



October 2020

Dear Provider

Re: Effective Jan. 1, 2021, Providence Health Plans and Providence Medicare Advantage Plans will directly administer its behavioral health network for all employer group products and members, except for those Providence St. Joseph Health employee benefit plans (“PSJH which also include Swedish, Kadlec, PacMed, St Joseph Health, and Covenant).

Dear Optum-Providence Health Plan Provider:

Beginning Jan. 1, 2021, there will be changes to the management of individuals and groups within the Providence Health Plans throughout Oregon and Washington state. As a result of these changes, Optum’s contract with those Providence Health Plans will expire on Dec. 31, 2020.

What This Means for You

Providence Health Plans members currently covered through Optum Behavioral Health network will no longer offer Optum Behavioral Health benefits plans in your area. As a result, Optum will no longer be providing for this membership. Beginning on Jan. 1, 2021, Providence Health Plans will provide coverage and manage the individuals and groups. Please check member ID cards, as they will be changing.

This doesn’t change your direct participation with Optum for any other lines of business. If you’re not currently contracted for the health plan listed above and you want to continue seeing Providence St. Joseph employee benefit plan patient’s, no further action is necessary.

If you’re currently contracted with the Providence Health Plan listed above and seeing membership other than Providence St. Joseph employee benefit plan, you should consult with them concerning any questions you may have regarding this transition. If you are not currently contracted with the Providence Health Plan listed above and seeing membership other than PSJH, please contact them regarding any questions or transition of care needs.

Continuity of Care

To help ensure continuity of care for your patients who are impacted by this change, you will need to work with Optum to process any remaining claims for services provided up through Dec. 31, 2020. If you have patients in treatment, please contact us so we can help coordinate transfer of services, if needed. Please note that as of date of service Jan.1, 2021, any new or continuing services, the new plan will assume full responsibility of the care for outpatients.

Optum will manage the authorization and continuity of care for those members admitted to bedded services prior to Jan. 1, 2021. Optum would be responsible for paying claims for rized bedded services through discharge for authorized admits that occurred prior to Jan. 1, 2021.

Resources and Support

We want to help make this transition easy for you. Please refer to the following details for more information.

Learn more about this change at ProvLink, please go to www.onehealthport.com to sign up or access ProvLink

- Review the attached “Frequently Asked Questions: Behavioral Health Services” developed by PHP.
- Members and Providers of Medicare members call: 1-800-603-2340
- Members and Providers for all other members call: 1-800-878-4445

If you’re unsure how this will affect your practice, please don’t hesitate to contact an Optum Advocate at 1-877-614-0484. Thank you in advance for your assistance during this transitional period.

Sincerely,
Jennifer Emery-Morelli
Director, Behavioral Network Services
Optum | United Behavioral Health