

Provider Ratings and Reviews

Frequently Asked Questions

Q1: Why is Optum adopting a customer review process?

A1. Ratings and Reviews are common on many websites and for many products and services. We are introducing the capability for members to allow them to share their personal perspective on their experience with Behavioral Health Services and to give members the option to read ratings and reviews when evaluating whether to select a mental health or substance use service Provider.

Q2. How does this benefit me as a network clinician?

A2. Consumers seek and select a mental health or substance use service Provider based on numerous data points. These may include, and are not limited to:

- Asking friends, family, or healthcare professionals for recommendations based on experience
- Convenience
 - Proximity to home or work
 - Service hours that fit their schedule
- Filtering in search directories based on
 - Clinical conditions
 - Services provided (e.g., virtual visits, EAP, MAT)
 - Language needs
 - Availability
- Online research
 - Care philosophy
 - Insurance plans accepted/network status
 - Photos
 - Ratings and Reviews

Keeping your practice information up-to-date with us and on your website helps members make informed decisions and better identify Provider(s) who best meet their needs.

Q3. How are ratings and reviews generated?

A3: Optum is collaborating with Healthgrades, a leading online resource for patients to find and connect with the right doctor or hospital. When available, Healthgrades provides both star ratings and verbatim comments from patients or clients.

A single review will generate a rating. Because ratings normalize with more entries, the site does not note the number of reviews for each clinician.

Q4: Can one member submit multiple reviews on the same provider?

A4: Users are not permitted to submit multiple reviews for one provider. Each time a user submits a new review for the same provider, the new review will replace the previous review.

Q5 Will a review left about me on another carrier's site show up on the Optum site?

A5: Yes. If a review is left through a site that is affiliated with Healthgrades, it will show up on the Optum Live and Work Well site.

Q6: Does Healthgrades monitor the content of reviews?

A6: Yes. Healthgrades reviews ratings and adheres to its [community guidelines](#) to prevent reviews that might include things like name-calling, personal attacks, racist comments, threats or obscenities.

Q7. How can I learn more about Healthgrades?

A7: Visit the Healthgrades website: <https://www.healthgrades.com/> > For Providers

Q8. Will these reviews determine where I show up on search lists?

A8. No. While these reviews are visible in the directory, they do not affect the order in which providers appear.

Q9. Do I have to participate in Healthgrades?

A9. No. Participation is optional. Providers are not required to participate in Healthgrades.