who have agreed to offer Members a routine appointment within 5 business days of the request.

Our **virtual visits** network expands providers' geographic reach, as well as giving Members more choices for care. Our virtual visits network not only addresses the grave shortage of behavioral health providers (especially prescribers) nationwide, but Members are generally able to get an appointment within one week.

## Live and Work Well

The [Live and Work Well](#) website allows visitors to quickly search for behavioral health providers by specialty, zip code, city and state.

More than just an online directory, [Live and Work Well](#) is a powerful health resource that is here to help Members and those you care for find the balance, support and care needed to live their lives to the fullest.

The next page demonstrates how easy it is to search for our Express Access and virtual visits providers on [Live and Work Well](#).

# Detailed look at searching for Express Access and virtual visits providers on Live and Work Well



**1** Search by location

**2** Express Access (3)

**3** Express Access Provider

Start your search by clicking on the FIND A PROVIDER tab and entering either a zip code or city and state.

Click the Express Access Filter along the left of the screen

Look for providers with the Express Access stopwatch icon displayed

- Express Access Network providers have contractually agreed to see members within five business days of request
- Peer-reviewed research shows decreased wait times help improve outcomes and lower re-admit rates
- Optum now has 85% coverage nationwide of having at least one Express Access provider within a 20-mile range of Members
- Express Access providers can be filtered on Live and Work Well and are designated with the Stopwatch icon for easy identification

## virtual visits

virtual visits

Finding a virtual visits provider is even easier — they have their own tab right on the main search page

- Our virtual visits network directly addresses the national shortage of behavioral health care providers, especially prescribers
- virtual visits drastically improves access by expanding geographic region and broadening provider choice for members
- virtual visits member appointments occur within one week
- virtual visits is not an add-on benefit; rather it is considered an alternative mode of service billed at standard fee schedule rates