

Platinum data available

Annual Platinum Program (formerly ACE) data is now available to view on Provider Express. The Platinum Program is our facility recognition program designed to identify and reward effective and efficient facility-based programs. On Provider Express you will find the results of our behavioral health facility recognition program based on the clinical categories, level of care and metrics as noted below.

View your data: [Log into Secure Transactions](#) >> [Provider Reports](#) >> [Annual Facility Scorecard](#)

Increased Specificity

Clinical categories

- General Mental Health
- Substance Use Disorder – Alcohol
- Substance Use Disorder – Other
- Eating Disorder

Levels of Care (LOC)

- Inpatient
- Residential
- Partial Hospitalization

Metrics

- Readmission Rates
- Follow-up Hospitalization Rate (30 days)
- Follow-up Hospitalization Rate (7 days)
- Average Length of Stay (ALOS)
- Episode of care cost

Volume requirements

Facilities must have 20 or more admissions per calendar year for the LOC/Condition category except for Eating Disorder programs which must have 20 or more admissions in a two-year period.

Platinum-recognized levels of care by condition have a streamlined authorization process for all admissions to the Platinum recognized program/level of care which will go live for new Platinum programs on July 13th, 2020. Admissions to non-Platinum programs or levels of care will continue as they do today. That is, member admissions meeting criteria for a Treatment Milestone Authorization (TMA) model for admission will still have the TMA process applied and those not meeting TMA criteria will complete a full review. **As a reminder, it is imperative that we receive comprehensive discharge information on all admissions regardless of Platinum status; failure to do so may result in reimbursement interruptions. Part of the Platinum Program is ensuring our members have a follow-up appointment within 7 days of discharge. So that our follow-up team may assist members, it is required that you submit full discharge information including the name, date and phone number of the follow-up appointment, as well as names of providers and member contact information where the member may be reached.**

We run data annually to assess Platinum recognition status. In accordance with your Agreement and continued participation in this program, we reserve the right to complete a full clinical review when indicated.

If you have questions, contact us at aceplatinum@optum.com. Additional information is also available on Provider Express > Quick Links > Platinum Recognition.